

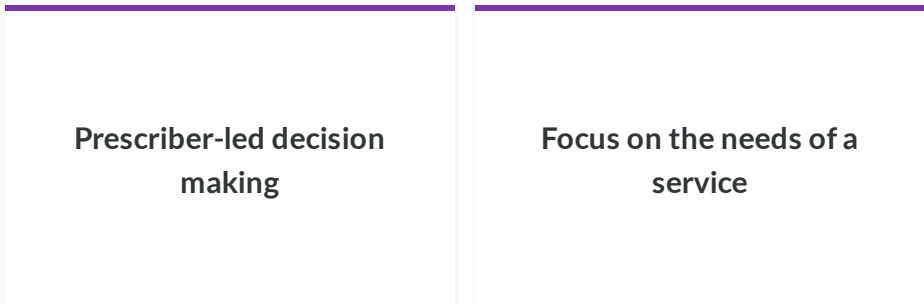
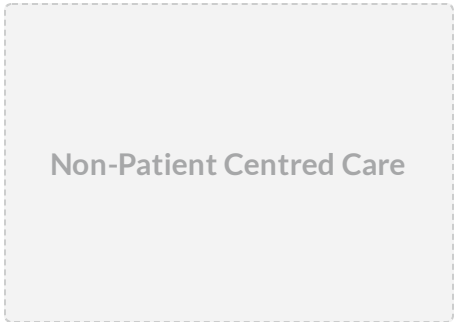
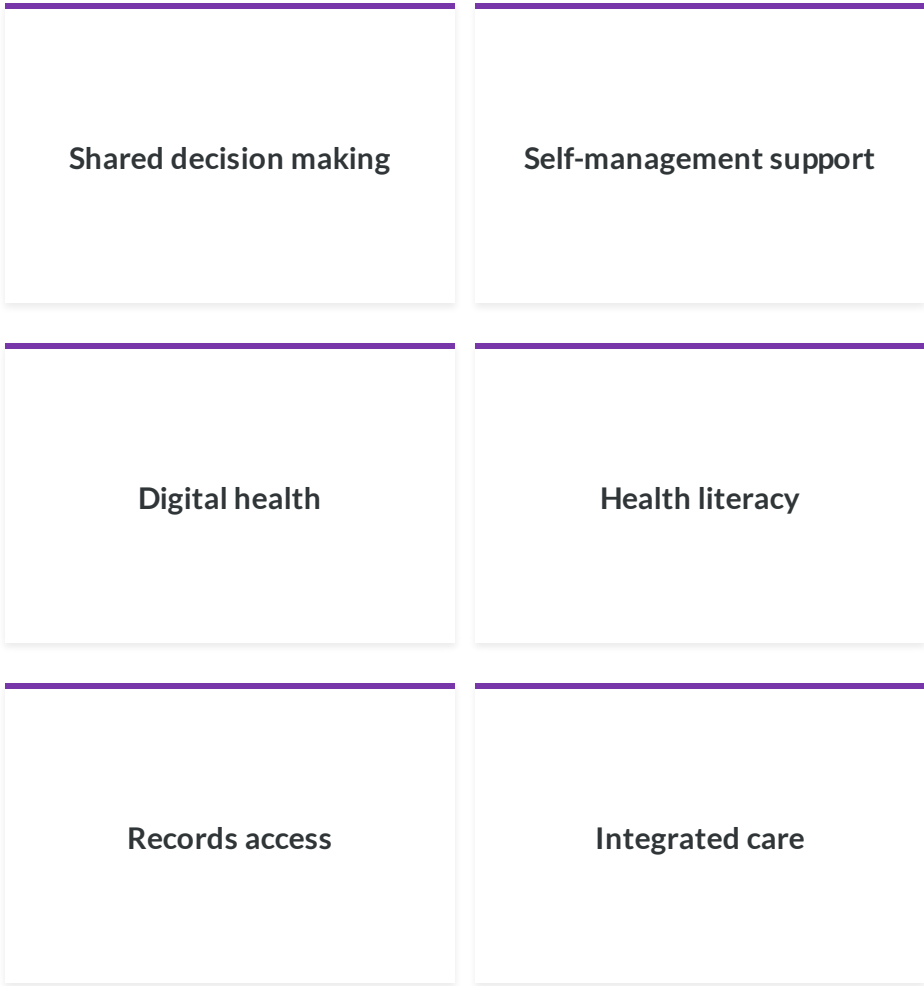
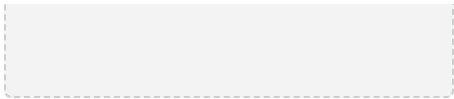
Medicines Optimisation

What is Patient-Centred Care?

People who use services work in partnership with their health and social care professionals.

Which of the following are key components of person-centred care?

Patient Centred Care



Non-holistic care



Complete the content above before moving on.

- **Shared decision making...** Ensures care is truly personalised.
- **Self-management support...** Enables people to manage their own health and to personalise the care and support around them to best meet their needs.
- **Digital health...** A term that refers to a range of technologies that can be used to support a persons' health and care without them needing to visit a clinic/other health care setting. Allows for self monitoring and online appointment booking enabling people to take more control of their health and care.
- **Health literacy...** A term used to describe a persons' ability to use, understand and interpret health information and services.
- **Records access...** Having access to test results or discharge summaries for instance can increase confidence and enable people to manage their own health better.

More information available on [NHS England website](#).

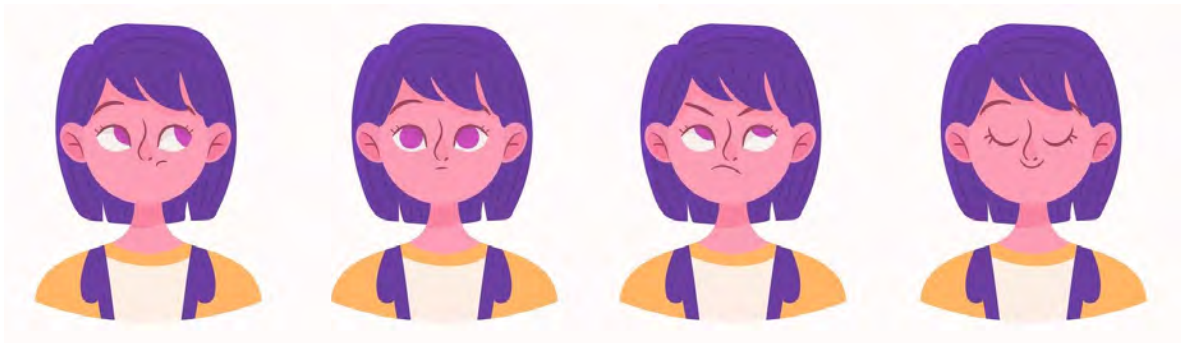
- **Integrated care...** Integrated care between health services, social services and other care providers ensures care is personalised and co-ordinated.

