

# Case Study

## PCN Services/ Medicine Management

### Introduction

PCD was approached by a GP surgery with approximately 9,000 patients. The GPs found that a significant amount of time was involved with processing prescriptions and dealing with medication related queries. Due to this high influx of work, alongside the general duties of the GP, there were delays in dealing with prescription queries. Prescriptions were being processed close to the 48-hour turnover, if not above this. In turn, this led to patient dissatisfaction due to poor access to their medicines.

### How did PCD help?

Following an in-depth review of the current service, alongside identifying the needs of the practice, the practice commissioned 5x3.5 hours session/week with an experienced pharmacist prescriber. Through support of PCD, the pharmacist was able to develop a robust service model and engaged with the surgery team to incorporate the service within their practice.

### 6 Month Review

After a six-month review, the service had a direct impact on reducing GP workload. The pharmacist was able to provide support and training for the administrative staff ensuring all work was directed appropriately. As a result, GPs had more time to concentrate on more complex patients with multiple co-morbidities, whilst the pharmacist was able to provide an efficient medicines management service.

### Conclusion

Upon evaluation, GPs saved approximately 14 hours a week. Through patient satisfaction surveys, there were clear improvements in patient access to medication as well as improvement in relationships with local community pharmacies.