



A standard medication ordering process for care homes



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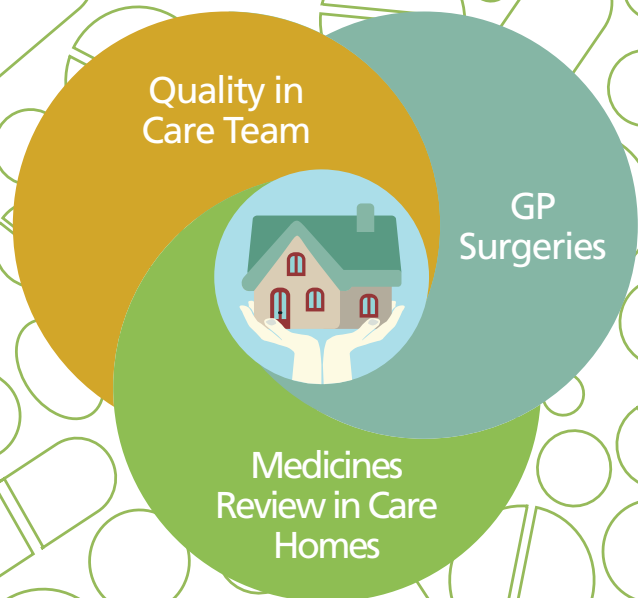
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The benefits of an efficient ordering process

A project on medication waste in three Buckinghamshire care homes found the level of medicines waste was approximately £735K per year. The main reason for this was inefficient ordering process.

The benefits of using an efficient medication ordering process include:

- Reduced waste of medicines
- Reduced workload for GP practice, care home and pharmacy staff
- Improved patient safety through reduction of medication errors
- Easier implementation of EPS for care homes and GP practices
- Improved communication and relationships between care homes, GP practices and community pharmacies
- Compliance with national guidelines.

How the Medicines Management Team can help

Any change in process and practice is not usually easy. As part of our Medicines Review in Care Homes Service a care homes technician will work with you to identify how your current system can be improved and support you with changes. The technician visits to support the care home during different stages of the

medication ordering cycle and support the GP practices and community pharmacy that provide services to the care home. Training is also provided by the technician and care home pharmacists.

How to request support

GP practices and the Quality in Care Team (QiCT) are able to refer care homes directly to the Medicines Management Team at the Buckinghamshire CCGs by completing a referral form for the [Medicines Review in Care Homes Service](#). If you are a care home requesting support please contact your GP or the QiCT and ask them to complete a referral form on your behalf.

What the process involves

Care homes that are referred will be prioritised according to work load, safeguarding concerns or Care Quality Commission (CQC) recommendations. The referrer will be contacted and informed of an anticipated start date. A requirement for this support is a pre-agreed time commitment from the care home and GP practice manager and community pharmacy, to discuss and agree the implementation process for the individual care home referred. The time required will be dependent on the size of the home.

Guidance on the medication ordering process is available to download: [Guidance-on-Medication-Ordering-Process-FINAL-Sep-2016.pdf](#)

Free webinar training is available for prescribing leads, practice managers, prescription clerks, medical secretaries, and care homes staff- anyone involved in the medication ordering process for care homes.

If you or your team would like to take part, email the medicines management team on bucks.mmt@nhs.net with the names and contact details and we will ensure they receive an invitation to join the webinar. Dates and how to access the trainings are also published in the CCG Bulletins. In addition future training dates will be available on the QiCT website and CCG extranet.

All care home policies and guidance documents are available at:

Aylesbury Vale CCG website:

<https://www.aylesburyvaleccg.nhs.uk/your-health/care-homes>

Chiltern CCG website:

<https://www.chilternccg.nhs.uk/public/your-health/?service=care-homes>

Quality in Care Team website:

<http://www.careadvicebuckinghamshire.org/s4s/WhereILive/Council?pageId=3019>