Read more on the [King's Fund website](#).

Communication with patients is key for patient-centred care, but how important is what we say?

i Match the statement with the correct percentages.

According to Mehrabian's communication research regarding communications of feelings and attitudes, what percentage of the message is communicated by the following means?



Body language and facial expressions

55%



The way words are spoken

38%



The actual words spoken

7%

..

Complete the content above before moving on.

Medicines Management or Medicines Optimisation

Medicines Management

...a 'system of processes and behaviours that determine how medicines are used by patients and healthcare services'.

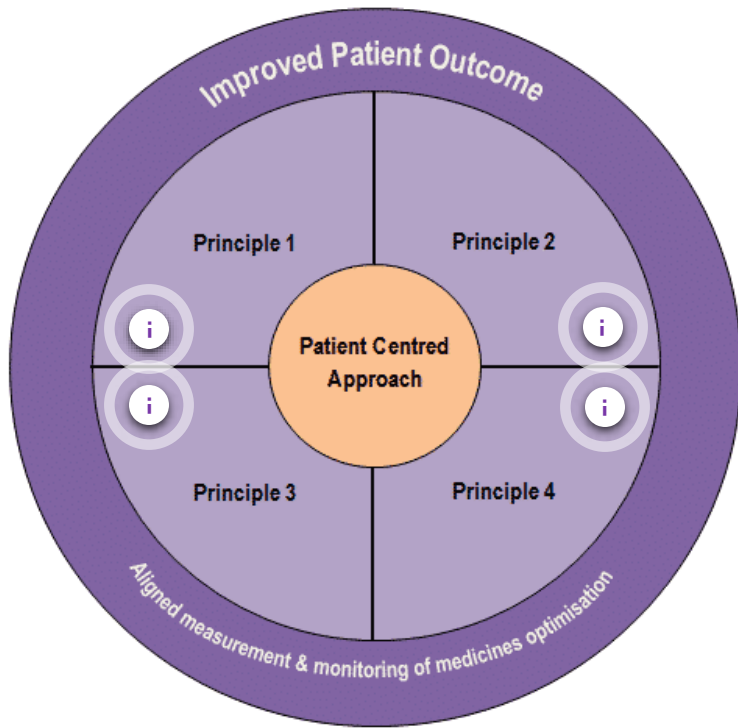
National Prescribing Centre

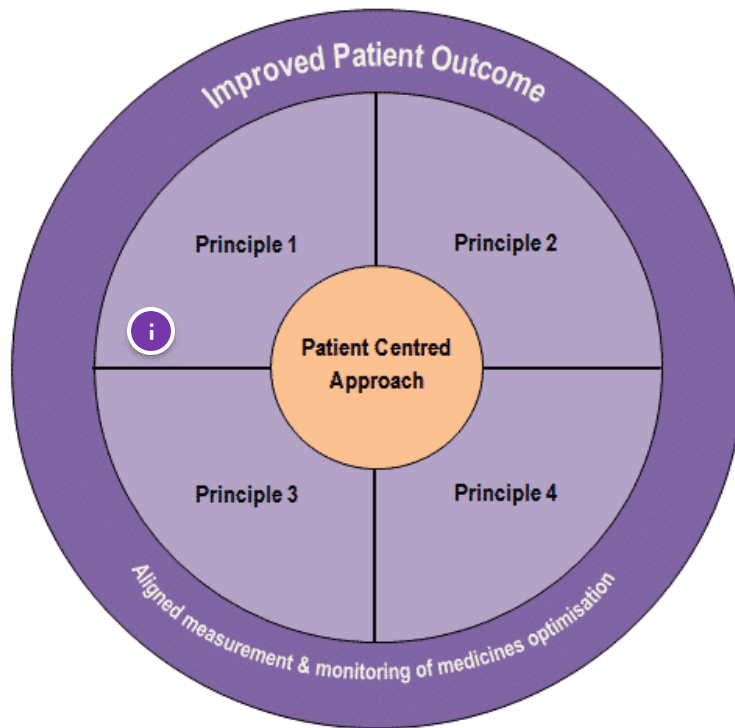
Medicines Optimisation

a 'patient-focused approach to getting the best from investment in and use of medicines that requires a holistic approach, an enhanced level of patient centred professionalism, and partnership between



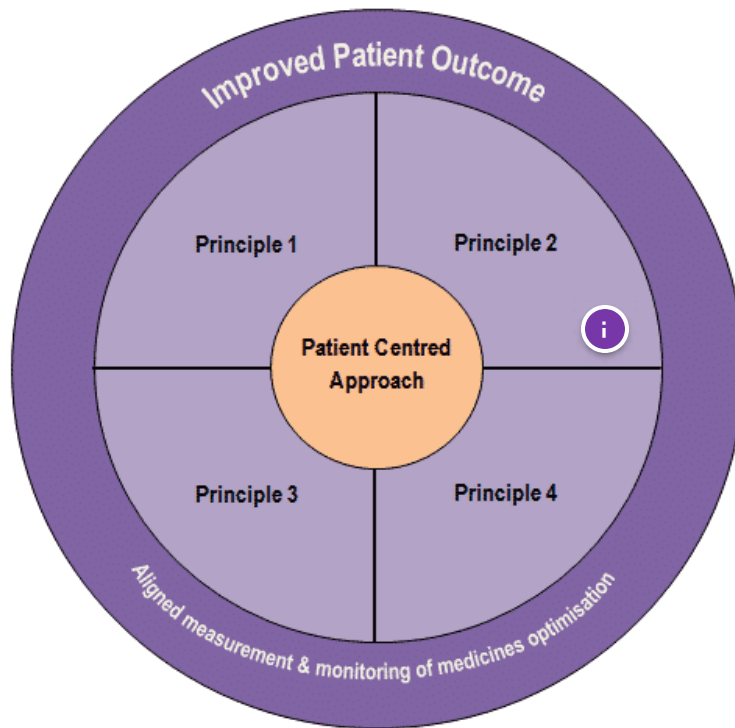
Complete the content above before moving on.





