

# Increasing Patient Medicines Understanding – Improving Discharge Service

## Surrey and Sussex Healthcare NHS Trust (SASH)

### Key outcomes

- Understanding of medicines information after discharge is a long-standing challenge in the NHS
- 93% of patients given a MaPPs® leaflet said they understood their new medication two weeks after being discharged
- All the patients thought that the MaPPs® leaflet was “useful” or “very useful”

95%

of patients should receive information about medicines at the point of discharge <sup>2</sup>

Prior to receiving MaPPs only

41%

of patients received information about the side effects of their new medication <sup>1</sup>

### Why there is a need for MaPPs®

There is a long standing challenge in both NHS and private hospitals when giving patients clear and accessible information about their medication after being discharged.

A Local Patient Survey found that only 41% of patients received information about the side effects of their new medication at discharge. <sup>1</sup>

The figures resulted in the launch of a new local NHS target within the national Commissioning for Quality Innovation (CQUIN) payment framework. <sup>2</sup> The target included the introduction of guidelines regarding the quality of information that patients should receive to improve services and the standard of care.

95% of patients within Surrey and Sussex Healthcare NHS Trust would receive information at the point of discharge about their medication, including the type, dose, side effects and frequency of use. <sup>3</sup>

### How can MaPPs® help?

MaPPs® provides a simple summary of over 6,000 medicines including what the drug is, how to take it and its possible side effects, in patient-friendly personalised leaflets.

In 2014, MaPPs® was launched to help healthcare professionals meet their CQUIN patient medication information requirements, as there was previously limited access to medicines information in an accessible format.

MaPPs® also improves medicines management by generating Medicines Reminders Charts (MRCs) to help patients take their medicines, and Medicines Administration Records (MARs) for carers. This aids better medicines adherence and patient outcomes.

### MERLs®

#### Add-on Service

MaPPs® also includes an add-on service in the form of MERLs® (MaPPs® Easy Read Leaflets). This provides information as pictograms and short phrases for children, people with learning difficulties, and those whose first language isn't English.

This enables hospitals to fulfill their obligations under the Equality Act.



## How does MaPPs® help SASH?

- **Better medication understanding for patients**

As part of the pilot exercise, 73% (66/90) of patients receiving new medication on discharge were issued with a MaPPs® leaflet.<sup>3</sup>

Of the patients who were issued a MaPPs® leaflet, 45% (30/66) were seen by a pharmacist and 55% (36/66) by a nurse<sup>3</sup> illustrating it can be used by multiple clinicians.

93% (28/30) of those who responded to the follow-up survey said they understood the purpose of their new medication and the possible side effects two weeks after being discharged<sup>3</sup> (compared to only 41% prior).

**93%**

of patients understood the purpose of their new medication after receiving MaPPs leaflet

- **Improved patient communication**

All the patients who were followed up thought the MaPPs® leaflet was either "useful" or "very useful".<sup>3</sup>

This shows clear benefits in enhancing the patient's understanding of their medicines using MaPPs®.

This also fulfills two of the NHS England's key priorities of good patient communication and excellence in patient experience.

- **Service improvements**

Overall the follow-up survey results showed that patient's counselling scores and understanding of their medication had increased, which they felt improved the overall discharge service.<sup>3</sup>

## How was it piloted?

The MaPPs® system was piloted in collaboration with Surrey and Sussex Healthcare NHS Trust who issued a MaPPs® leaflet to selected patients who were discharged with new medication.

The exercise took place in the Acute Medical Unit and discharge team, where medicines discharge information is of vital importance. This included 90 patients who were discharged with new medication over a one-week period.

Of this figure, a further 40 were randomly selected 2 weeks after discharge for a follow up survey, to which 30 (75%) responded.<sup>3</sup>

A full audit was undertaken to ensure that patients had full benefit from the system and that the staff were using the new resources correctly.

MaPPs® benefits healthcare professionals and patients alike, simultaneously improving medicines adherence and delivering better treatment outcomes. MaPPs® also fits with the CQC framework for assessing patient experience.<sup>4</sup>

**This data has been combined with inpatient experience surveys and included in two academic posters presented to the UK Clinical Pharmacy Association Conference.<sup>3,5</sup>**

The CQUIN guidance 2020-2021<sup>6</sup> currently defines the requirement for access to critical patient information to guide the patient's therapy under the NHS best practice pathways. This commissioning requirement could be fulfilled by the use of MaPPs®.

1. Quality Commission C. National NHS Patient Survey Programme: National results from the 2014 Inpatient Survey [Internet]. 2015 [cited 2020 Feb 18] Available from: [https://www.cqc.org.uk/sites/default/files/201500519\\_NHS\\_Inpatient\\_Survey\\_2014\\_National\\_summary\\_and\\_results\\_tables\\_FINAL.pdf](https://www.cqc.org.uk/sites/default/files/201500519_NHS_Inpatient_Survey_2014_National_summary_and_results_tables_FINAL.pdf) 2. Pharmacy Department. Medicines Management CQUIN 2013-14 [Internet]. [cited 2020 Feb 18]. Available from: [https://www.sps.nhs.uk/wp-content/uploads/2016/08/Y-Surrey\\_and\\_Sussex\\_CQUIN\\_2013.pdf](https://www.sps.nhs.uk/wp-content/uploads/2016/08/Y-Surrey_and_Sussex_CQUIN_2013.pdf) 3. Zamir A. An audit on the use of MaPPs (Medicines: A patient profile summary) leaflets on discharge from hospital. In: 11th Joint National Conference Lifting the Lid: Facing the difficulties of maintaining and enhancing standards ABSTRACTS [Internet]. 2015 [cited 2020 Feb 18]. p. 62-3. Available from: [https://ukclinicalpharmacy.org/wp-content/uploads/2017/05/UKCPA-GHP\\_Conference\\_Abstacts\\_May2015.pdf](https://ukclinicalpharmacy.org/wp-content/uploads/2017/05/UKCPA-GHP_Conference_Abstacts_May2015.pdf) 4. Patient experience improvement framework [Internet]. 2018 [cited 2020 Feb 18]. Available from: [https://improvement.nhs.uk/documents/2885/Patient\\_experience\\_improvement\\_framework\\_full\\_publication.pdf](https://improvement.nhs.uk/documents/2885/Patient_experience_improvement_framework_full_publication.pdf) 5. Onatade R, Gujral S, Phul N, Pamanathan K, Torqu A, Sawieres S, et al. The use of Always Events in a survey of inpatients' experiences with their medication and the clinical pharmacy service. In: 11th Joint National Conference Lifting the Lid: Facing the difficulties of maintaining and enhancing standards ABSTRACTS [Internet]. Leeds; 2005 [cited 2020 Feb 18]. p. 41. Available from: [https://ukclinicalpharmacy.org/wp-content/uploads/2017/05/UKCPA-GHP\\_Conference\\_Abstacts\\_May2015.pdf](https://ukclinicalpharmacy.org/wp-content/uploads/2017/05/UKCPA-GHP_Conference_Abstacts_May2015.pdf) 6. NHS England » Commissioning for Quality and Innovation (CQUIN) guidance for 2020-2021 [Internet]. [cited 2020 Mar 20]. Available from: <https://www.england.nhs.uk/publication/commissioning-for-quality-and-innovation-cquin-guidance-for-2020-2021/>