

# Prescription and Medication Ordering Process – Psychosis Pathway Depot Clinic

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### INTRODUCTION

The project focuses on the process around ordering and prescribing **depot antipsychotic medication**, for patients within the Shropshire East Psychosis pathway. Staff identified that the current process is not standardised, and is wasteful with regards to time and resources such as staff having to take **several trips to the chemist** a few miles away to drop off or collect prescriptions/medication.

This project aims to address this process to look at making it more efficient and less wasteful, reducing staff stress and time spent ordering/prescribing medications.

### GOALS

- **Improve Patient Outcomes** – patients are administered medication on time, reduces risk of relapse associated with delay in receiving treatment, potentially reduces need for outpatient appointments and hospital admission
- **Improved Patient Social Impacts** – medication is available when needed, reducing the impact on patient time, improved patient satisfaction
- **Social Staff Impacts** – Reduce time staff spend requesting/writing/chasing/collecting prescriptions, fewer trips to the chemist, reduce time spent sending emails/making phone calls, improve staff satisfaction and well being
- **Savings** – Reduce staff travel expenses and cost of wasted medicines, and the environmental impact associated with unnecessary travel

### METHODS

- The existing process was process mapped
- Staff were given the opportunity to comment on the process and make suggestions for improvement.
- Options for direct delivery of medication were explored.
- Meetings held to engage pathway staff in the process of change.
- New, more streamlined process agreed, with direct delivery of atypical depot medication via Polar Speed once a month.
- New process mapped, tested and unnecessary steps removed.

### MEASUREMENT

- Number of prescriptions issued each month before and after changes to process were made
- Number of emails sent requesting prescriptions
- Number of trips to the chemist to drop off/collect medication

### RESULTS

- Polar Speed Implementation: Direct delivery of atypical depots (monthly and 3 monthly) now in place.
- Prescriptions written once every 6 months for these, the depots are delivered monthly to the team base.
- Dedicated FP10 email inbox created – all requests for FP10's sent here, inbox accessed by prescribers in team, emails no longer duplicated to multiple persons
- Emails now only received with requests for typical depots, FP10's are written and taken to chemist once a week, when previous week's dispensed depot medication collected.
- FP10's no longer emailed to chemist, originals no longer posted following this

	Before process change/month	After process change/month	Emissions Saved (KgCO <sub>2</sub> e)
Number of emails sent (depot requests + replies + emails with FP10 sent to chemist)	180	23	0.628
Trips to Chemist (7.7km round trip)	28 (215.6km)	4 (30.8km)	40.02 (184.8km)
Number of FP10 prescriptions issued	105	64	-
<b>TOTAL</b>			<b>40.648 KgCO<sub>2</sub>e/month</b>

### CONCLUSIONS

- Changes have been embedded by the team as the process of change has reduced staff time spent chasing prescriptions for patients, and increased likelihood of the medication being available for administration when needed.
- These changes have not only reduced the carbon footprint by 40.648 KgCO<sub>2</sub>e/ month, just in this area, but they have reduced the time staff spend ordering/prescribing/collecting prescriptions, thus increasing their capacity to focus on other areas.
- Service users also benefit as the likelihood that their medication is available for administration is vastly increased, improving patient experience and reducing wasted journeys.