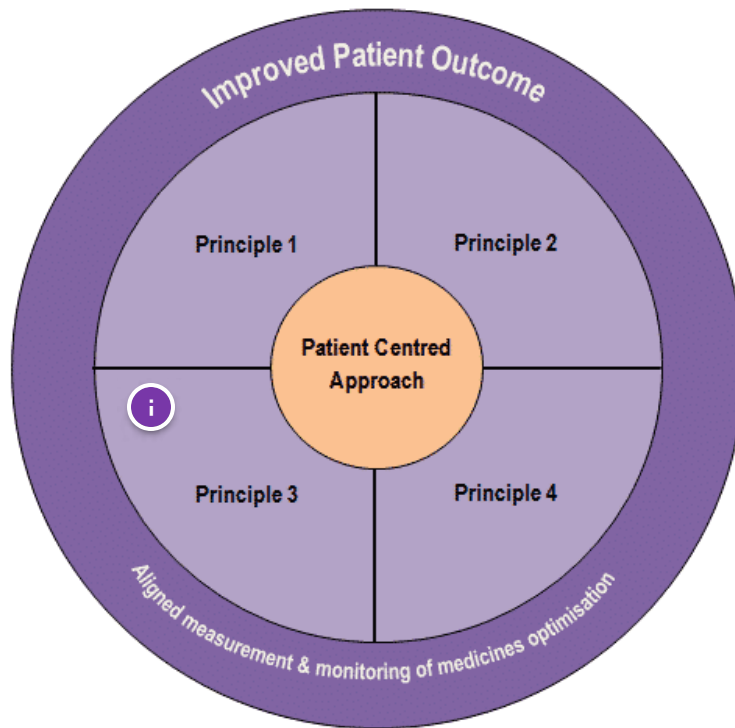
Principle 1 - Aim to understand the patient's experience

Up to half of all patients do not take their medicines as recommended. It is important that there is an open ongoing discussion between healthcare professional and the patient and/or carer about the patient's choice and experiences of using medicines to manage their condition, recognising that experiences may change over time. This should mean patients are more engaged, understand more about their medicines and are able to make informed choices about their care.



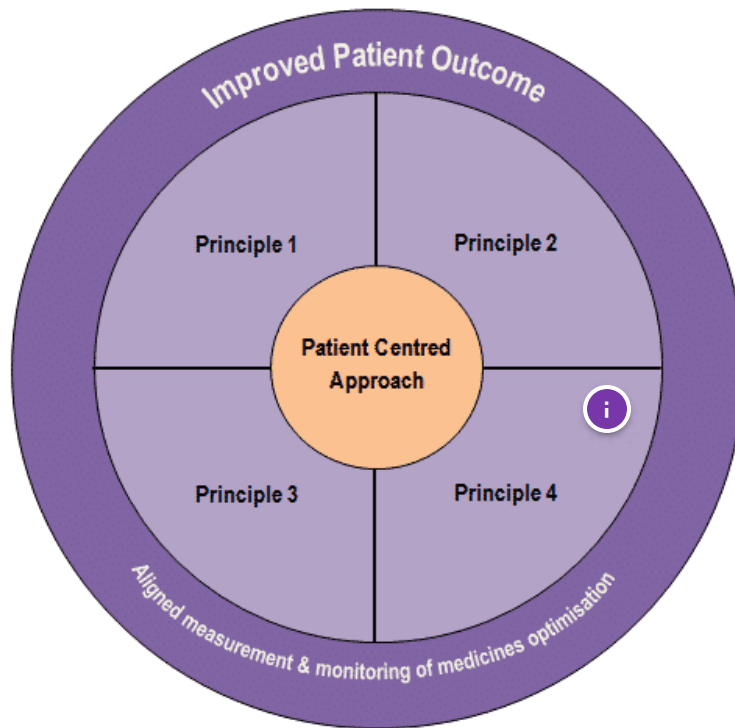
Principle 2 - Evidence-based choice of medicines

Choose medicines that can best meet the needs of the patient, using the best available evidence base, taking into consideration both a clinical and cost effective viewpoint. Treatments of limited clinical value should not be used and medicines where there is no longer a clinical need should be stopped.



Principle 3 - Ensure medicines use is as safe as possible

All healthcare professionals have a responsibility to ensure the safe use of medicines, and should be discussed with patients and/or carers. This includes how to use or take the medicine, potential unwanted effects and interactions. Safe processes and systems must be in place and effective communication is essential. Patients should have more confidence in taking their medications, and avoidable harm should be reduced.




Principle 4 - Make medicines optimisation part of routine practice

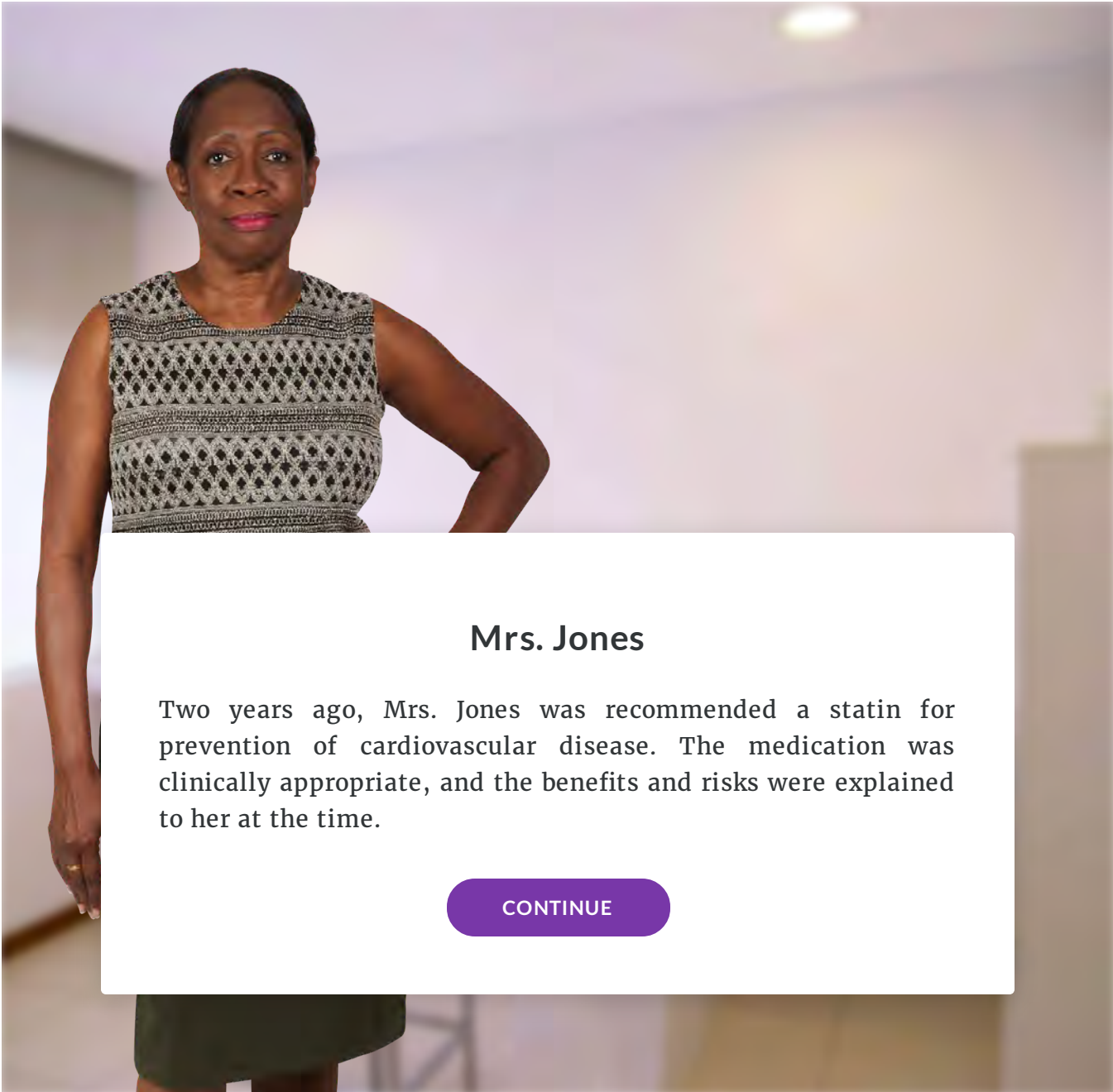
There should be ongoing, routine discussions between healthcare professionals and with patients/carers on how to get the best outcomes from medications. Effective communication within the healthcare team will ensure that patients receive consistent messages about medication. A reduction in medicines wastage will be seen and as a result the NHS should achieve greater value for money invested in medicines

