

Welcome to the September 2016 Refer-to-Pharmacy newsletter.

Many people ask me how Refer-to-Pharmacy is doing. And it can be a tricky question to answer...

I'm reminded of the [Hitchhiker's Guide to the Galaxy](#) saga where the mice ask Deep Thought for the ultimate *answer* to life, the universe and everything... which turns out to be 42. It didn't mean anything until they (the mice) figured out what the ultimate *question* was!

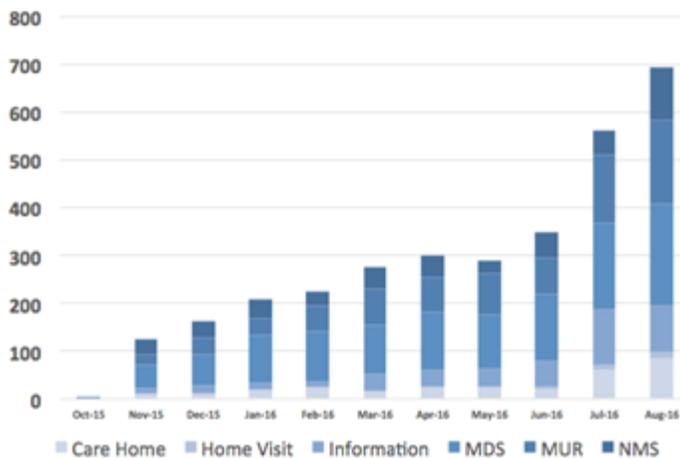
And so it is with Refer-to-Pharmacy (without the mice). We have a richness of data from both the hospital and community ends that is growing by the day; and figuring out what questions to ask of the data is key to demonstrating success. What follows are some tantalizing snippets of what is to come...

At the end of June a reporting tool came on line which allows me to see from which wards, and from which staff, referrals are being generated (previously I just knew how many and of which referral type).

This has been revolutionary - conversations now take place with staff about how they did the previous day and why things were good, or not as good as expected. I can even look at this at lunchtime and ask the team the same question half way through the working day.

Real time data being used in real time.... just check out the jump in referral numbers from July onwards. This is continuing and yesterday we had another bumper day – a new record: 46 hospital to community pharmacy referrals were made.

Refer-to-Pharmacy Referrals



In July we changed the way community pharmacies close a referral episode *and* capture outcomes. This was in response to their

feedback and to make it easier to track uptake and completion rates.

In August 2016: 75% (of the near 700 referrals made) were *accepted* by local community pharmacists. This is the new base line and we'll be working with the Local Pharmaceutical Committee to improve this. 60% were *completed* too; this is fine as New Medicine Service referrals take at least a month to complete.

This next screen shot shows how referrals are made up from go-live to the end of August 2016. These slides are also attached for convenience.

Refer-to-Pharmacy Facts

		Number of referrals
Referrals made to date (10/12)	Oct 2015 to Aug 2016	3,272
Rolling Avg Weekly Referrals (4wks)		157
Best week to date	26/08/16	170
Best day to date	1/9/16	45

	Number of referrals	Percentage
MDS	1,215	37%
MUR	793	24%
NMS	483	15%
Information	442	14%
Care Home	299	9%
Home Visit	40	1%

Determining the effect on readmissions is where it gets tricky and I require the help of ELHT's own version of Deep Thought (our information department). It's taking a little longer than expected to pull all the data together from the Trust's admissions database, compare this with the R2P referral data, and make sense of it all.

The answer is currently 42; we're still figuring out the question... something to look forward to in the next newsletter.

If anyone is attending the EXPO in Manchester this Thursday and want to see a live demonstration, I'm presenting on the TEVA stand in the morning (speaking at 10:40) and doing a session for Greater Manchester AHSN at 14:20. Each session will be a little bit different. *Don't Panic* if you can't make it; you can watch two very short demos of the [Hospital end](#) and the [Community pharmacy end](#) at these hyperlinks.

Finally, hello to everyone I met and demo'd R2P to at last weekend's

Royal Pharmaceutical Society conference. It was also an honour to be the recipient of this year's Leadership in Pharmacy award at the awards dinner. It was incredibly humbling considering what the other two finalists had achieved this year. In my case it was down to the creation and delivery of the 'Ronseal of referral systems': Refer-to-Pharmacy.



As ever, please pass this newsletter on to any interested parties in your networks.

Many thanks,

Alistair Gray
Clinical Services Lead Pharmacist
MRPharmS, BSc(Hons), DipClinPharm

East Lancashire Hospitals NHS Trust
Pharmacy Department
Royal Blackburn Hospital
Haslingden Road
Blackburn BB2 3HH
Telephone: Internal 82252/3 External 01254 732252/3
Fax: 01254 736850
e-mail: alistair.gray@elht.nhs.uk

refertopharmacy

Get the best from your medicines and stay healthy at home

5 JULY 2016
MANCHESTER CENTRAL
**PATIENT
SAFETY
AWARDS
WINNER**

Website: www.elht.nhs.uk/refer

Facebook: www.facebook.com/refertopharmacy

Twitter: www.twitter.com/refertopharmacy