

## Return to stock

### Background and Introduction

Patient compliance with prescriber's intention is paramount to achieving effective clinical outcomes.

The reality is that patients do not always take their medicines as intended and sometimes not at all. There are a number of reasons why patients do not take their medicines in line with the prescribers intentions, these include:

1. Belief issues – The patient does not believe they need to take their medicines to control a condition or do not believe or accept that they have the diagnosed condition.
2. The patient does not like a prescribed formulation so does not take the medicine.
3. The patient is experiencing side effects from their medicines but has not told the prescriber.

Surprisingly, it is often the case that patients will experience one or more issues that has a marked impact on their compliance but they do not report this back to the prescriber. This is often because they want the prescriber to feel that they are compliant with instructions regarding medicines although they are not.

Community Pharmacy teams often find complete prescriptions that have been dispensed for patients but not collected. Historically these prescriptions have been removed from an “awaiting collection” area in the pharmacy, characteristically after three months. The prescription would then be shredded and the medicines returned to stock. Some time ago the Isle of Wight NHS decided that feeding back information to GP's regarding complete prescriptions that are uncollected would be beneficial to help with the identification of compliance issues with registered patients.

### Service aims

The aims of the “Return to Stock” service are to:

1. To identify compliance issues with patients who do not collect complete prescriptions from a community pharmacy
2. To feedback patient specific information to the GP so that appropriate notes can be made in the patient medication record to trigger a discussion about compliance when the next medicine request is received
3. To save NHS resource through the identification of medicines that for whatever reason are not being taken as intended by the prescriber
4. To initiate a patient review to discuss compliance issues

### Service scope

**This service applies to complete prescriptions only.**

Where complete prescriptions have been dispensed but not collected by patients within 28 days, the prescription form should be retained and the medicines returned to stock.

Community pharmacy teams are not contractually obliged to record this or to feedback information to a patients GP. The “Return to stock service” adds value to the process of returning medicines to stock by introducing an automated feedback mechanism to ensure the patients GP is made aware of potential compliance issues. Item ordered by patient but no longer required.

When complete prescriptions are identified as not being collected, details of the patient demographics and the prescription information must be entered into PharmOutcomes so that this information is passed back to the prescriber. Prescriptions could be returned to stock when:

1. A patient has not collected
2. A patient has passed away
3. A prescription has been duplicated

### Service description and data capture

**This service applies to complete prescriptions only.** Periodically pharmacy teams will audit uncollected prescriptions at their pharmacy site. **When complete** prescriptions are identified, a “Return to stock” claim can be made. **A copy of the prescription must be retained for 6 months to facilitate post payment verification checks.**

PharmOutcomes will be used to record all interventions. All details of the intervention must be entered onto PharmOutcomes. The service question set will be visible from the services tab at the pharmacy – see below

Service	Date	Service	Code	GP	Status
Needle Exchange	2014-05-03	MSS47	Sam Ronan	Claimable	
	2014-05-03	MJL39	Sam Ronan	Claimable	
	2014-05-03	MJL37	Sam Ronan	Claimable	
	2014-05-03	MDS41	Sam Ronan	Claimable	
	2014-05-03	MPT42	Sam Ronan	Claimable	
	2014-05-31	MPC48	Lauren Read	Claimed	
	2014-05-27	MS47	Sam Ronan	Claimed	
	2014-05-27	MPL48	Sam Ronan	Claimed	

Medicine 3: Qty medicine 3: 0 (Leave blank if not applicable)

Saving 3: [ ]

Medicine 4: [ ] (Leave blank if not applicable)

Qty medicine 4: 0 (Leave blank if not applicable)

Saving 4: [ ]

Saving [ ] P

Copies of all prescriptions claimed must be retained by the pharmacy for post payment verification checks for a period of 6 months.

**Scope of service**

This service only applies to complete prescriptions that are uncollected and returned to stock. Owing items fall outside the scope of this service.

Complete prescription  Yes  No

**Reason for return**

Patient not collected

Patient RFP or moved away

Prescription duplicated

[ ] Save and enter another [ Save ]

Screenshot of typical PharmOutcomes service screen above left and data capture right

The service question set must be completed in full. This will ensure all relevant information is passed back to the commissioner for service evaluation and notification is sent to the appropriate GP practice. The question set details:

1. Patient demographics and registered GP
2. Date of intervention
3. Items returned to stock that have not been supplied as prescription is uncollected.
4. The associated cost saving attached to the intervention
5. Reasons why the item has been returned to stock
6. The pharmacist contact name

Clicking the orange save button in the data capture screen will save data, automatically populate the commissioner audit of service and ensure the claim for the pharmacy is sent. The GP notification will be auto-sent using secure messaging when data is saved. The notification process ensures all relevant information is fed back to the patients GP practice.

### Service audit and payment

Service audit, GP notification and claim for service delivery is automated through the use of PharmOutcomes. This means that once data is entered service audit and claim is complete, there is no need to make a paper return. This allows the pharmacist to focus on service delivery.

Return to stock claims are paid for at the rate of £3.27 (at exempt rate VAT) per intervention recorded. This fee will be subject to annual review and any change agreed through discussion with local representative committee.

### Post payment verification

As the system generates a GP notification detailing medicines not dispensed and an NHS number there is no need to send in copies of prescriptions as patient reconciliation can take place using the service outputs. You are required to keep a copy of the prescription at your Pharmacy for a period of 6 months after service delivery to facilitate post payment verification checks. A random sample will be taken to ensure that service audit takes place across all providers offering service.