The patient-centred approach, using these four principles, will result in improved patient outcomes.



Potential Scenario

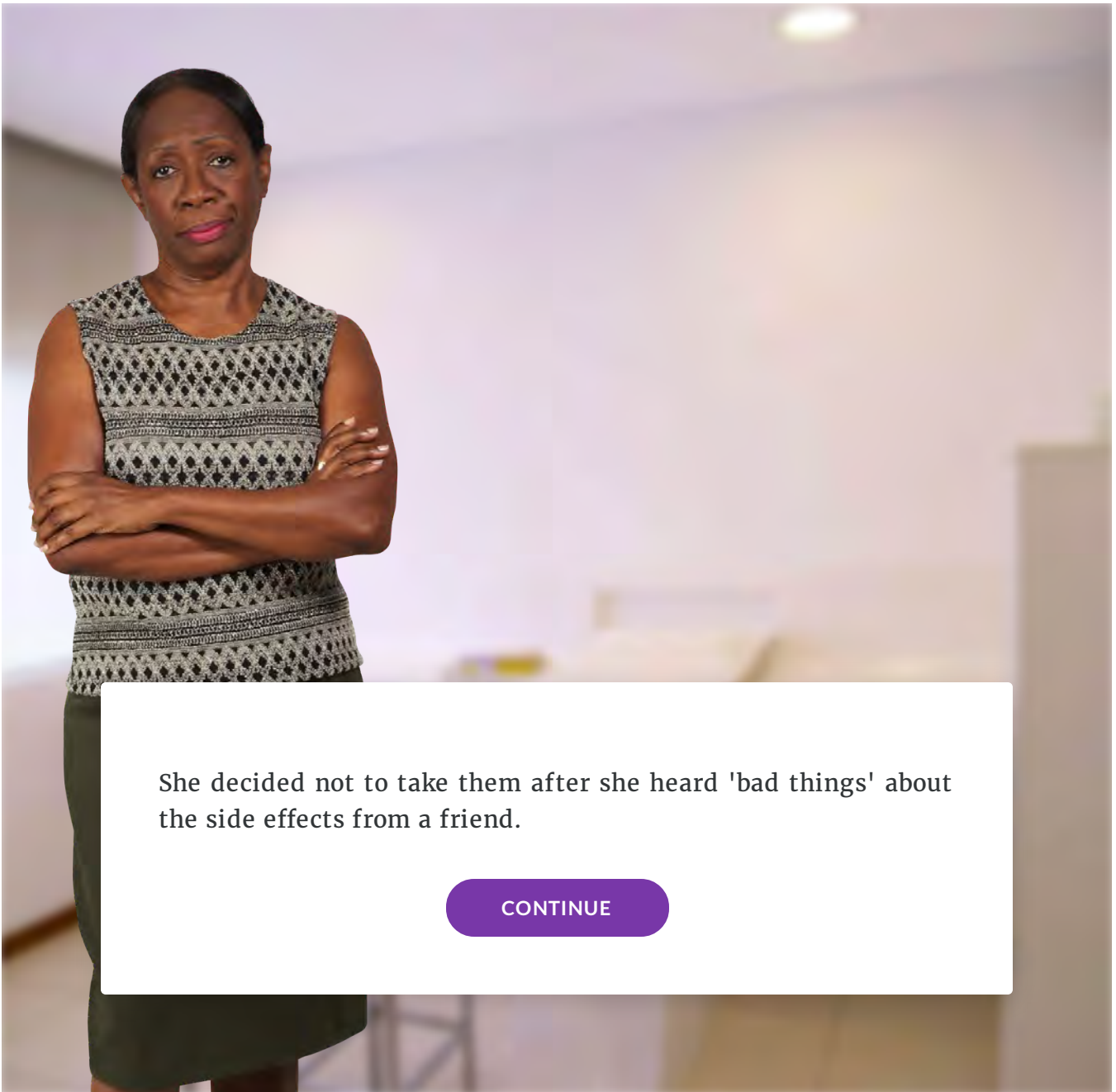
 In the following patient, decide which of the 4 principles are being met.



