

## Drug monitoring call and recall process

Reference	How To Guide 49
Version	0.1
Approval date	11.02.20
Review date	11.02.21

The up to date drug monitoring document can be found on the CCG website under Drug Safety

### 1. Purpose

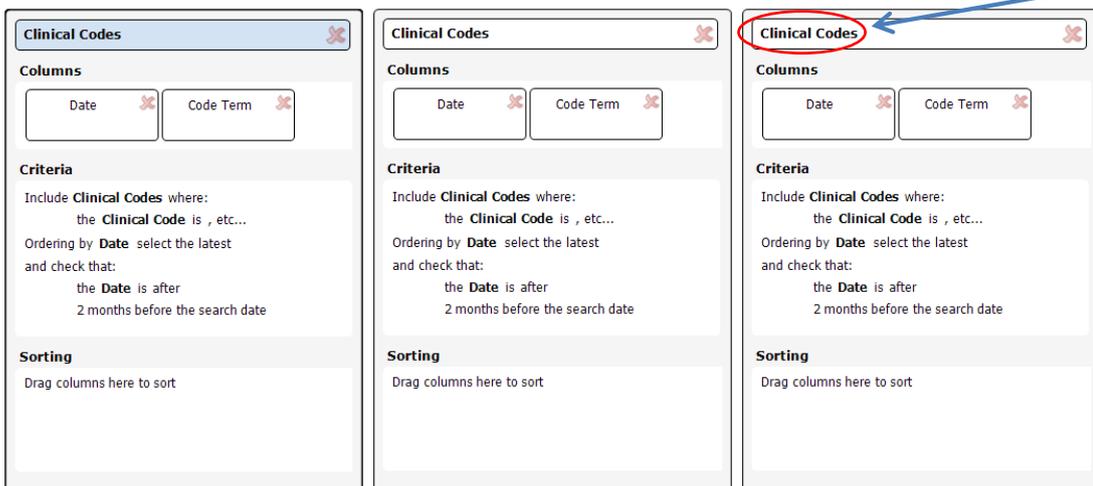
To ensure that there are regular searches run to identify patients taking medicines that require regular monitoring. Patients identified as due or overdue monitoring tests should be called in using the usual practice invite method e.g. M-jog, AccuRx, telephone or letter. A record should be kept of the monitoring invite to ensure follow up of non-attenders. The work is to support the Stockport CCG drug monitoring tool 'How To' guide 14

The emis web searches to support the work have been created for all drugs listed in the drug monitoring tool and should be imported to the practice system from a zipped file, see 'How To' guide 48. Save the searches in a folder named drug monitoring. Please do not amend the searches as this will be done centrally by the creator.

The auto reports should be amended as per the procedure below.

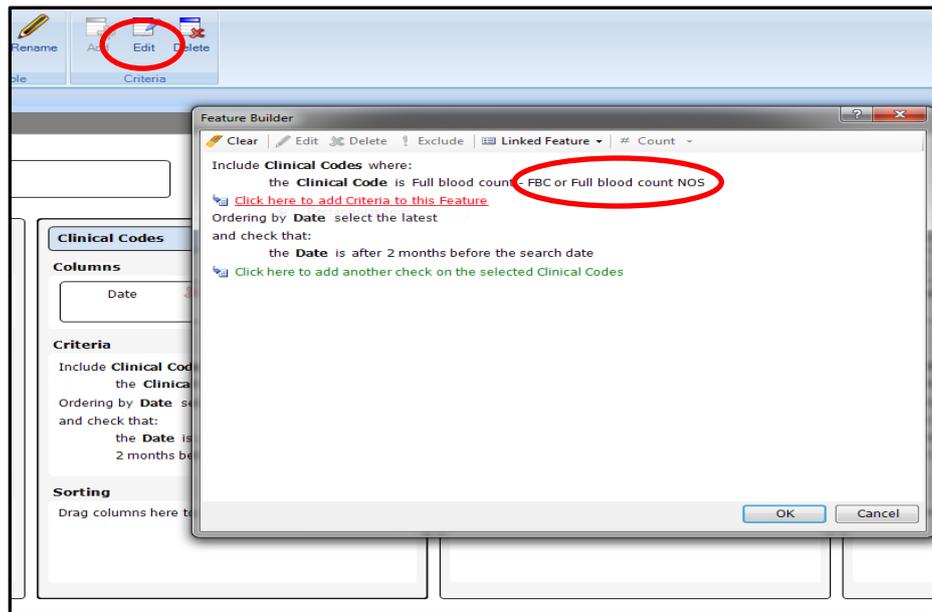
### 2. Procedure

- Import the search reports from the email and save in population reporting as per 'How To' guide 48
- Click population reporting on EMIS web from the home page
- Every month run the complete drug monitoring search folder. To do this, right click on the yellow folder and click run – this will run all the individual monitoring searches
- Run an auto report for each search required that month
- From the auto report, click edit and go to each clinical code table. These should all be re-named with the appropriate test name e.g. FBC

