

Joydens Wood Pharmacy

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Opening Times

Monday 9am - 6.30pm
Tuesday 9am - 6.30pm
Wednesday 9am - 6.30pm
Thursday 9am - 6.30pm
Friday 9am - 6.30pm
Saturday 9am - 4.00pm
Closed for Lunch 1pm - 2pm

Your FREE Healthy Living Leaflet for August 2018

1. What does MUR stand for?
2. What is an MUR?
3. Who would benefit from an MUR?
4. Who runs the MURs?
5. Where are they conducted?
6. How can I register to take up this service?
7. What does NMS stand for?
8. What does an NMS entail?
9. Do I have to come in for these chats?
10. What is the purpose of these services?

Do you know why you are taking
all of your medicines?



Answers on the bottom of page two

What is an MUR?

MUR stands for medicines use review and it was introduced and funded by the NHS several years ago because research showed that between 30% and 50% of patients do not take their medicines as prescribed. This means that besides a lot of medicines being wasted, some patients will end up in hospital. To ensure more patients understood why they were taking their medicines and how they could get the best results from them, the government suggested community pharmacists could help by asking their patients how they felt about the medicines they took.

NHS England states there is good evidence that these medicine use reviews can reduce the risk of drug related

problems and improve the appropriateness of prescribing. It has been found to provide patient satisfaction as well.

So, if you feel you would like to know more about the medication you are on and/or to check you are taking it correctly call in to arrange an appointment to chat with our pharmacist. This will take place in our consulting room to ensure your confidentiality is maintained.

There may also be occasions when we spot a problem with your medication while we are dispensing your prescriptions and we will invite you into the consulting room to clear up the issue. Finally, it is particularly important for patients on respiratory or heart medication to confirm they are using their medication as prescribed to prevent unnecessary hospital



admissions.

The NHS restricts us to 400 MURs a year so if you want to know more about your medicine or you know someone who would benefit from this service please book your appointment early.

What is NMS?

NMS stands for new medicine service. It was introduced and funded by the NHS because research showed that if patients misunderstood the directions the doctor had given them when they prescribed a new medicine for them or they were unhappy about the side effects they were feeling,

they would stop taking the medicine within 10 days of it first being prescribed. It is very easy to forget what the doctor told you when they prescribed a

new medicine and generally the GP doesn't have time to follow up every new medicine within a fortnight. Also, if you are prescribed a new medicine from the hospital it may be several weeks before you go back.

As mentioned before this then becomes part of the statistics where 30% to 50% of patients may not be taking their medicines as prescribed for one reason or another. Research to test inviting people to be followed up by a pharmacist within the first 10 days of starting a new medicine showed there was a 10% increase in adherence.

The NMS involves our pharmacist asking when



you pick up a new medicine if you would like them to chat with you after a few days about how you are getting on. This can be done face to face in our consulting room or over the phone if you would prefer that. Here you get a chance to ask any questions you might have about the medicine or to discuss any side effects you are suffering. It might be a good idea to note down anything



that occurs to you during those early days so when you talk to our pharmacist you can bring them up. It is very easy to forget your questions in the heat of the moment.

Our pharmacist will answer any queries that they can but if you are having any serious issues they will refer you back to your GP. If you continue to take the medicine, our pharmacist will contact you again after a few more days just to confirm that you are happy with the instructions and are feeling better.

So next time you start a new medicine ask about joining this service to help you get the best out of it.



Answers: Q1, Medicine Use Review. Q2, It is a chance for you to ask about your medicines and is paid for by the NHS. Q3, Anybody who is on medicines but especially people with respiratory or heart problems. Q4, Our pharmacist who is an expert in medicines. Q5, In our consulting rooms. Q6, Just call in for a chat when it is convenient for you. Q7, New Medicine Service. Q8, This is a service again sponsored by the NHS to discuss any new medicines you have been prescribed. Q9, No the NMS can be done over the phone if you would prefer. Q10, As up to 50% of patients do not take their medicines as prescribed, the NHS is using these services to encourage patients to discuss any issues they have early on.