

Inhaler reminder for adults and teenagers (Pharmacy) – protocol WMAHSN-11

Purpose

- To support the shared management plan patient agrees with clinician, empowering the patient to be less dependent on face to face clinical contacts.
- To improve compliance with use of inhalers, through regular reminders
- To help the patient adopt a healthier lifestyle – encouraging exercise, eating sensibly, keeping weight in ideal range, maintaining a happy mood, stopping smoking.

Setting: Community pharmacy

Selection of patients

Patient identified by the pharmacist through Medicines Use Review(MUR) or New Medicines Service(NMS) who has poor control of their asthma (or COPD) because they do not take the correct inhaler regularly, and need reminding to do so. Can be adult, or teenager, or parent of child patient.

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contact at GP surgery
- Increased use of preventer inhalers and reduction in reliever inhaler usage.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of preventer inhalers

Success criteria

- 50% of participants use their preventer inhalers 70% of the time to maintain their asthma control within agreed levels of peak flow readings

Protocol summary (8 weeks):

- Twice daily reminder about use of preventer inhaler
- Three times a week information messages
- Monthly text enquiry of patient experience starting at baseline

Daily preventer inhaler reminder

M/W/F 08:00, Sat/Sun 09:30: *Hi. Just wanted to make sure you take your preventer inhaler today. Thanks, Flo.*

19:00: *Hi. Just wanted to make sure you took your preventer inhaler today. Thanks, Flo.*

Information messages three times a week for 8 weeks

You can do more to improve your asthma - avoid smoky places, spot allergies early, do regular exercise. Take care, Flo

If there's anything you want to know about your asthma, ask your doctor, nurse or pharmacist to spend time explaining it. Take care, Flo

We want you to get as good control of your asthma as is possible; but don't expect a 'cure'. Take care, Flo

Prevention is key - so take your preventer inhaler treatment regularly and avoid triggers - like pets, long grasses, perfume, plants, smoky places. Flo.

You can do it - be the main person who controls your own asthma. Not your doctor or nurse - it's you. Take care, Flo

Check with the pharmacist if you're buying over the counter medicines -as ibuprofen or cough medicines could make your asthma worse. Take care, Flo

Don't forget your local pharmacist gives good advice about coping with colds, cough and hay fever. Some can advise you on inhaler technique too. Take care, Flo

If you or anyone close to you smokes - get help from your GP or pharmacist before you or they quit forever. Take care, Flo

If you are needing your reliever (blue) inhaler more than twice a week, make an appointment for an asthma review. Take care, Flo.

How do you know that your asthma control is as good as it can get? Agree success targets with your doctor or nurse. Take care, Flo.

Try to fit in regular exercise - as much as is comfortable everyday. Take care, Flo

Doctors think that most admissions to hospital for asthma are avoidable - if people use their inhalers properly. Take care, Flo.

Eating healthy foods will help you fight off infections. Take care, Flo

If the effect of your reliever inhaler does not last for 4 hours, phone 111 or visit a walk in centre instead of A&E. Keep their number handy.

Try to avoid catching a cold; wash your hands frequently as cold viruses are picked up on your hands then spread to your nose or eyes. Take care, Flo

If you've got a persistent cough this may indicate poor control of your asthma- so go for a review with your doctor or nurse. Take care, Flo

If you've got a cough from a head cold, use an extra pillow at night, so less secretions will drip down the back of your throat. Take care, Flo

Your doctor or nurse will help you step down your inhalers to maintain you at the lowest treatment to achieve control of your symptoms. Take care, Flo

Be honest- admit that you are not using your inhalers regularly if that's the case; and start doing so now. Take care, Flo

Order your next month's prescription in good time- don't risk running out.

Try to relax and don't let stress get to you as it could make your health problems worse. Take care, Flo

Next time you see your doctor, nurse or pharmacist ask them to observe you using your inhaler- to check that your technique is good. Take care, Flo

If your asthma is made worse by house-dust mites, replace carpet with laminate, wash bed linen on high temps, put protective covers on mattress and pillows.

If your asthma is not well controlled, keep a daily diary to try to spot what might be making your asthma worse on some days, but not others. Take care, Flo

If your inhaler technique's not right you can swallow as much as 80% of the drug instead of breathing it in. Take care, Flo

**Patient experience questions
(monthly at 6.30pm)**

BASELINE (xEvalQ-01/-02)

On average, how often do you miss taking your preventer inhaler per week? Please text CC1 if once or twice; CC2 if 3-4 times; CC3 if more than this. Thanks, Flo

Do you think that you have good asthma control? Reply CC1 for yes; CC2 for no; CC3 for unsure. Thanks, Flo.

