A quality improvement project in Bracknell and District PCN to assess the impact of using the 'Me & My Medicines' resource.

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Opportunity for change

Structured Medication Reviews (SMRs) offer significant benefit for patients, especially those on multiple medications. These benefits include reducing the risk of harm from adverse drug events, improving patient care by involving then in decision-making, and enhancing health system value by reducing medication waste. However, feedback from clinical pharmacists indicated that many patients were unprepared for their SMR, leading to inefficiencies and confusion about the purpose and benefits of the review.

This project aimed to improve patient engagement by providing information to prepare them ahead of the SMR, using the 'Me & My Medicines' resource, to enhance the quality of the review and patient satisfaction.

Intervention

The quality improvement project focused on testing the impact of sending the 'Me & My Medicines' resource to patients prior to their SMR. The project involved two cohorts (sample size of 50 patients for each cohort):

Cohort 1: patients who did not receive any pre-SMR information

Cohort 2: patients who received the resource

Both cohorts consisted of patients aged 75 years and over (not registered in care home), registered in Bracknell and District PCN surgeries. The clinical pharmacy team used population health data to target patients who would benefit the most from an SMR, and stratify the patients based on number of medications and a recent hospital admission and those who never had a SMR before.

Pharmacy technicians were used to gather patient information and record ACB scores before the SMR; Clinical pharmacists conducted SMRs and update ACB scores.

After the SMR, patients were asked to complete a Patient Satisfaction Questionnaire (PSQ) to assess their experience.

The intervention was designed to determine whether providing this preparatory material would improve patient engagement, understanding, and satisfaction with the SMR process.

Impact/Outcomes

The intervention led to improved patient engagement and preparation for the SMR, especially in Cohort 2, who received the 'Me & My Medicines' resource.

Improved Patient Confidence and Engagement:

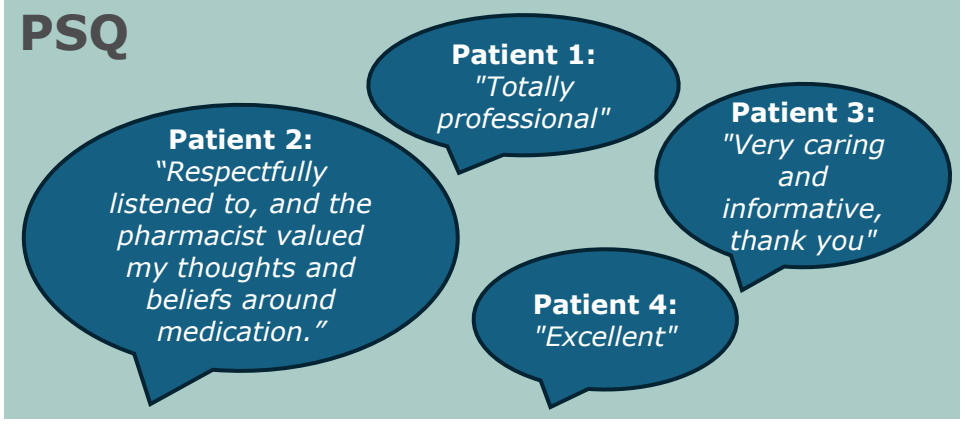
- The clinical pharmacists observed that patients in Cohort 2 were more confident, prepared, and had more questions ready, which made the SMRs more streamlined and efficient.
- Although the response rate for PSQ was lover than expected, with only 18 responses from Cohort 1 and 16 from Cohort 2, feedback from the clinical team indicated significant improvement in patient confidence and preparedness in Cohort 2.

Positive Patient Feedback:

- The feedback from patients in Cohort 2 indicates a positive impact. All respondents in this Cohort reported that the pre-SMR resource helped them prepare for their medication review, demonstrating the value of providing the resource ahead of the consultation.

This suggests that the resource was effective in enhancing the SMR process. Furthermore, the project contributed to smoother team collaboration and better utilisation of team members' skills, increasing overall efficiency.

Patients feedback in cohort 2 via PSQ



Conclusion/Lessons learned

This project highlighted several key lessons:

Patient engagement: the 'Me & My Medicines' resource effectively prepared patients for their SMR, improving their involvement and understanding of the process.

Team collaboration: Using pharmacy technicians to assist with the SMR process improved overall efficiency by leveraging their skills for data collection and appointment scheduling.

Challenges with feedback collection: A lower-than-expected response rate to the PSQ was observed, possibly due to the elderly patient population's limited access to or familiarity with technology. Future projects may need to consider alternative methods of gathering patient feedback, such as postal surveys or accessible formats for patients with disabilities or language barriers.

Seasonal impact: The winter months and holiday season likely contributed to the high DNA (Did Not Attend) rate in Cohort 2.

Future work

The results of this project will be used to refine and improve the SMR process within Bracknell and District PCN and will be shared with the Ascot PCN for implementation. The following steps will be taken:

- Development of an SOP for SMRs, including the use of the 'Me & My Medicines' resource for all patients prior to their SMR.
- Ongoing training and upskilling of pharmacy technicians and clinical pharmacists to improve the quality and efficiency of SMR.
- Continuation of protected time for pharmacy staff to ensure the sustainability and high quality of SMRs.