

9 September 2014**Agenda Item: 5****REPORT OF THE CHAIRMAN OF JOINT CITY AND COUNTY HEALTH
SCRUTINY COMMITTEE****NOTTINGHAM UNIVERSITY HOSPITALS PHARMACY DELAY UPDATE****Purpose of the Report**

1. To allow Members to receive a briefing on the latest position on NUH pharmacy delay.

Information and Advice

2. Members will recall that the Joint Health Committee previously received information regarding Pharmacy Delay on 13 May 2014 when Ceri Charles, Deputy Programme Director, Better for You and Mohamed Rahman, Assistant Head of Pharmacy presented information in relation to improving the pathway for patients leaving hospital and delays waiting for medicine in hospital pharmacies.
3. In 2013/14, 10% of Nottingham University Hospitals (NUH) complaints were discharge related (a reduction from 13% in 2012/13. The main reason cited for delays was 'waiting for tablets' but this captured a variety of different issues and reasons for delay. In the past, there was no robust way of capturing and measuring waiting times and no single lead practitioner responsible for the discharge process which passed through a number of different staff at different times. A project was therefore set up to review the systems and processes, culture and communication with patients, and thereby identify areas for improvement.
4. Members heard that a service improvement plan had been developed which detailed the steps to be taken to improve performance. In addition, a stakeholder group had recently been formed. Stakeholder group meetings will provide a forum for feedback and discussion aimed at promoting performance improvement.
5. The priority 'fewer waits' which includes delays for drugs and medicines is a quality priority for NUH in its Quality Account for 2014/15.
6. The NUH target for outpatient pharmacy is a waiting time of less than 30 minutes, During April 2014 there were 5,704 outpatients seen at the pharmacy with 18,000 medications dispensed. The average wait during this period and 99% of prescriptions were dispensed within 60 minutes by the Queens Medical Centre and 93% by the City Hospital pharmacies.

Members also heard that pharmacists accompanying doctors on ward rounds visits has not started yet. There will be a 20 ward pilot scheme and staffing resources are currently being sought to implement this proposal.

7. The pharmacy tells outpatients how long they may have to wait for their prescription as soon as it is handed in and there are television monitors which show the progress of each prescription and waiting times. The outpatient pharmacy waiting area at QMC is currently being refurbished and this will provide a more pleasant area to wait in.
8. Members suggested that a significant number of patients take their prescriptions to their GP surgery rather than waiting for it to be dispensed at the hospital pharmacy. NUH does not have any data on the number of prescriptions not taken to its pharmacy but would be interested in this information. The lead officer for this review is in the process of obtaining this information, but is not yet available and will have to be brought to a future meeting of the Joint Health Committee.
9. The NUH representatives undertook to take back the issue of outpatient pharmacy delay back to the project team for exploration.
10. Representatives of NUH will attend the Joint Health Committee to provide briefing and answer questions as necessary. Members will wish to schedule further discussion when further information is available.

RECOMMENDATION

That the Joint City and County Health Scrutiny Committee:-

- 1) receive the briefing
- 2) schedule further consideration, as necessary

Councillor Parry Tsimbiridis
Chairman of Joint City and County Health Scrutiny Committee

For any enquiries about this report please contact: Martin Gately – 0115 9772826

Background Papers

Nil.

Electoral Division(s) and Member(s) Affected

All