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East Lancashire Hospitals **NHS**  
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# refertopharmacy

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*"Refer to Pharmacy is reducing medicines waste and positively affecting readmission rates. It's quick, easy to use, and proving to be a game changer. It has exceeded my expectations."*

Neil Fletcher,  
Director of Pharmacy,  
East Lancashire Hospitals NHS Trust

5 JULY 2016  
MANCHESTER CENTRAL

**PATIENT  
SAFETY  
AWARDS  
WINNER**



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[www.elht.nhs.uk/refer](http://www.elht.nhs.uk/refer)

# Refer-to-Pharmacy makes it easy for hospital pharmacists and pharmacy technicians to quickly refer patients from their hospital bedside directly to their community pharmacist for various kinds of post-hospital discharge support with their medicines.

Let us show you how to refer at scale

Refer-to-Pharmacy provides community pharmacists with a hospital admission notification so they can stop dispensing for a patient – saving time and reducing medicines waste.

At discharge the system provides a clear reason for referral and a full copy of a patient's discharge summary.

Refer-to-Pharmacy has been developed in collaboration with the hospital pharmacy teams in East Lancashire to fit around the hospital and community pharmacy teams' working needs.

Refer-to-Pharmacy makes transfer of care a part of every patient interaction.

Comparing readmission rates for people at 28 days and with the same diagnosis during January to July 2016 indicates a 0.8% reduction compared to the same period in 2015.

This equates to 60 fewer people readmitted compared to the same time frame in 2015. In the recent "Carter Report"<sup>1</sup> it was determined that an average person's hospital stay costs £3,500.

We're working on a reporting tool that pulls out the full effect of Refer-to-Pharmacy on readmissions. The reduction is predicted to grow in the coming months as referral numbers and acceptances rates continue to rise.

## The story so far...

Refer-to-Pharmacy was launched on 29th October 2015. It is quick and intuitive to use, as it has been designed by users. It underpins the cultural and behavioural changes required to deliver high volume of referrals from hospital to community pharmacies so that every patient that can benefit is referred.

It is underpinned by full integration with other hospital systems such that referrals can be made at any point between admission and discharge.

Community pharmacists report that 60% of their referrals have reduced dispensing time and reduced medicines waste due to timely receipt of information. The hospital pharmacy team have reported time saved too as previous 5-minute phone calls have reduced to 15-second referrals.

## Refer at scale with an integrated solution

High numbers of referrals give rapid payback. A fully integrated system makes the system fast to use at the hospital end making it feasible to refer every eligible patient. This leads to rapid adoption by the hospital team and regular referral activity in community pharmacies so using the system becomes part of the working week.

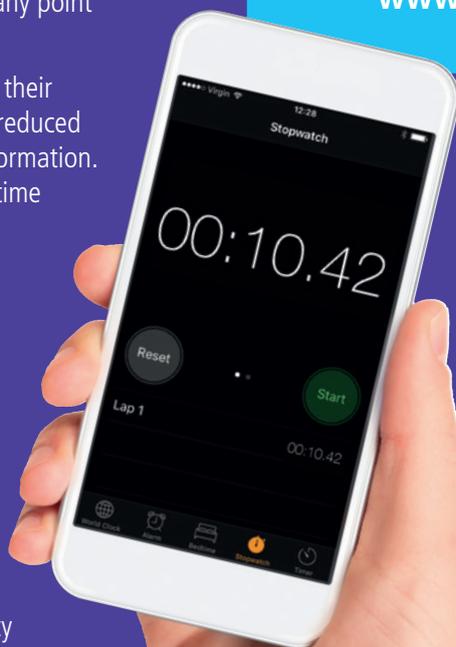
In East Lancashire each community pharmacy typically receives 2-3 referrals a week on average; which means the workload is also manageable.

## Watch 'The 10-second referral'

<https://youtu.be/V-FNeOFcvEw>

More films including demonstrations of Refer-to-Pharmacy can be seen at

[www.elht.nhs.uk/refer](http://www.elht.nhs.uk/refer)



## Snap Shot: September 2016 Refer-to-Pharmacy data

- Total referrals Sept 2016: **916**
- Community Pharmacy acceptance rate: **85%**
- Rolling 4-weekly average referrals: **210**
- Best week to date (week ending 30.9.16): **260**
- Best day to date (Monday 3.10.16): **67**

# East Lancashire Hospitals NHS Trust monthly hospital referrals

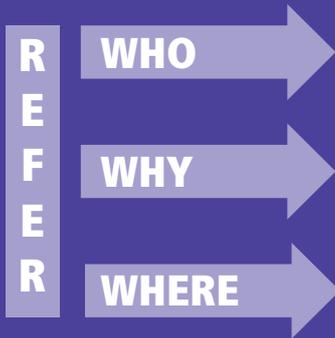


120-140 discharges/day from a 1000 bedded hospital



Realising the benefits of referring at scale means a philosophy of every eligible patient being referred and every referred patient being accepted

