

Development of a 7-day clinical pharmacy service

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Introduction

Barts Heart Centre is the largest cardiac centre in the UK with over 6500 acute admissions per year; 20% of which admitted on Saturday or Sunday. National reports highlight increased mortality at weekends which has led to a call for the NHS to provide a consistent service throughout the week¹.

Method

Additional resources allowed for expansion of existing cardiac services to be delivered, with changes to working hours and shift patterns for front-line staff. Expansion of ward-based pharmacy technicians role to include ward based dispensing led to timely access to medicines. An increase in visibility of pharmacy staff at a ward level facilitated a patient facing pharmacy service over the 7 days and allows for review of all new admissions, coronary care, intensive care and discharges at weekends.

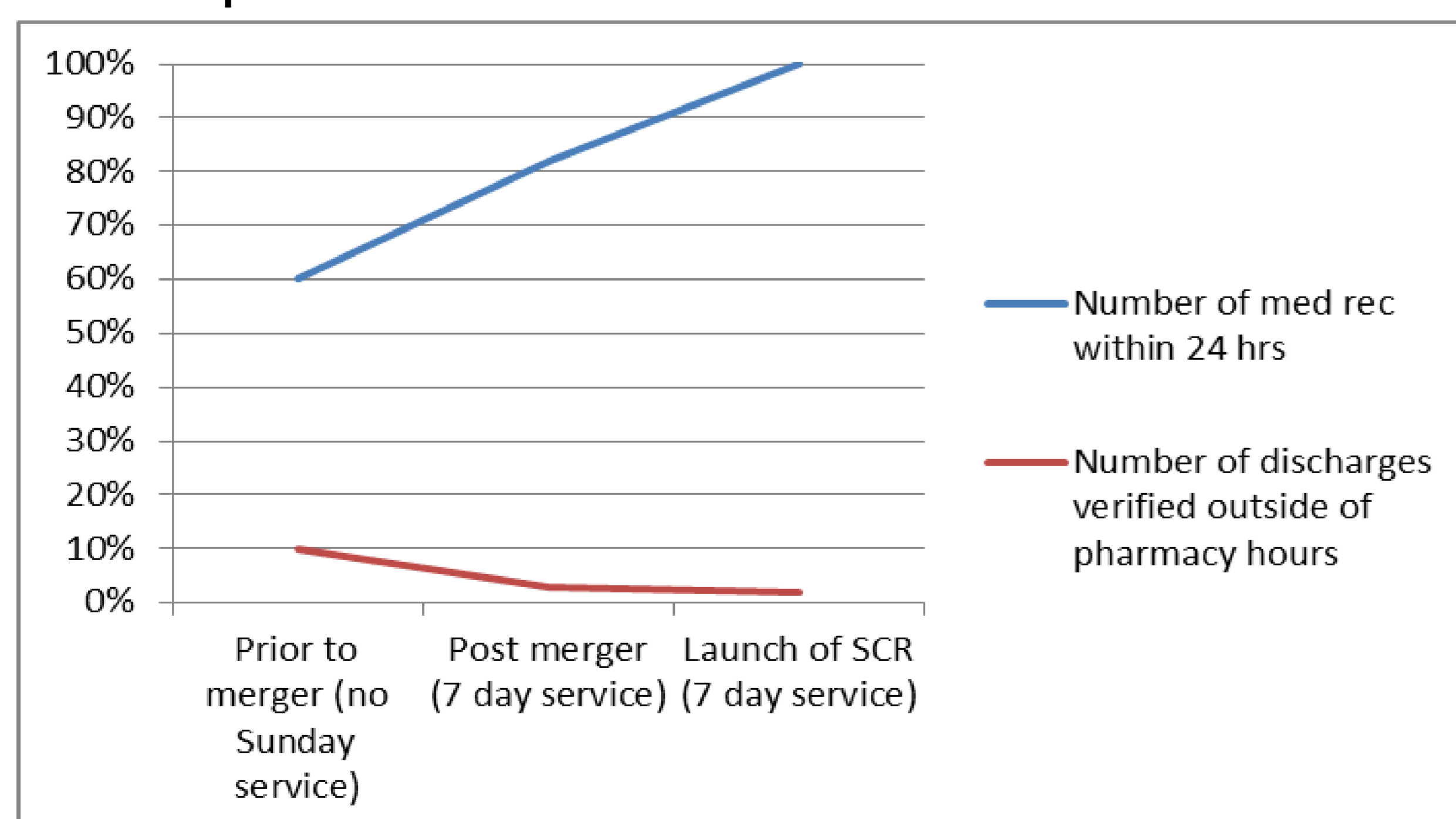
Results

A recent snapshot of pharmacy activity was collected over a weekend in January 2016. Findings are as follows:

Table 1. Weekend pharmacy activity

Total number of in-patient's	271
Number of patient's seen by pharmacy	269 (99%)
Number of new patient's admitted	36
Number of medication reconciliation within 24 hours	36 (100%)
Number of discharges screened by pharmacy	44
Number of items supplied	165
Number of drug charts to reboard	20
Number of prescriptions to validate post discharge	0

Figure 1. Activity and out of hour discharges pre and post 7-day service implementation



Discussion

- ❖ A number of potential causes have been recognised for increased mortality at weekends; one of which being weekend availability of staff and services². Expanding clinical pharmacy service across 7 days aims to address this, ensuring high risk patient groups have clinical pharmacy input. 99% of patients were reviewed by pharmacy at the weekend, allowing for clinical interventions to be made 7 days a week.
- ❖ Medication errors occur most frequently on transfer between care settings and on admission to hospital. NPSA recommends that pharmacists should be involved in medicines reconciliation as soon as possible after admission³. By extending pharmacy service across 7 days, 100% of weekend admissions had their medication reconciled within 24 hours of admission. Access to summary care record has facilitated this, allowing faster access to key clinical information out of hours and for emergency admissions.
- ❖ Feedback from patients, nursing and medical staff has been extremely positive. By extending clinical pharmacy service across 7 days there has been a reduction in the number of incidents reported at point of discharge, with increased patient satisfaction through timely access to discharge medication. Though outside the scope of this service evaluation, one could hypothesise that a 7-day clinical pharmacy service may impact positively on patient length of stay and translate to increased activity and potential revenue.

Conclusion

7-day clinical pharmacy service has been implemented successfully at the Barts Heart Centre and welcomed by all. A 7-day service is currently only provided for patients admitted within cardiac services, offering a two tiered service for patients within other specialities located on site. In view of successes within cardiac services, a review is underway to consider staffing requirements to implement across the whole site and the trust.

References

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