

Over 75 review feedback information sept 2015-march 2016

Overall patient population - 421	=
100%	
No patients reviewed	=
344 pts	
No patients who did not attend	= 14
pts	
No patients who either declined cancelled	= 57
pts	
No pts who had a tel consult	= 6
pts	
No pts who had medication review directed straight to the GP	= 6 pts
No pts who required follow up app with GP	=23
pts	
No pts who discussed confusion over the medication	= 4
pts	
No of pts with poor concordance or side effects	= 13
pts	
No of pts who required an MDS to improve concordance	= 4 pts
No of pts who had medications altered	=5
pts	
No of pts who had medication move in line for repeat ordering	=18 pts

Examples of change to practice following the medication review -

Diet and lifestyle advice given and reinforced

Prevalence to disease registers changed with increase to AF register and hypertension register

Concordance issues discussed with patients and the repeat ordering system has improved patient contact to the surgery which is a positive step for the patients

Discussed chronic pain with some patients who were buying OTC meds and thus pt safety could have been an issue i.e. aspirin which creates high risk of bleeds in the elderly

Drug wastage addressed with patients ordering at wrong times of the month so cost savings for the practice

Concordance issues addressed and thus chronic disease management has improved as medications now taken correctly and targets such as cholesterol levels and BP improved which have thus reduced hospital admissions for complications of the chronic disease

A patient questionnaire was provided for the patients to complete and from those completed the comments below are-

Very helpful

Very efficient reviews and very helpful

Happy with medication review
Would recommend the over 75 review to friends and family
Happy with medication review and all explained
Extremely satisfied
Very satisfied
Happy with medication review and discussed cough
Covered relevant aspects of my medication
Very satisfied
Happy with review and very pleasant
Extremely satisfied
No problems identified but very happy with explanation about my meds
Very good
Extremely happy

Following on from the questionnaire all patients had a positive response and wanted to continue the service... they found the 30 minute appointments very useful

The pharmacist also did some crisis medication reviews in a nursing home that had medication issues with poor compliance. The pharmacist was able to work with the medicines management team to review the patients over 75 within this home and help assess concordance.