JAC

Mediware
JAC Computer Services Ltd. is a subsidiary
of Mediware Information systems

CASE NOTES

EPMA for Mental Health at Leicestershire Partnership NHS Trust

Anthony Oxley,
Dir. Pharmacy Services

Andrew Moonesinghe,
EPMA Services Manager

Leicestershire Partnership NHS Trust provides high quality integrated mental health services, including learning disability and community health services. The Trust serves a population of one million people across Leicester, Leicestershire and Rutland and employ over 5,500 staff in a wide variety of roles.

What was the business case for EPMA in Mental Health?

When we were developing the business case a big driving factor was that we had doctors and nurses working throughout the county covering multiple services who were struggling to get to those services to prescribe and review patients. So by deploying e-prescribing we knew that no matter where they were in Leicestershire they could review patient prescriptions and provide consultations without having to physically go on site every single time, ultimately improving patient care.

"Reporting is of a very high level and that's because with EPMA we're collecting all the information which allows us to report easily and clearly on any issues. JAC is a very robust medicines management platform that supports patients and makes sure that practitioners get the advice they need when they need it."

How have you made using EPMA compliant with the Mental Health Act?

EPMA gives us a more accurate and up to date reflection of what's happening to a patient within the Mental Health Act because all teams can see it.

We've built in the T2 and the T3 forms for Mental Health onto the system, and we populate the data so that at the point of administering of medicines the nurse is able to review the forms and ensure that they are adhering to the regulations that have been imposed for the care of the patient.

The Mental Health Act office also has access, so as soon as something changes it gets sent through to our team and we update those forms and give the information to the nurses immediately so at the next drug-round they'll see what they need to do.

In association with

Leicestershire Partnership NHS
NHS Trust

www.leicspart.nhs.uk

Are other Mental Health Trusts able to build on the work you've done?

After we did a presentation in London on e-prescribing for Mental Health, and how we had deployed it, the Medical Director from a neighbouring Trust approached us. He was very excited about what we had done and asked us to guide them. We sent them a business case and said we'll support them by doing the project management, day-to-day training, and deliver a working system that we'd already developed for Mental Health.

It went through and there were no issues, no delays and no problems- and the database was perfect for what they needed. With our help they could focus more on what needed to be delivered as opposed to worrying about the business aspect of the project.

How has EPMA improved life for clinicians?

In a paper-based environment practitioners wasted a lot of time having to drive long distances just to find that drug cards weren't available because another professional was using them. Now the EPMA practitioners can easily access prescriptions, and when they have a free moment they can immediately access their patient's record and have all the information they need right in front of them to carry out a review of a patient.

Is EMPA helping the Trust make care safer?

Every time we see a prescribing error we put that to our e-prescribing team and see what can be done to improve the system set up to ensure it won't happen again. For example, there's a drug called Nitrate which has to be given twice a day at morning and lunchtime, which is a rather unusual kind of regime because most twice a day medications are morning and night.

Now with EPMA we could see that the prescribing error was happening on a regular basis, so we set up something in the system which automatically tells the doctor to prescribe that medication morning and lunch time. Since then we haven't had one incidence of Nitrate being prescribed inappropriately.

How has EPMA improved care for patients?

EPMA allows us to report on everything because we have full access to the data. We've done some clever stuff with reporting, for example, when a patient comes in and they are prescribed a rapid tranquilisation we're supposed to fill in notes about what's happened and also follow up on the patient's treatment. Now, as soon as it's administered to a patient, we fire off messages to the relevant teams to tell them: this has happened, please action. This means we can improve our service to the patient and make sure that we are doing the right things to improve care.

What benefit are you getting from the EPMA data you're collecting?

There are lots of medicines-related Trust audits that need to go to our commissioners. When we met with them two months ago they told us our reporting is of a very high level and that's because with EPMA we're collecting all the information which allows us to report easily and clearly on any issues. JAC is a very robust medicines management platform that supports patients and makes sure that practitioners get the advice they need when they need it.

To watch short videos of Anthony, Andrew and other JAC customers talking about their experiences with EPMA, visit the JAC website.