Mrs. Jones

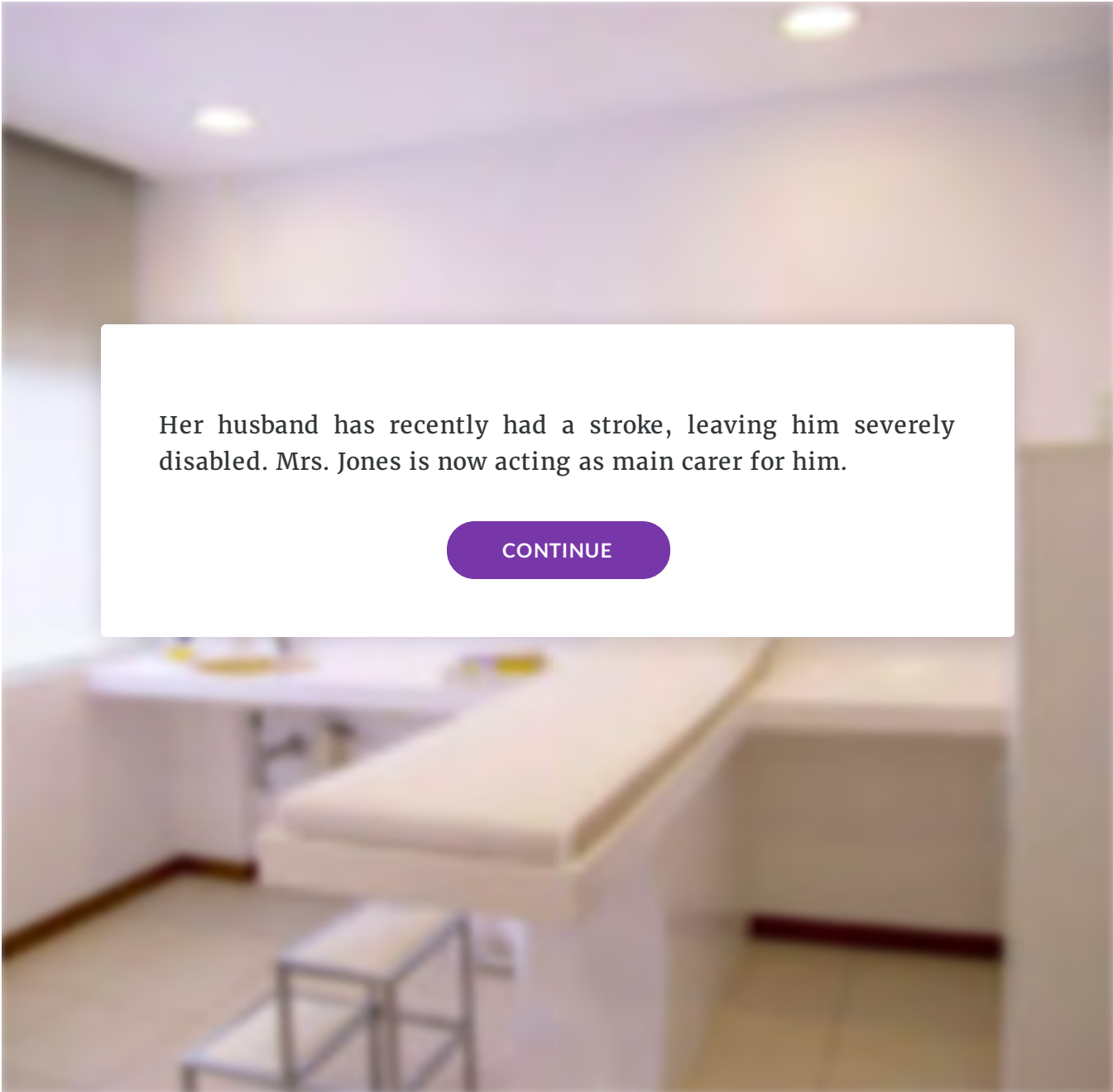
Two years ago, Mrs. Jones was recommended a statin for prevention of cardiovascular disease. The medication was clinically appropriate, and the benefits and risks were explained to her at the time.

CONTINUE



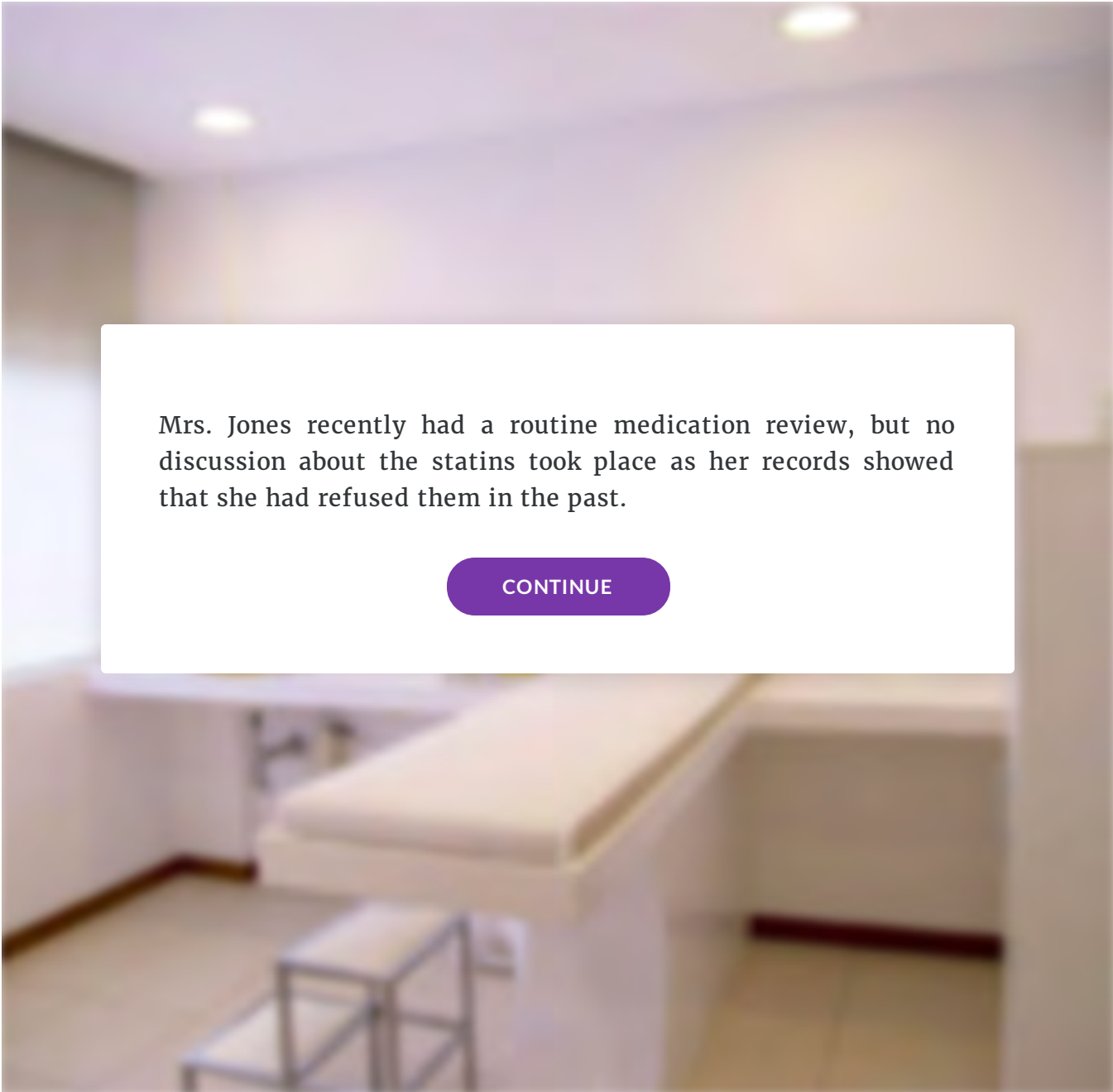
She decided not to take them after she heard 'bad things' about the side effects from a friend.

