

NMS in a nutshell

Get familiar with the service

1. Read the NPA NMS support pack, Pharmaceutical Services Negotiating Committee (PSNC) and NHS Employers briefings and service specification and download the SOP (www.npa.co.uk/nms).
2. All pharmacists should complete and sign the 'NMS - self-assessment of readiness for community pharmacists' form.
3. It is recommended that the CPPE Open Learning programme 'New Medicine Service - Delivering a Quality Service' is completed ([www.cppe.ac.uk search for 'new'](http://www.cppe.ac.uk/search/for/new/)).
4. Discuss the service with your local GP practice team and members of the wider healthcare team; check to see whether your Local Pharmaceutical Committee is coordinating communications to GP practices.
5. Ensure your pharmacy team are aware of the service and the role they can play in making it a success.
6. Think about the benefits of the service to your patients and consider how these can be communicated by your team.

Check your consultation area

1. Ensure your consultation area is tidy and clear of clutter.
2. Ensure you have sufficient worksheets and materials to conduct the consultations, or a computer terminal to allow access to electronic support for provision of NMS, e.g. PharmaBase.
3. Do you have a paper or electronic diary to make appointments for patients? Allow 10-20 minutes for each appointment.

Patient engagement

1. Identify suitable patients for the service; consider how local healthcare professionals can support in referring patients to participating pharmacies.
2. Consider what marketing tools may be of use to communicate the service to patients.
3. Use the stickers available in the NPA NMS support pack to help identify suitable patients.
4. Make sure you have blank consent forms for patients to complete.
5. Use the appointment cards available in the support pack to record the agreed date and time of their appointment.
6. Ensure you request and record patient telephone numbers.

Intervention

1. Check your appointment diary at the start of the day for any scheduled appointments.
2. Before the appointment, complete as much information as possible on to the NMS patient record form (worksheet).
3. Greet the patient on arrival, check the patient's name to confirm their identity and escort them to the private consultation room / area.
4. Check the patient's understanding of the service and confirm their consent.
5. Using the NMS interview schedule as a guide carry out the consultation and record the outcomes.
6. Determine the patient's level of adherence to the medicine and agree any follow up actions.
7. Use the appointment cards available in the support pack to record the agreed date and time of the follow up; could you arrange to collect the patient's next prescription (assuming they are due for their next script)?

Follow up

1. Check your appointment diary at the start of the day for any scheduled appointments.
2. Contact the patient by their chosen method (telephone, email or SMS text) on the working day before their appointment to remind them.
3. Carry out the consultation face-to-face or by telephone (depending on the patient's preference).
4. Record the outcomes of the consultation on the NMS patient record form (worksheet) or IT system.
5. Determine the patient's level of adherence to the medicine and agree any follow up actions.

Payment and audit

1. Record the number of completed NMS episodes on the FP34C at the end of the month and send to the NHS Business Services Authority.
2. If requested, collate and send your PCT a report on NMS activity on a quarterly basis, using the nationally agreed reporting template.

