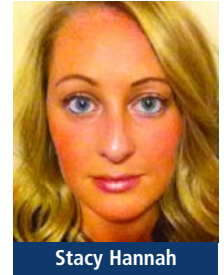


FACE2FACE

Medicines Management Facilitator

Stacy Hannah, Edge Hill Health Centre, Liverpool

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Stacy Hannah

Question:

What is your job title?

Answer:

Medicine Management Facilitator

What qualifications/experiences are required for the role?

None. The expectation is that practices will promote receptionist or administrative staff who would be suitable for the role. The CCG provides supportive training and the scope of the role is expanded as the post holder gains experience.

What are your main responsibilities/duties?

These are to:

- liaise with partners, practice managers and health professionals to develop and implement systems and protocols to improve safety, quality and reduce waste
- liaise with other organisations and agencies across Mid Mersey involved with Medicine Management, including Commissioning Support Services (CSS) teams, private organisations, CCG leads, etc
- supervise and train practice staff dealing in medicine management

systems, making best use of their skills e.g. repeat prescribing

- promote better use of medicines by developing and improving patient information
- collect monthly data to monitor improvements in line with core medicine management objectives
- conduct patient surveys to measure and improve patient satisfaction
- encourage joint working and facilitate the integration of all staff towards common practice prescribing aims
- keep abreast of all medicine management issues and ensure practice protocols are updated
- help the practice prescribing team in the implementation of formularies and treatment guidelines
- assist in the medicine management audit process at practice and CCG level
- act as the main point of contact for community pharmacies
- manage discharge letters from secondary care, with particular attention to changes in medication following inpatient stay (and escalating as appropriate to the appropriate GP).

To whom do you report and where does the post fit in the management structure?

I report to the Practice Manager for administrative issues and the General Practitioners for medication issues.

How is the post funded and is it on a non-recurring or recurring basis?

The post is funded by the practice on a recurring basis.

When was the post first established?

The post was first established in 2012 with training support from Interface Clinical Systems, a private provider of medicine management solutions.

Are you the first post holder? If not, how long have you been in post?

I am the first post holder and was the first in Liverpool to hold this role. I am still undertaking the role and have been doing so for the past 2.5 years.

What were the main drivers for the establishment of the post and how did it come about?

To enhance patient safety, quality and reduce waste.

“The expectation is that practices will promote receptionist or administrative staff who would be suitable for the role.”



Potential for the role is more important than qualifications or experience

What have been the main difficulties in establishing/developing the post to its current level?

Re-educating pharmacists and patients to promote better use of medicines and pharmaceutical companies in all aspects of ordering and monitoring of medication.

What have been the main achievements/successes of the post?

The main achievements of this post are improvements made to enhance patient safety. Also, a great deal of cost saving has been achieved.

What are the main challenges/priorities for future development within the post which you currently face?

The main priorities within this job role are to further improve patient safety and to further reduce waste.

What are the key competencies required to do the post and what options are available for training?

In-house training is a good opportunity and is available to staff who require learning this role. As part of this job role, staff training is regularly provided to keep knowledge and skills updated.

How does the post fit with general career development opportunities within the profession?

It is a good grounding to becoming a pharmacy technician. A three level Medicines Management/Medicines Optimisation model operates locally. Pharmacists undertake clinical medication reviews on complex patients with multiple morbidity, technicians conduct audit, systems and process work and single therapy medicines reviews and my role as Medicines Management Facilitator involves running the prescribing system in the practice. I resolve process issues and bring clinical/risk issues to the attention of the GP or Medicines Management team for resolution.

How do you think the post might be developed in the future?

I think this post will be rolled out across practices and into other neighbourhoods. The CCG would like such roles to be in place 5 days a week i.e. at the time prescribing happens. It doesn't need to be full-time in smaller practices, but does need to be every day. There is the potential for several people to provide the service across several practices, being employed through the GP federation model rather than by a single practice.

What messages would you give to others who might be establishing/developing a similar post?

My advice would be that this job role is very rewarding and is of great benefit to the practice and its patients.