CONTINUE



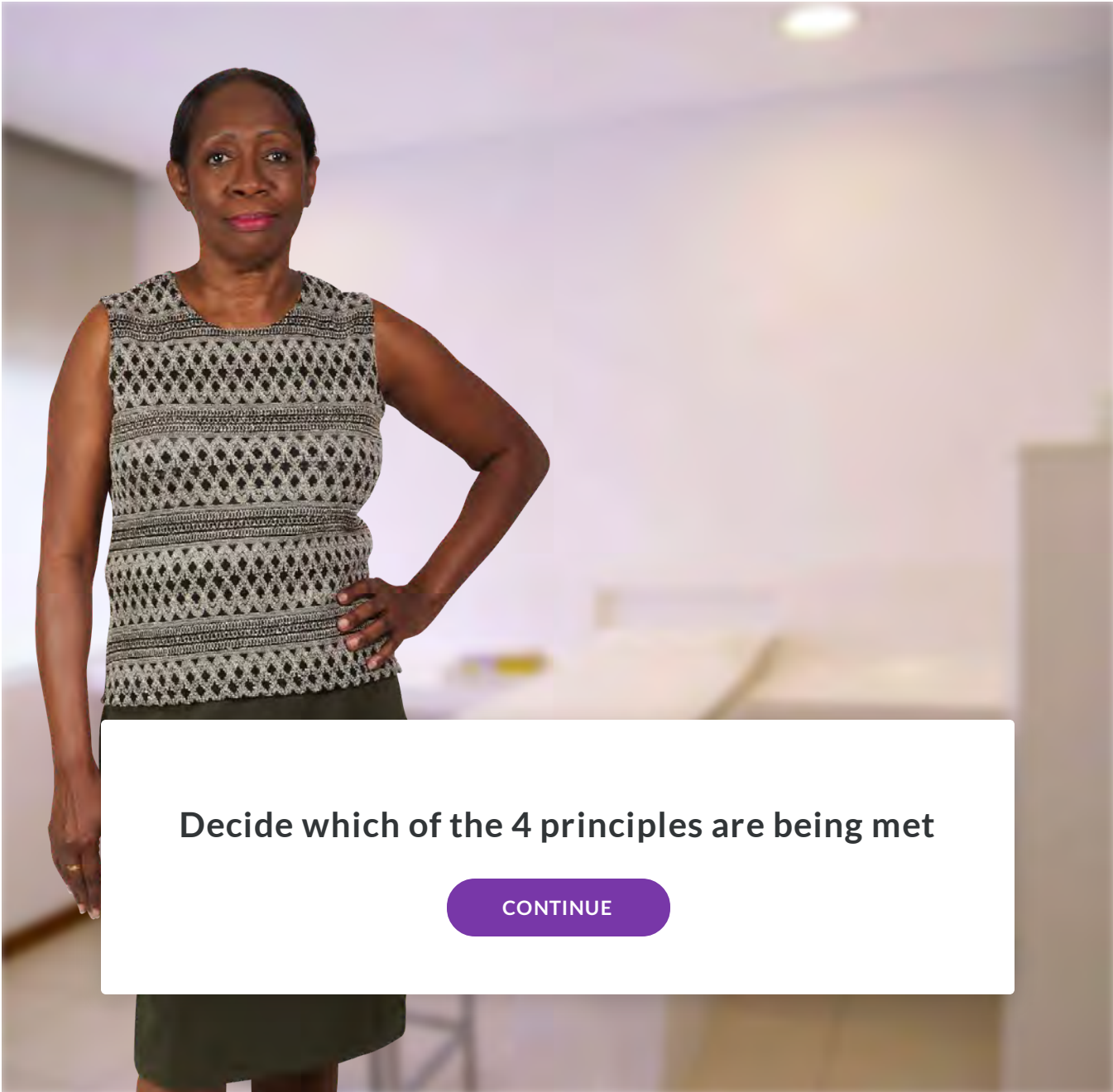
Her husband has recently had a stroke, leaving him severely disabled. Mrs. Jones is now acting as main carer for him.

CONTINUE



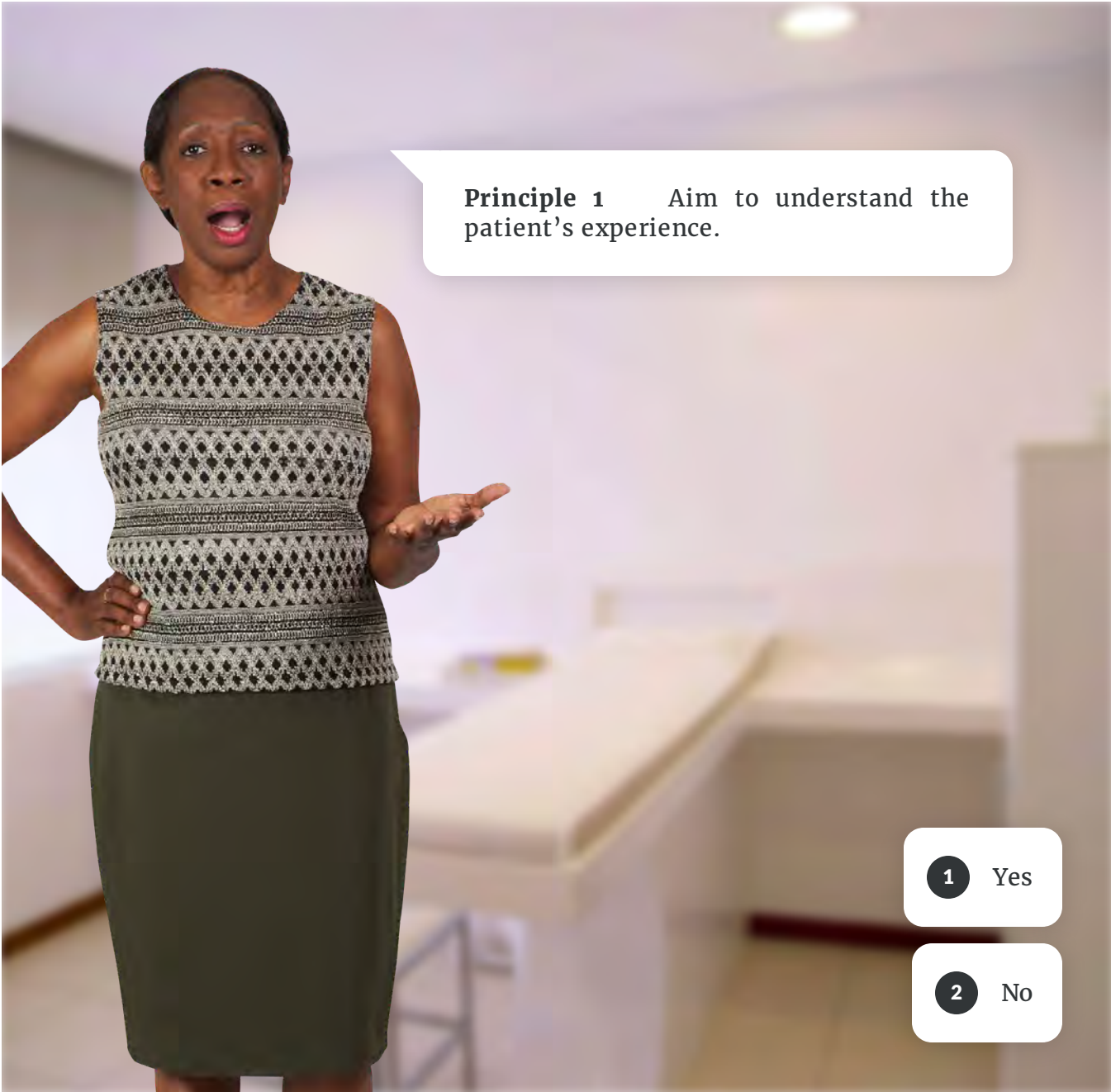
Mrs. Jones recently had a routine medication review, but no discussion about the statins took place as her records showed that she had refused them in the past.

