



## **MOTIVE: A new medicines support service**

In April 2018, the Island is launching a new service for our patients: It is called MOTIVE and is about helping patients get the most out of their medicines, preventing medicines related problems and supporting independence and adherence.

### **The service provides:**

- Direct communication from secondary care (St Mary's hospital) to individual community pharmacies for patients identified as having a risk of a medicines related problem.
- Information that enables the patients identified community pharmacy to check their medicines at the point at which they were discharged home as well as see what changes occurred.
- Notification that the patient should now ideally be contacted to invite them to visit their community pharmacy in the first few days after returning home for a private consultation with their pharmacist.
- An ideal opportunity to check out the patients understanding of their medicines and provide additional help or advice where necessary, including a targeted discharge MUR or NMS commissioned NHS advanced service when appropriate to do so.
- Community pharmacists to influence and improve the patient experience for patients returning home from a stay in hospital, potentially improving their health prospects and reducing the rate of readmissions for these patients in the future.

### **How does it work?**

When a patient is admitted to hospital, the hospital pharmacy team will talk to the patient and assess their risk of a medicines related problem. This assessment is based on PREVENT; an evidence based tool designed to support medicines optimisation. Each patient is assigned a MOTIVE score, depending on their risk.

Moderate risk patients will be followed up by the Medicines Helpline team at the hospital via a post-discharge phone call.

Higher risk patients (MOTIVE 3 and 4) at this point are then identified to their preferred community pharmacy for an invitation to ideally attend a follow up consultation conversation or review as described above.

MOTIVE score	Definition	Consequence for community pharmacy
MOTIVE 0	Hospital unable to assess patient	Discharge medicines list will be sent to community pharmacy for information only
MOTIVE 1	Low or no risk of MRP	Discharge medicines list will be sent to community pharmacy for information only
MOTIVE 2	Moderate risk of MRP Or patient from a Care Home	Discharge medicines list will be sent to community pharmacy for information only Patient or care home will receive a Medicines Helpline follow-up call within ~72 hours
MOTIVE 3	High risk of MRP	Patient will receive a Medicines Helpline follow-up call within ~72 hours Discharge medicines list will be sent to community pharmacy with a request for follow-up
MOTIVE 4	High risk of MRP but the patient is home bound hence requires domiciliary visit	Patient will receive a Medicines Helpline follow-up call within ~72 hours Discharge medicines list will be sent to community pharmacy with a request for follow-up and home visit

When the patient is discharged from hospital, a copy of their discharge medicines list (also known as a TTO or TTA) will be sent to their preferred community pharmacy via PharmOutcomes, along with the MOTIVE score.

The community pharmacy can then either Accept/Reject/Complete the referral as appropriate. Once accepted...

Patient Identifiable section (Reference Question)

Patient Details brought forward	
Original Referral	9th Apr 2018
Referred from	St Mary's Hospital Pharmacy (RIF)
Client Name	JAC TEST
Date of Birth	02-Aug-1966
Age	51
Gender	Male
Address	100 St Marys Rd, COWES, Isle Of Wight
Postcode	PO31 7SS
NHS Number	Unknown
Contact Details	None Provided

← The first section of the referral will include the patient details

Registration details brought forward	
Hospital MRN	IW340613
Admission Date	09-Apr-2018
Ward	Z NEWCHURCH
GP Practice selection	Carisbrooke Health Centre, 22 Carisbrooke High St., Carisbrooke, Newport, Isle Of Wight PO30 1NR (J84011)
GP Practice value	J84011
MOTIVE Score	3
Clinical Details	

← The MOTIVE score is listed here to indicate to you the outcome of the hospital assessment

The discharge medicines list will be displayed as follows (including any information from pharmacy to the patient/GP):

Medicines on Discharge					
Medication name	Dose/Form	Medication frequency	Route	Number of Days Supplied	Medication recommendations
Amoxicillin 500mg Capsules	500 mg Capsules	THREE times a day	Oral	7	None
No other changes to regular medicines regimen	1 unit		NIL	7	Continue

  

Action Plan	
Notes and Actions	
Pharmacy Notes	1 week course amoxicillin for CAP

Once you have completed the referral, you need to record the action you have taken.

**Actions**

- Treated as Information Only
- Medicines Use Review
- New Medicine Service
- Requires home visit - refer to CCG
- Other Pharmaceutical Care

We are still negotiating remuneration for domiciliary visits. In the meantime, if a patient requires a home visit, they can be redirected to the CCG pharmacy team to follow up on your behalf by clicking the “requires home visit- refer to CCG” option.

This project is very much about “pharmacy without walls” and working together as a wider pharmacy team to effectively support our patients.

**What if I need more information?**

If you have any questions about the referral or TTA we recommend in the first instance that you call our Medicines Helpline

**Medicines Helpline: 01983 824860**  
**Available 09:00-12:00 Monday to Friday**

The team will be able to access the patient records to help answer your query. If they cannot help, they will be able to get hold of an appropriate person to provide you with the information required. Alternatively, **if you urgently require information on a weekend or after 12:00, you can ring the main dispensary on 01983 822099 extension 5483.**