

# CASE STUDY

*Winner: Medicines Optimisation*

*Healthcare Transformation Awards 2016*



## Polypharmacy Optimisation Programme: Pharmacy-led Individualised Education & Support service

**NHS Kernow CCG and Cornwall & Isles of Scilly LPC**

### The challenge

Kernow CCG and Isles of Scilly LPC recognised that within their area there was a growing population of frail elderly people, who often had polypharmacy and co-morbidity problems. This vulnerable group rarely left their home and so were unlikely to visit a community pharmacist, despite being a cohort who would most value the support and expertise these professionals could offer.

### The solution

Kernow CCG & Cornwall & Isles of Scilly LPC, with some support from Peninsula LPF, worked together to introduce POPPIES (Polypharmacy Optimisation Programme: Pharmacy-led Individualised Education & Support service). This pilot service which supports all aspects of medicines management and optimisation, has the primary goal of helping patients get the best from their medicines and reduce unplanned hospital admissions. POPPIES focusses on the person's specific needs and concerns, in the relaxed environment of the patient's home. Pharmacists use a guide for the visit, but provide many opportunities for patients to talk freely, without the stricter structure, time constraints or environment of a Medicines Use Review service.

To overcome patient's often complex needs and issues, the visits involved not only action by the Pharmacist but also referral to GPs, nurses, other primary care providers, such as dementia specialists, and also involvement of third sector agencies such as Age UK and BeMe. All of these activities improved links and encouraged future collaboration. GPs, other HCPs and third sector agencies were also able to refer patients into the pilot.

### The impact

Apart from practical support and ultimate benefits, medicines optimisation was the key driver for these visits. The data demonstrated the pilot's success in achieving safe and effective use of medicines showing:

- Improved health and wellbeing for 94% of patients.
- The likelihood of unplanned hospital admissions reduced for close to a third of patients.
- Prescribing cost reductions for 43% of patients.
- GP consultations and out of hours visits reduced by 65%.

Another aim of the POPPIES service is to remove wasted medicines and prevent reoccurrence. 43% of people had waste removed, some having significant volumes of potentially dangerous controlled drugs accumulated, often exacerbated with patient's having symptoms of dementia or confusion due to adverse drug reactions.

Patients frequently volunteered positive feedback to the pharmacists visiting them, saying how much they appreciated the service and the time and commitment shown. There was an unexpected impact on their carers too, improved health and also due to interventions that reduced the impact of caring on their lives

### Contact:

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