NMS Flowchart

(adapted from CPPE NMS open learning programme)

Patient hands in prescription for a new medicine

Is the patient eligible for recruitment?

The new medicine must be to manage one of the following LTCs:

- asthma or COPD
- type 2 diabetes
- antiplatelet/anticoagulant therapy
- hypertension

Patient engagement

- Dispense medicine and provide advice
- Provide patient with information relating to service, eg, leaflet
- Provide opportunistic lifestyle advice
- Get patient to sign consent form

Does the patient agree to be recruited to the service?

YES

Patient and pharmacy agree a method and time for intervention in one or two weeks' time

NO

Talk with patient next time they bring their prescription to the pharmacy

Initial intervention

Talk with the patient:

1) Do they understand why they have come to the pharmacy today?
2) Do they know and are they happy that the information will be shared?
   Remember: **no consent > no intervention**
3) Use the interview schedule list of questions to support your consultation
4) Provide opportunistic lifestyle advice

Is the patient adhering to their medicine?

YES

Tell the patient they are doing well – encourage and motivate them to continue with adherence. Make next appointment for follow-up in two to there weeks.

NO

Solution is identified and agreed

Check patient understands the solution. Make next appointment for follow-up in two to three weeks.
Encourage and motivate the patient to work with the solution.

NO

Solution not identified or agreed

Explain potential clinical risk of non-adherence.
Refer patient to general practice.

End of service

Follow-up

Talk with the patient

1) Carry out the consultation – provide further advice and support

Is the patient adhering to their medicine?

YES

End of service

NO

Explain potential clinical risk of non-adherence.
Refer patient to GP

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NPA National Pharmacy Association