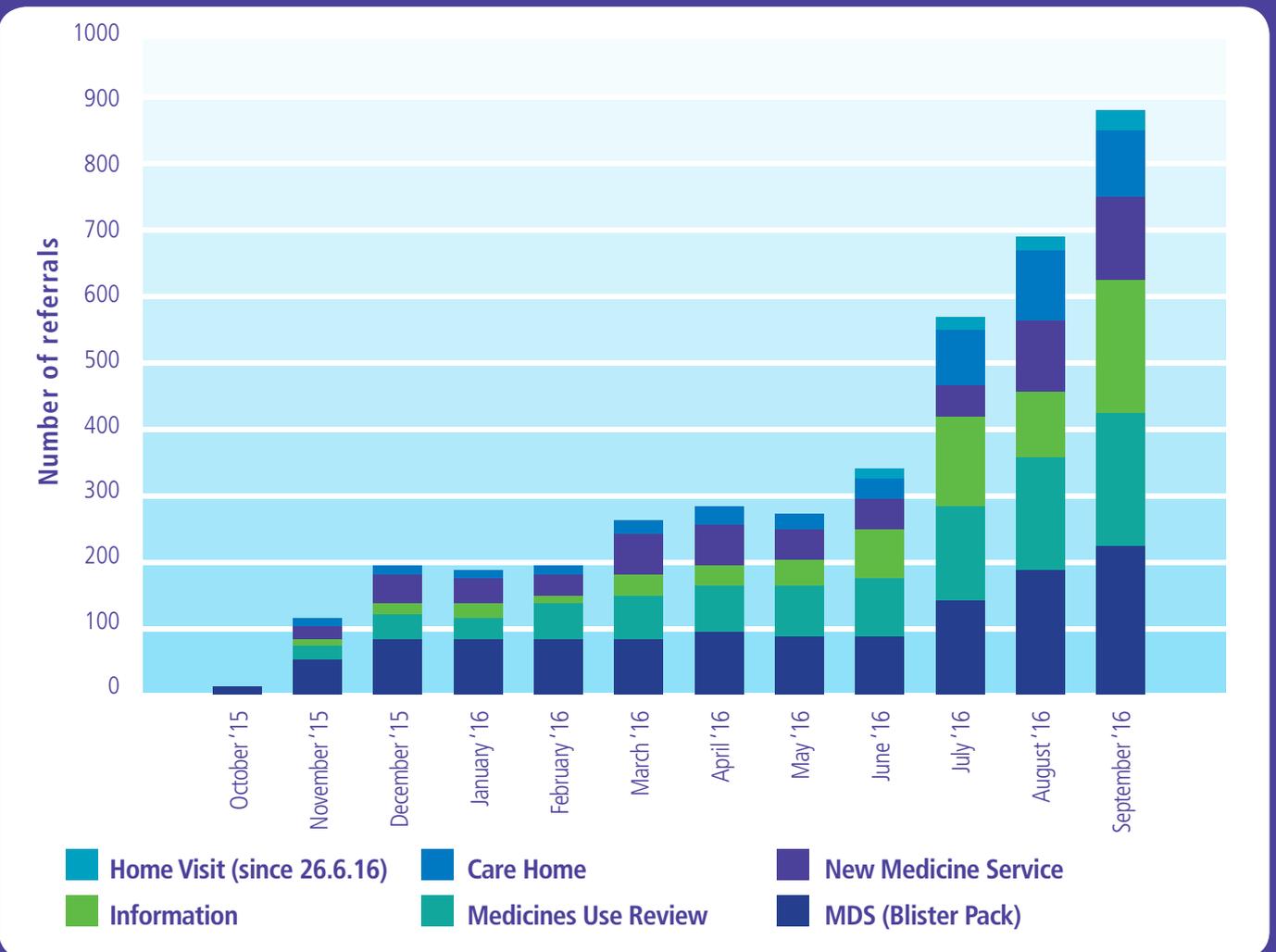
## The 3 steps to referral



## Key features of Refer-to-Pharmacy

- Efficient workflow
- No re-keying of data
- Extremely quick and intuitive
- Hospital admission notification
- Referrals sent automatically
- Discharge correspondence automatically included
- Reporting tools provided

## 12 months of referral activity



## Refer-to-Pharmacy is award winning

Refer-to-Pharmacy received the 2016 Patient Safety Award for Best Emerging Technology or IT. In September 2016 Alistair Gray, Clinical Services Lead Pharmacist at East Lancashire Hospitals NHS Trust and innovator of Refer-to-Pharmacy, was the recipient of the Royal Pharmaceutical Society's Leadership in Pharmacy award for the creation and spread of Refer-to-Pharmacy.



## Make Refer-to-Pharmacy a reality in your health economy: Next Steps

1. Contact us for a no obligation scoping meeting
2. Arrange a key stakeholder meeting (LPC, CCG, Hospital Pharmacy and IT)
3. Agree funding model
4. Agree implementation timetable
5. Agree communications plan
6. Go-Live
7. Monitor and communications

### Technical support for go-live and beyond:

- Set up and configuration of the Refer-to-Pharmacy application (hospital)
- Configuration of the message handling and processing interface (hospital)
- Support and maintenance of the application and its interface (hospital)
- Community pharmacy interface registration (free web based access to community pharmacies)

## For more information contact:

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## Keep up to date with Refer-to-Pharmacy news



ReferToPharmacy



@ReferToPharmacy



R2P app: [bit.ly/r2pharm](https://bit.ly/r2pharm)

## Reference

1. Crown Copyright. Operational productivity and performance in English NHS acute hospitals: Unwarranted variations. An independent report for the Department of Health by Lord Carter of Coles. February 2016. Available at: [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/499229/Operational\\_productivity\\_A.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/499229/Operational_productivity_A.pdf) (accessed 2nd October 2016).