Thank you

END OF MONTHS 1 & 2 (xEvalQ-03/-04 &-05/-06)

On average, how often do you miss taking your preventer inhaler per week? Text CC1 if 0-2 times; CC2 if 3-4 times; CC3 if more than this. Thanks, Flo.

Has Flo helped your asthma control? If yes, please reply CC1; if no, reply CC2; if unsure, text CC3

Thank you. This information helps us to know how useful Flo is.

Medication reminder for adults and teenagers (Pharmacy) – protocol WMAHSN-12

Purpose

- To establish better habits and improve compliance with medication use.
- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce avoidable attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for patient's poorly-controlled condition.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicines Use Review (MUR) or New Medicine Service (NMS) by the pharmacist as forgetting to take their medication regularly.

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for clinical management of long term condition.

Success criteria

50% of participants take their prescribed tablets or medicine regularly.

Protocol summary (8 weeks):

- Daily reminder for patient to take their medication (can be adapted to twice-daily, monthly etc)
- Monthly text enquiry of patient experience starting at baseline

Daily Medication reminder

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Patient experience questions

BASELINE Day 0 (xEvalQ-01/-02 & -07)

6.30pm: **Do you take your tablets regularly as prescribed? Please text CC1 if you do, or CC2 if you don't take them regularly. Thanks, Flo.**

Do you find it difficult to remember to take your tablets regularly? Please text CC1 if you do, or CC2 if you don't find it difficult. Thanks, Flo.

Do you think Flo will help you to remember to take your tablets regularly? Please text CC1 if you do, or CC2 if you don't think Flo will help. Thanks, Flo.

Thank you

END OF MONTHS 1 & 2 (xEvalQ-03/-04 &-05/-06)

Do you take your tablets regularly as prescribed? Please text CC1 if you do, or CC2 if you don't take them regularly. Thanks, Flo.

Do you feel Flo helps you to remember to take your tablets regularly? Please reply CC1 if you feel Flo helps you, or CC2 if not. Thanks, Flo.

Thank you. This information helps us to know how useful the Flo system is.

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management and ensuring they get the correct level of monitoring.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for their poorly-controlled condition.

Setting: Community pharmacy

Selection of patients

- Diabetic patients identified through a Medicines Use Review (MUR) or New Medicines Service (NMS) by the pharmacist as requiring more information about their diabetes.

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Patients with diabetes receive their essential checks and the number of avoidable diabetic complications is reduced over time.

Success criteria

Participants are aware of the essential care they are entitled to and ensure they get it.

Protocol summary (6 months):

- Twice monthly information messages
- End of service text enquiry of patient experience starting at baseline

Twice monthly information messages

Eat regular meals. Don't skip meals; space your breakfast, lunch and evening meal out over the day. This helps control your appetite and blood glucose levels.

Only drink alcohol in moderation. Watch the calories in alcohol too, as these affect your weight.

Drinking on an empty stomach can make hypos more likely.

What's on your plate? Your lunch or dinner should be half vegetables or salad, the rest being protein such as meat, fish, eggs or beans and starchy carbohydrate

Avoid foods labelled diabetic. These contain as much fat and calories as ordinary food, are costly, can have a laxative effect, and still affect blood glucose.

Exercise or activity may affect blood glucose levels both during and after exercise. Beware of hypos. Take care, Flo.

Different types of diabetes medication work in different ways to lower blood glucose levels, and most people will take them for the rest of their lives.

Medication will control your diabetes only if taken correctly. Your doctor or pharmacist should explain how much to take and when to take it in relation to food

At home you should check your feet every day looking for signs of redness, pain, build-up of hard skin or changes in the shape of your foot. Take care Flo.

Attend an education course to help you understand and manage your diabetes. Find out about courses in your local area. Take care Flo.

Get your blood glucose measured at least twice a year. An HbA1c blood test of your overall blood glucose control helps your diabetes team set targets for you.

Have your blood pressure measured and recorded at least twice a year, and set a personal target that is right for you. Take care Flo.

