



Implementation

Patient's Medicines Bag

How To Implement The Patient's Medicine Bag (PMB) In Your Trust

The purpose of this guide is to help you identify areas where you can successfully implement the Patient's Medicine Bag and to provide you with key themes for success.

The Ambulance Service:

- Contact your ambulance service and identify the Director of Operations and Service Improvement Lead
- Arrange to meet and discuss the uptake of PMBs.
- Provide them with evidence of successful implementation in other ambulance trusts (where possible) and demonstrate benefits realisation in:
 - Quality time with the patient
 - Auditing tool
 - Potential to reduce journey time to acute
- Ask for a dedicated Service Improvement Manager/Project Manager to work with
- Agree numbers of bags, crews and stations to work with on initial trial
- Agree a dedicated route through which the bags will arrive (e.g. Emergency admissions) for the duration of the trial
- Agree a mechanism through which to monitor the uptake and use of the PMBs
- Prepare notices of trials for stations taking part – outline start/end dates and details
- Advise crews of need to clerk the bags in on arrival at hospital
- Agree a diffusion technique with the ambulance service for full roll-out of PMBs
- Agree amendment to SLA (Service Level Agreement) with ambulance service for storage, use and ordering of PMBs
- Engage with ambulance service PR (Public Relations) dept to promote PMBs
- Engage with local media to promote ambulance service use of PMBs
- Provide ambulance crews with ethnic information laminates
- Ensure procedures are in place with ambulance service for sufficient quantities of PMBs on board at all times
- Ensure each ambulance crew has a Guidelines to Health Care Professionals (Ambulance Crews) available at all times

Assessment Unit Admitting Staff & Nurses:

- Identify the relevant Line Manager for Admin & Clerical Staff on the Unit Admissions Desk
- Explain the purpose of the PMB trial and ask for engagement with Reception staff to prompt ambulance crews to complete the PMB clerking in form for the duration of the trial(s)
- Provide Notices about the PMB trial for Reception staff
- Advise reception staff of the agreed trial start and end date

- Set up a monitoring system for numbers of PMBs issued against those arriving on the Unit (keep this simple)
- Share results with the ambulance service project/service improvement manager
- Identify and engage with relevant Nursing Leads
- Explain the purpose of the PMB trial and how it will impact on them/the Unit
- Agree a short trial of the PMB and agree how it will be measured and results shared
- Demonstrate benefits realisation: more and better medicines information with potential to speed up treatment
- Make sure staff have access to Guidelines to Health Care Professionals (Assessment Unit Admitting Staff) at all times
- Ensure there are supplies of PMBs and relevant labels available on the Unit for discharge/transfer purposes

Admitting Ward Staff:

- Identify and engage with relevant Ward Manager
- Explain the purpose of the PMB trial and how it will impact on them and ask for engagement with ward staff to promote use of PMBs
- Prepare notices for ward staff about the PMB
- Agree a short trial of the PMB and agree how it will be measured and results shared
- Demonstrate benefits realisation: patient's own medicines brought in with them, opportunity for Self Administration where safe and appropriate
- Make sure Guidelines to Health Care Professionals (Admitting Ward) are made available to all staff
- Where Self Administration of Medicines policy applies use the PMB as an aid to self administration
- Ensure there are agreed supplies of PMBs and relevant labels available on the Unit for discharge/transfer purposes

Pre-Operative Assessment Clinics:

- Identify and engage with relevant Pre-Op Assessment Clinical Lead (Nurse Practitioner)
- Explain the purpose of the PMB trial and how it will impact on them and ask for engagement with staff to promote use of PMBs
- Agree a short trial of the PMBs and how it will be measured and results shared
- Prepare notices for staff and patients about the PMB – outlining agreed start/end dates and requirements
- Demonstrate benefits realisation: more and better medicines related information, dispensing for discharge
- Make sure Guidelines to Health Care Professionals (Pre-Operative Assessment Clinics) are made available to all staff
- Ensure there are agreed supplies of PMBs and relevant patient information available on the Unit

Pharmacy:

- Identify and engage with relevant Pharmacy Dispensary Managers
- Explain the purpose of the PMB trial and how it will impact on them and ask for engagement with staff to promote use of PMBs
- Agree a short trial of the PMBs and how it will be measured and results shared
- Prepare notices for staff and patients about the PMB – outlining agreed start/end dates and requirements

- Demonstrate benefits realisation: reduction in duplicate prescribing, reduced worked if patient's own medicines brought into hospital; opportunity to reduce expenditure and wastage
- Make sure Guidelines to Health Care Professionals (Pharmacy) are made available to all staff
- Ensure there are agreed supplies of PMBs and relevant labels available in the dispensaries

Walk-In Centre Nurse Practitioners and Emergency Care Practitioners:

- Identify and engage with relevant Walk-In Centre Managers
- Explain the purpose of the PMB trial and how it will impact on them and ask for engagement with staff to promote use of PMBs
- Agree a short trial of the PMBs and how it will be measured and results shared
- Prepare notices for Centre staff and patients about the PMB – outlining agreed start/end dates and requirements
- Demonstrate benefits realisation: better communication with colleagues in primary and secondary care and with patients
- Make sure Guidelines to Health Care Professionals (Walk-In Centre Staff) are made available to all staff
- Ensure there are agreed supplies of PMBs and relevant patient information available

General Practitioner/Family Doctor:

- Through your PCT Medicines Management Lead identify pilot GP/Family Practitioners who may be willing to pilot PMBs
- Engage with relevant GP/Family Doctor or Practice Manager
- Explain the purpose of the PMB trial and how it will impact on them and ask for engagement with staff to promote use of PMBs
- Agree a short trial of the PMBs and how it will be measured and results shared
- Prepare notices for Practice staff and patients about the PMB – outlining agreed start/end dates and requirements
- Demonstrate benefits realisation: better communication with patient and hospital, opportunity to speed up processes
- Make sure Guidelines to Health Care Professionals (GP/Family Doctor) are made available
- Ensure there are agreed supplies of PMBs and relevant patient information available

Where Next?

- All Outpatient appointments using Choose & Book mechanisms (Booking Management Services through to Hospital PAS Outpatient appointment letter)
- Patient Transport Services through Ambulance Service pickup crews

Remember:

The impact of this bag has been assessed through research. These bags can help reduce delays in discharge from hospital, aid better and fuller medication history at pre-operative assessment level, provide a more accurate medication history for patients arriving through emergency pathways, permit more quality assessment time with the patient for ambulance crews, act as a dialogue tool between patient and healthcare provider and between healthcare providers across primary and secondary care. They can support a reduction in medication errors and offer opportunity for reducing both medicines expenditure and waste. They are an aid to reducing missed doses for inpatients when using them in conjunction with the Self Administration of Medicines Policy (where safe and appropriate to do so), plus they can also reduce turnaround time of work through a dispensary.

If you are asking a team or individual to adopt the PMB as good practice ensure the following:

- That you have identified exactly how you will spread the good practice
- That you have identified your potential adopters and that you are able to describe the good practice in a clear meaningful way and in a style which is relevant to your target audience
- That you are able to engage with and exchange communication with your potential adopters

If you have been asked to implement the PMB as good practice ensure the following:

- That you have identified the gap to which the PMB is to be or can be applied
- That you have assessed whether the PMB is a viable solution – accept or reject it

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Correspondence

Nottingham City Hospital NHS Trust, Pharmacy Department, Hucknall Road, Nottingham, NG5 2PB
Tel: 0115 969 1169 ext 45996

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CFN Packaging Group Ltd
Tel: 01754 897700, Fax: 01754 899304, email: info@poly-thenebags.com