

# Emergency supply of medicine – case study 1



Professional  
Record  
Standards  
Body

<b>User story</b>	<p><b>As a</b> pharmacy contractor, <b>I can</b> notify the patient's registered GP practice of the emergency supply of a medicine/appliance, <b>so that</b> the details of the supply of the medicine/appliance is:</p> <ul style="list-style-type: none"><li>• Received by the GP system of the patient's registered GP practice.</li><li>• Integrated into the patient's GP record and/or GP workflow</li></ul>
<b>Background/ current process</b>	<ul style="list-style-type: none"><li>• Pharmacists may provide an emergency supply of a medicine/appliance to a patient, at the request of the patient or at the request of a prescriber.</li><li>• The commissioning of emergency supplies varies. The emergency supply may be commissioned via a national NHS England service, locally commissioned or may be paid for privately by the patient.</li><li>• Community pharmacies legally must maintain a local record of an emergency supply of a medicine/appliance to a patient, which can be recorded electronically in a local pharmacy system or on paper.</li><li>• The patient's GP practice may or may not be notified of the emergency supply depending on the nature of the service.</li></ul>
<b>Priority use case: NUMSAS</b>	<ul style="list-style-type: none"><li>• <b>Over 7500 NUMSAS referrals occurred nationally in November 2017</b></li><li>• NHS111/IUC CAS will refer patients to a community pharmacy (currently using an ITK or NHSmail message)</li><li>• If applicable the patient is supplied with the medicine/appliance by the pharmacy, details are recorded locally (electronically or on paper)</li><li>• GP practice is notified of the supply using electronic "post event message" (currently email).</li></ul>

# Emergency supply of medicine – case study 2



<p><b>Actors</b></p>	<ul style="list-style-type: none"> <li>• Patient</li> <li>• Pharmacist – the individual who supplies the medicine(s) and records details of the emergency supply.</li> <li>• MESH – Messaging system.</li> <li>• (Sending) pharmacy system – the pharmacy system where details of supply are recorded and which sends the supply information to the patient’s registered GP system.</li> <li>• GP practice system – the GP system of the patient’s registered GP practice.</li> </ul>
<p><b>Main flow (this may vary according to the commissioned service)</b></p>	<ol style="list-style-type: none"> <li>1. The patient or carer presents at the pharmacy.</li> <li>2. The pharmacist deems the request for emergency supply valid and appropriate and supplies the medicine/ appliance(s), as per HMR.</li> <li>3. The pharmacist records the supply of the medicine/appliance(s) in the pharmacy system, as specified in the applicable service specification/HMR.</li> <li>4. The pharmacy system sends the agreed detail of the emergency supply to the patient’s registered GP practice system via MESH.</li> <li>5. The GP practice system receives the detail of the emergency supply of the medicine(s).</li> <li>6. The GP practice system integrates/includes details of the emergency supply(s) into the patient’s GP record and/or into the GP workflow. (Note, it is assumed that the supply information will be SNOMED coded where appropriate.)</li> </ol>
<p><b>Alternates/ exceptions</b></p>	<ol style="list-style-type: none"> <li>2a. The request for the emergency supply is invalid or inappropriate – no medicine/appliance(s) is supplied.</li> <li>5a. The GP practice system does not receive the supply information for some reason, e.g. the GP practice system is not available.</li> </ol>