Have your cholesterol measured every year. Like blood glucose levels and blood pressure, you should have your own target that is realistic and achievable.

Your optometrist gives free yearly eye checks using a special camera to photograph your retina - not the usual eye test. Ask their advice if your sight changes.

Have the skin, blood and nerve supply of your feet checked annually by a nurse to see if you have any problems

You should have two tests for your kidneys each year: a urine test for protein (a sign of possible kidney problems) & a blood test to measure kidney function.

Have your weight checked and your waist measured to see if you need to lose weight. Take care Flo.

If you smoke, get advice and support on how to quit. Diabetes already increases your chance of having heart disease and stroke, and smoking adds to that risk

Agree a yearly care plan after discussion between you and your diabetes healthcare team, where you talk about your individual needs and set targets. Take care Flo.

Specialist diabetes healthcare professionals help you manage your diabetes. Specific problems can be dealt with by ophthalmologists, podiatrists or dietitians.

Get the emotional and psychological support. You should be able to talk about your issues and concerns with specialist healthcare professionals. Take care Flo.

You may risk a 'hypo' if you delay or miss meals, eat less starchy foods, do strenuous activity or drink too much alcohol. Always carry glucose for emergencies

BASELINE Day 0 (XEvalQ-01)

6.30pm: As a person with diabetes, do you know what healthcare you should expect? Please text CC1 if you do, or CC2 if you don't. Thanks, Flo.

Thank you

END OF MONTHS 3 (XEvalQ-02, XEvalQ-03) and 6 (XEvalQ-04, XEval-05)

Do you feel that Flo has helped you to understand what diabetic healthcare you should expect? Please text CC1 if you do, or CC2 if you don't. Thanks, Flo.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed high risk medication: diuretics (Pharmacy) – protocol WMAHSN-14

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce avoidable attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify if they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified by a pharmacist through a Medicines Use Review (MUR) or New Medicine Service (NMS) as being prescribed a high risk medicine (in this case a diuretic, eg furosemide).

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of diuretic medication for clinical management of long term conditions.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days, then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
- Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Adverse effects reminder

AFTER 1 MONTH, 3 and 6 MONTHS (Medication)

12:30pm : *In the last month have you had any fatigue, more ankle or foot swelling, muscle weakness, cramp, low mood, confusion or thirst? If yes, reply MED1; if no, MED2*

Answer

Yes – Call your pharmacist or GP for advice

No – Continue to take your medication in the morning. Get up slowly in the morning and drink regularly throughout the day.

Patient experience questions

AFTER 3 AND 6 MONTHS (XEvalQ 1-4)

Do you feel Flo helps you to remember side effects to look out for with diuretic medication? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your tablets regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed high risk medication, Antiplatelets (Pharmacy) – protocol WMAHSN-15a (Aspirin)

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicine Use Review(MUR) or New Medicine Service(NMS) by a pharmacist as prescribed a high risk medicine (aspirin 75mg).

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for aspirin 75g as antiplatelet treatment.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days, then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
 - Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.

Adverse effects reminder

6.58pm: Aspirin and clopidogrel sometimes have side effects such as stomach discomfort or black stools (poo)

7.00pm : Have you had any of these side effects from taking aspirin? Please text MED 1 if you have, or MED 2 if you haven't. Thanks, Flo

Answer

MED 1 – Call your pharmacist or GP for advice

MED 2 – Continue to take your aspirin with or after food. Do not take any over the counter anti-inflammatory tablets such as ibuprofen (eg nurofen)

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ 01, 02, 03, 04)

Do you feel Flo helps you to remember what side effects to look out for with aspirin? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your aspirin regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed high risk medication, Antiplatelets (Pharmacy) – protocol WMAHSN-15b (clopidogrel)

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicine Use Review (MUR) or New Medicine Service (NMS) by a pharmacist as prescribed a high risk medicine (clopidogrel 75mg)

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for clopidogrel 75mg as antiplatelet treatment.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days; then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
- Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Adverse effects reminder

Days 30, 90, 180:

6.58pm: Clopidogrel sometimes has side effects such as stomach discomfort, vomiting, black poo, weakness, breathlessness, jaundice, confusion, or severe pain.

