

# SEL waste medicines with public engagement mini-pilot

Collaborating organisations: SEL ICS, Lambeth Local Authority, Public Health Lambeth, Kings College London, Black Prince Trust (Lambeth) Oxleas Community health Service (Bromley), Waldrons Health Centre (Lewisham), Amersham Vale Training Practice, Clifton Rise Practice, Hurey Group Practice (Lewisham) and New Cross Pharmacy (Lewisham)

## Description

This mini-pilot tested the feasibility and value of engaging with local communities/populations using non-traditional locations to:

- Raise awareness and access information relating to medicines waste medicines and safe disposal
- Signpost patients to local community pharmacies, personalised care roles (e.g. social prescribers) and general practice to access social and drug related interventions to reduce overprescribing
- Gain insights to drivers of waste and non-adherence from a patient perspective
- Feed into the wider overprescribing patient engagement work

## Intended outcomes

- To gain a better understanding of the issues that contribute to medicines waste
- To feed the results and learning into the patient engagement work to enable a change in practice
- To signpost patients, facilitating the uptake of various existing interventions to reduce waste e.g. eRD, non-drug options and Structured Medication Reviews (SMRs)

## Outcomes

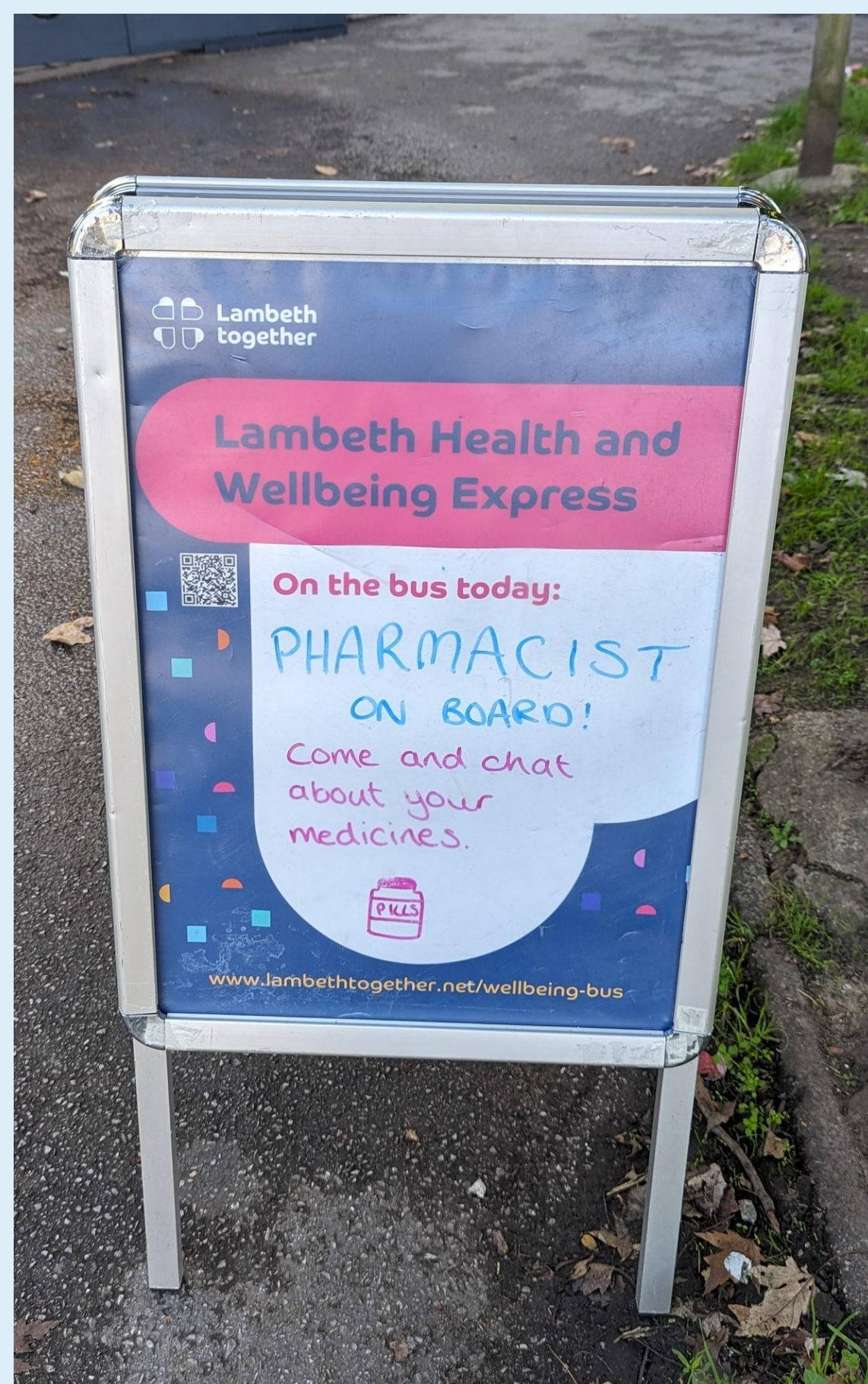
There were **86 documented pharmacy interventions** from Phases 1 & 2