CONTINUE



Decide which of the 4 principles are being met

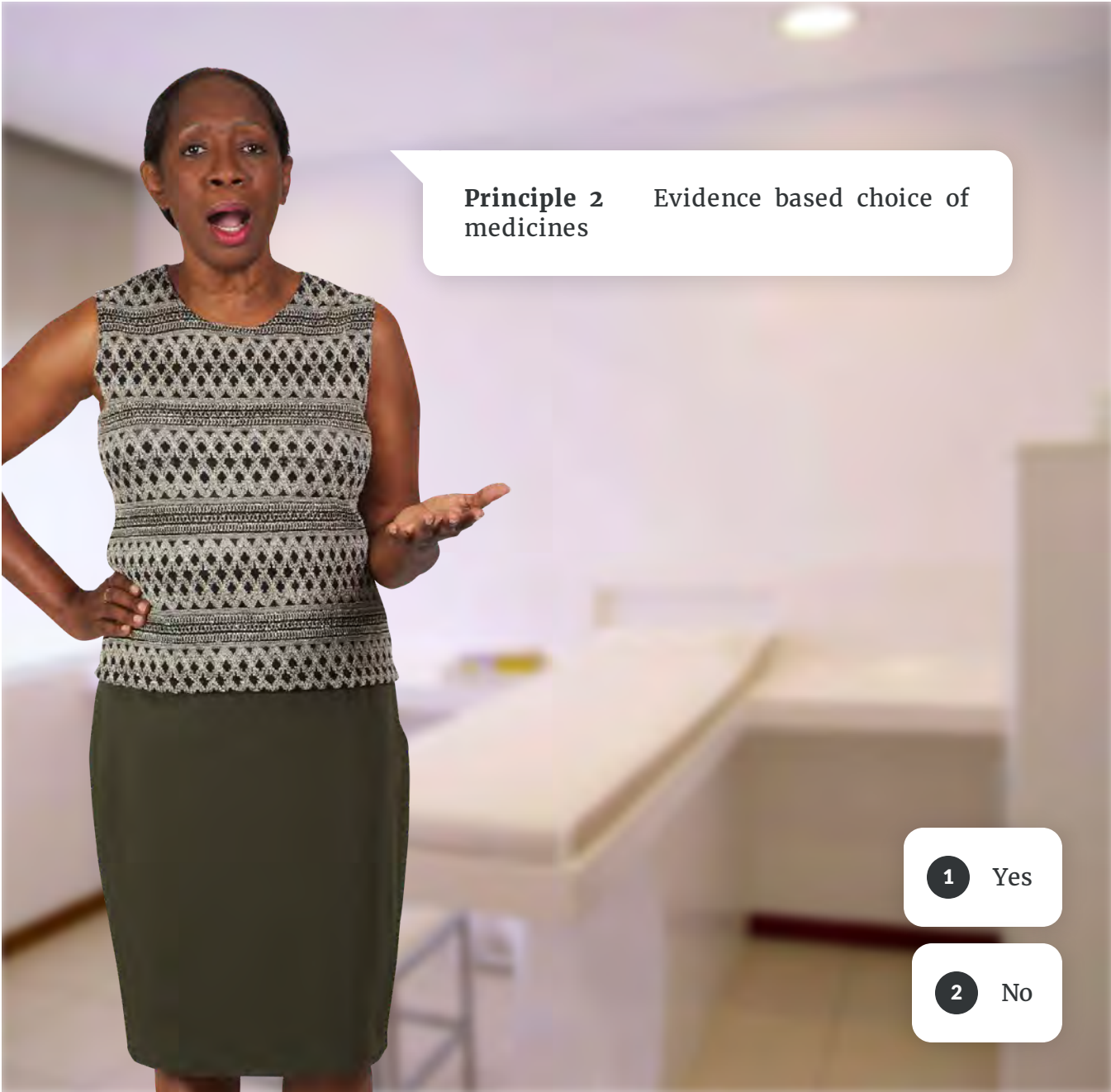
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Principle 1 Aim to understand the patient's experience.