7.00pm : Have you had any of these side effects from taking clopidogrel? Please text MED 1 if you have, or MED 2 if you haven't. Thanks, Flo

Answer

MED 1 – Call your pharmacist or GP for advice

MED 2 – Continue to take your clopidogrel with or after food. Do not take any over the counter anti-inflammatory tablets such as ibuprofen (eg nurofen)

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ 01, 02, 03, 04)

Do you feel Flo helps you to remember what side effects to look out for with clopidogrel? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your clopidogrel regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed high risk medication, Antiplatelets (Pharmacy) – protocol WMAHSN-15c (both aspirin and clopidogrel)

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce attendance at GP surgery, Out of Hours, Walk-in Centres or A&E for adverse effects from regular medication.
- To enable patients to identify they are experiencing adverse effects to their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified through a Medicine Use Review(MUR) or New Medicine Service(NMS) by a pharmacist as prescribed a high risk medicine (aspirin 75mg and clopidogrel 75mg).

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at GP surgery.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of medication for aspirin and clopidogrel as antiplatelet treatment.

Success criteria

Patients are able to identify an adverse effect to a high risk medication and seek help.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days; then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
- Text enquiry of patient experience after 3 and 6 months

Medication reminder

Daily for 7 days, then once a week:

8.00am : *Hi. Just wanted to make sure you take your tablets today. Thanks, Flo.*

Adverse effects reminder

6.58pm: *Aspirin & clopidogrel sometimes have side effects such as stomach discomfort, vomiting, black poo, weakness, breathlessness, jaundice, confusion, or severe pain*

7.00pm : Have you had any of these side effects from taking aspirin and clopidogrel? Please text MED 1 if you have, or MED 2 if you haven't. Thanks, Flo

Answer

MED 1 – Call your pharmacist or GP for advice

MED 2 – Continue to take your aspirin and clopidogrel with or after food. Do not take any over the counter anti-inflammatory tablets such as ibuprofen (eg nurofen)

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ 01, 02, 03, 04)

Do you feel Flo helps you to remember what side effects to look out for with aspirin & clopidogrel? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Does Flo help you remember to take your aspirin & clopidogrel regularly? Please reply cc1 if you feel Flo helps you, or cc2 if not.

Thank you. This information helps us to know how useful the Flo system is.

Adverse reaction reminder for adults prescribed pain killers, high risk medication, oral NSAIDs (community pharmacy) – protocol WMAHSN-16

Purpose

- To support the shared management plan agreed with clinician, empowering patient to take responsibility for their adherence to agreed treatment, improving their self-management.
- Reduce avoidable attendance at GP surgery, Out of Hours, Walk-in Centres or A&E from adverse effects of prescribed medication.
- To enable patients to identify if they are experiencing adverse effects from their medication and encourage them to seek help.

Setting: Community pharmacy

Selection of patients

- Patients identified by a pharmacist through a Medicine Use Review (MUR) or New Medicine Service (NMS) who have been prescribed a high risk medicine (oral NSAIDs, eg naproxen, ibuprofen).

Expected outcomes e.g.:

1 Changes in healthcare usage:

- Fewer avoidable admissions to hospital or attendances at A&E; less avoidable face to face contacts at Out of Hours Walk-in centres and GP surgeries.

2 Improved clinical outcomes:

- Adherence to best practice guidelines concerning use of NSAID medication and potential clashes between medications for different Long Term Conditions.

Success criteria

Patients are able to identify if they are having an adverse effect to an NSAID, high risk medication and seek help appropriately from community pharmacist or GP if prescriber.

Protocol summary (6 months):

- Medication reminder once a day for first 7 days, then once weekly for 3 months
- Reminder of adverse effects to look out for at 1 month, 3 months and 6 months
- Text enquiry of patient experience after 3 and 6 months

Adverse effects reminder

AFTER 1 MONTH, 3 and 6 MONTHS:

7.00pm : In the last month have you had any stomach discomfort, vomiting, black poo, swollen ankles or feet, felt weak, dizzy, or breathless? Text P1 if yes, P2 if no

Yes – Call your pharmacist or GP for advice - you need to make an appointment to be seen very soon

No – Continue to take your medication with or after food. Do not take any other pain killers you've bought yourself over the counter.

Patient experience questions

AFTER 3 AND 6 MONTHS (XevalQ)

***Do you feel Flo helps you to remember what side effects to look out for with your pain relief?
Please reply cc1 if you feel Flo helps you, or cc2 if not.***

Thank you. This information helps us to know how useful Flo is.