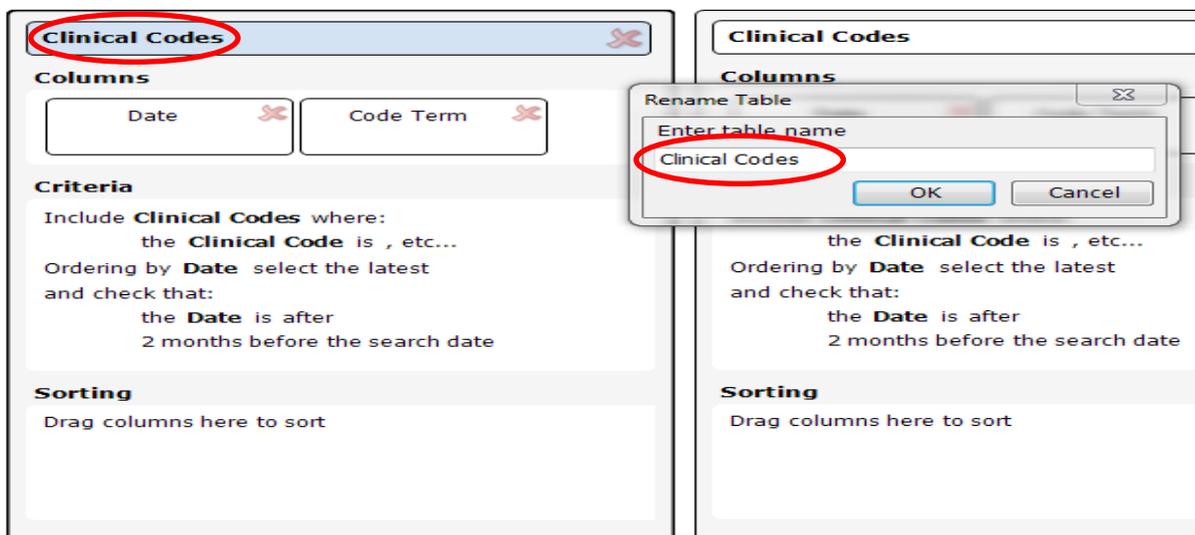


The image shows three side-by-side screenshots of the EMIS 'Clinical Codes' configuration window. Each window has a title bar with 'Clinical Codes' and a close button. The first two windows are identical. The third window has a red circle around the title bar text 'Clinical Codes', and a blue arrow points from a callout box labeled 'Re-name' to this circle. The main content of each window is divided into three sections: 'Columns' (with 'Date' and 'Code Term' buttons), 'Criteria' (with text for including codes and ordering by date), and 'Sorting' (with a prompt to drag columns).

- If the name of the clinical code is not visible, click edit on the top ribbon



- Go back to the table and right click on box title e.g. clinical code then re-name the title



- Save and run
- Export the search to excel but do not tick the 'exclude report header' box
- View the columns in excel to identify blank cells, this indicates monitoring is due or overdue
- Identify patients due or overdue some or all of their monitoring
- Check if the patient already has an appointment booked with a HCA or Nurse, if so then do not contact them but add a note in the consultation screen re tests needed
- Check the consultation screen to check if the patient is in hospital or has had their monitoring carried out at hospital or local clinic – call the patient if needed. Code result and date of result
- Check the patient is still taking the medication, most drugs do not require monitoring once they have been discontinued (amiodarone requires monitoring for 12 months after the drug has been stopped)
- Contact the patient to invite them for the relevant monitoring using the agreed practice method e.g. SMS, phone call, letter. Code the invite in the clinical notes. Include the name of the test required in the SMS, call or letter
- Record the details of which tests are required in the patient's consultation screen as an admin note

- Try to align regular monitoring where possible and combine with other appointments if appropriate e.g. hypertension, CHD etc.

For patient's that fail to attend for monitoring after receiving an invite and are included in the following month search continue with the process below

- Send a reminder to invite, this should state that they have not made an appointment for relevant monitoring and if they do not attend in the following month their medication quantity may be reduced at the next repeat issue
- If a patient fails to attend for monitoring in the next month and are included in the following month search, seek clinician approval to reduce their repeat medication supply by half the quantity and inform the patient accordingly.

Each month save the auto report file in your EMIS report folder and also in excel, this ensures that you have a record of each monthly report and the patients included in that report. This is useful for audit purposes and for non-attenders.

*This document is part of a suite of documents produced for the sole purpose of NHS Stockport GP practices in managing the prescription process. Viaduct Care CIC and Stockport CCG accept no responsibility or liability for any use of the information the documents contain outside of NHS Stockport GP practices or for adoption by other organisations providing health or care services*