Themes of these interventions included:

- Medicines information – side effects, dose, directions, benefits, polypharmacy
- Non-adherence and compliance aids
- Blood pressure measurement, advice and referral
- Minor ailments and other acute symptoms advice
- Lifestyle advice
- Referral for medication review
- Managing long term conditions (mainly chronic pain, diabetes, hypertension and cardiovascular conditions, including non-drug options)
- Navigating access to medicines interventions and services
- Signposting and referral to general practice, community pharmacies, other health and care practitioners, Lambeth council, health services, websites, Apps and other useful resources

## What problem is it trying to solve to tackle overprescribing?

- Lack of engagement to gain insight into drivers of waste from a patient perspective
- Non-adherence due to lack of patient engagement with groups who are at high risk of overprescribing
- Reduce misinformation and lack of awareness about medicines waste and safe disposal
- Missed opportunities to identify and develop local solutions to reduce waste that are responsive to the specific needs of our communities and patients



## Implementation

- The target population, sites and community partners were identified
- A structure for conversations and prompts, and a data collection tool were developed
- A briefing pack for pharmacy interventions, referral, signposting and medicines disposal was assembled
- Analysis of the returned medicines and patient feedback took place
- The results were evaluated and learning reflected on
- Plans made to feed this learning into wider work, through recommendations and actions

Pharmacy outreach visits	No of visits
Phase 1 Lambeth Health and wellbeing bus visits, Lambeth Aug to Sep 2023	12 sites 13 visits 15 returns
Phase 2. Black Prince Trust Community Centre visits, Lambeth. Oct 2023	1 site 5 visits
Phase 3. Housebound patient visit, Bromley. Nov to Dec 2023	Home visits 12 returns
Phase 4. Waldron Health Centre visit, Lewisham. Jan 2024	1 site 3 visits Returns t/f

## Feedback from the Health and Wellbeing Project Lead, Black Prince Trust (Lambeth)

'... we did find the sessions extremely useful, and they were very well received by those who visited. Conversations and understanding did result in community members returning meds to the pharmacies. It was helpful that you followed up and advised where people had been turned away. Going the extra mile and contacting those pharmacies for us and getting a far more positive response than we did massively helps us join the dots. Understanding the technicalities and the service that should be available allows us to help community members with how to approach the pharmacy and be more likely to review their meds and return safely.'

*The most positive outcome for us though, is the number of people that came back and said how good it was to be listened to and be given explanations. The NHS is under immense strain, to have the luxury of offering an expert ear and their advice to our community is highly valued. Thank you. I think if we did this again, you have established a reputation of trust, care and explaining things in a comprehensible way.*

*The family with the child attending [hospital] are close to us, comprehending the treatment and drugs she is receiving is difficult for them, and I can't thank you enough for your engagement here. The mother spoke to one of your team on the phone at an earlier session, and [Pharmacist], you spoke with the aunt. The 7-year-old child is in her final days of life now, and the advice they received (not from you!) to go back to [hospital] with the drugs wasn't ideal, a train journey for them. Now that we understand, thanks to your team, the nature of the meds concerned, we've been able to engage with her care team and I believe one of the visiting doctors has collected.*

*We are also aware of the high risk of opioids being 'disposed of' around the estate, we're glad to have clear signposting for safe return/disposal'*

## Learning from Phases 1 & 2

- People have unused medicines, but few were brought in physically, as encounters were mainly one-off and opportunistic
- Advertisement and promotion of the visits and access to onsite disposal of returned medicines are important
- There was a wide range of queries, interventions and referrals on and off site

## Next steps

- To use this learning to implement Phases 3 & 4 to improve medicines returns and data collected
- A detailed analysis of the data collected including medicines returned, problems identified and interventions, to better understand the drivers of medicines waste
- Use these results to improve practice and services to reduce medicines waste
- Collaborate with Local Authority partners to scale up