1 Yes

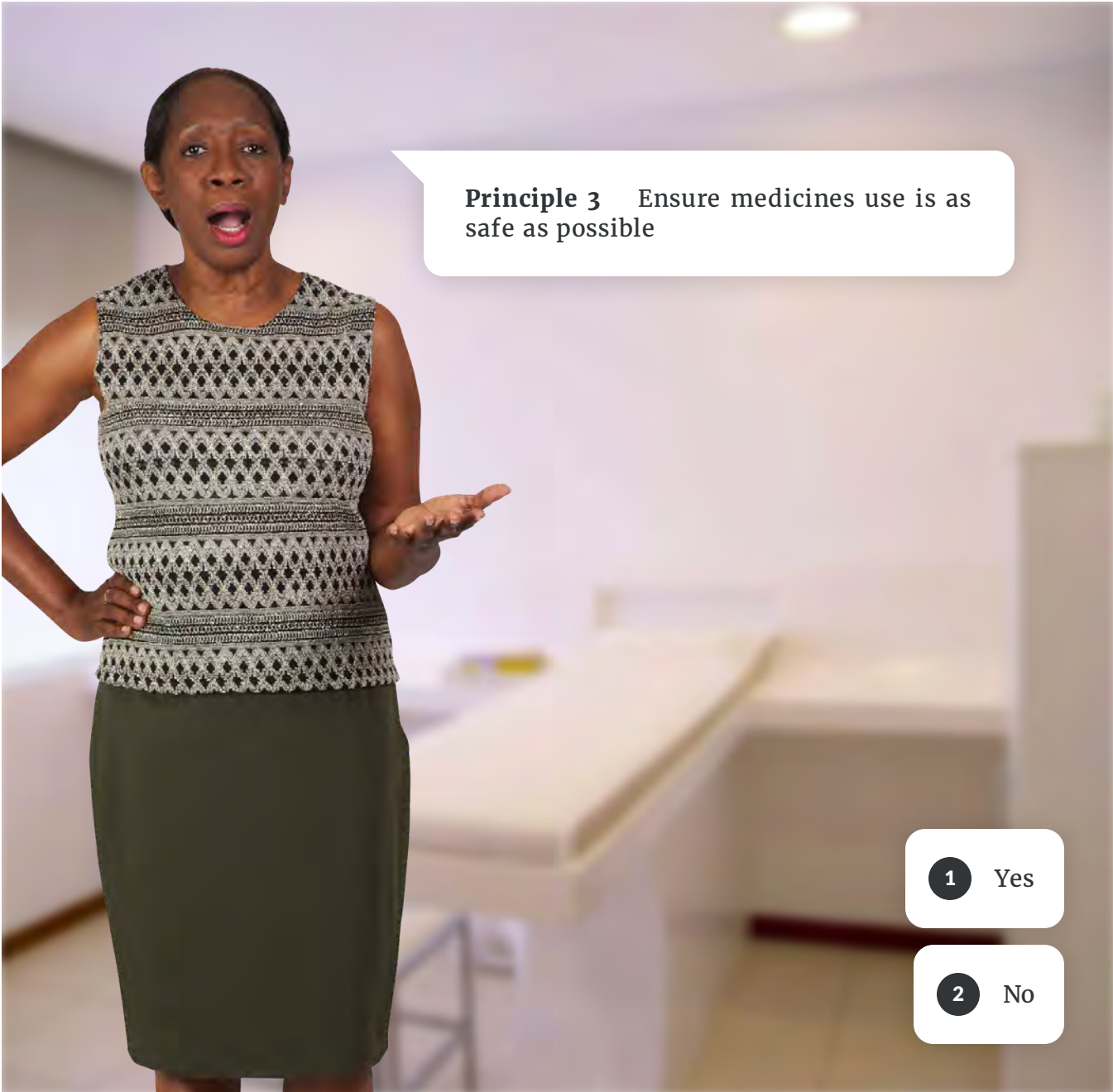
2 No



Principle 2 Evidence based choice of medicines

1 Yes

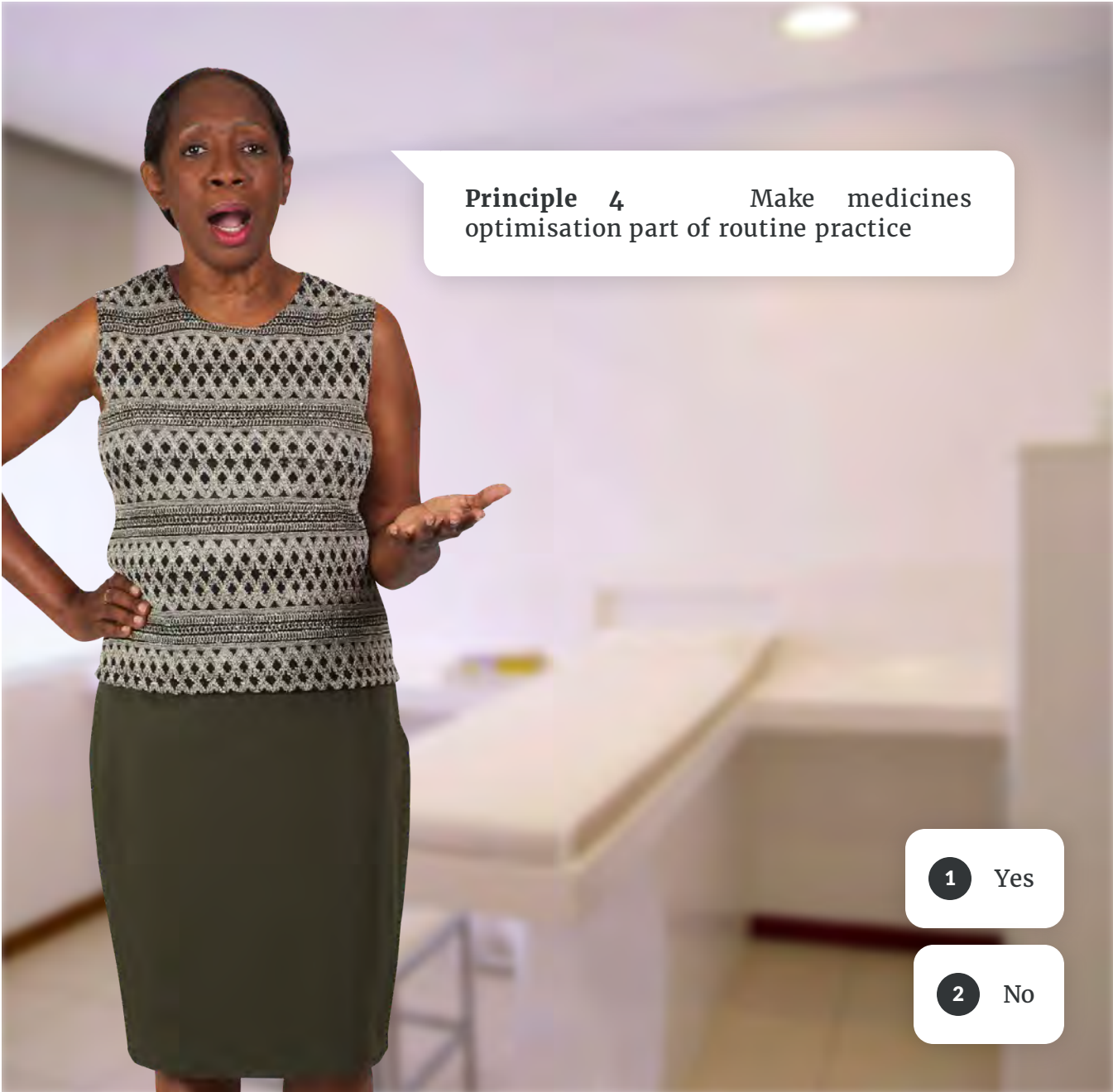
2 No



Principle 3 Ensure medicines use is as safe as possible

1 Yes

2 No



Principle 4 Make medicines
optimisation part of routine practice

1 Yes

2 No



Scenario End

This is a simplistic case but outlines that medicines optimisation needs to be considered at all opportunities as the patient's situation can change.

START OVER



Complete the content above before moving on.

There are many issues that can arise if we do not have an effective interaction with the patient/carer:

- 1 1/3 to 1/2 of all medicines for long term conditions are not taken as recommended.
- 2 Only 16% of patients who are prescribed a new medication take it as prescribed.
- 3 At least 6% of emergency re-admissions are caused by avoidable adverse reactions to medicines.
- 4 In primary care around £300 million of medicines are wasted , of which half is thought to be avoidable.

There are many reasons why people don't take their medications as prescribed...

Take a minute to think of as many reasons as you can.

Some of these will be intentional, but others may not...

Intentional Non-Adherence

Side effects

Perceived side effects

No reported benefits

Denial of illness

Stigma

Interferes with lifestyle

Two empty rectangular boxes at the top of the page.

Unintentional Non-Adherence


Doesn't remember how or when to take

Can't understand the directions

Can not physically use the treatment

Can not open packaging

Inability to pay for the treatment

 Complete the content above before moving on.