

## Improving access to Structured Medication Reviews (SMRs) in Wessex

### Background

Seven primary care networks (PCNs) in Wessex applied for national funding (awarded to one PCN per regional health innovation network) to deploy the Health Innovation Network structured medication reviews (SMR) resources to improve the uptake of SMRs in seldom heard patient groups.

Due to large, positive local response, Health Innovation Wessex funded five additional PCNs to use the materials locally.

Wessex projects fell into three categories outlined in **diagram 1**. Practices collected three weeks of baseline data and then started to use the Health Innovation Network SMR resources.

### Wessex results

Over the three-week testing phase:

- 77 SMRs were carried out across five PCNs compared to 24 SMRs before the project started (an increase of 220%)
- Using the Health Innovation Network SMR resources reduced 'Did not attend' rates and increased the uptake of SMRs compared to baseline
- The SMR process helped reach patients in more deprived areas, supporting them with taking their medicines. The SMR material worked especially well for patients who were housebound
- PCNs who were not doing any SMRs prior to the project developed an SMR pathway with robust arrangements for selecting patients, inviting them to their appointment and following up
- Patients and pharmacists carrying out the SMRs felt that the SMR process led to a better understanding around medicines for long term conditions.

### Feedback

"The patient information leaflets ([\\*Health Innovation Network SMR Resources](#)) helped patients prepare for their SMR. Some patients came with questions about their over-the-counter medications, others thought in advance about each medication and why they would like to continue, stop or reduce a dose. Prior to the resources, patients were unsure who was calling and why...a bit like cold calling."

~ **Practice pharmacist**



### Feedback

**Patient:** "Thank you for explaining my medications. It's helpful to know which ones are essential and which ones I can take when needed."

**Patient's son:** "Thank you for everything you have done for my Mum and Dad, we have managed to return old medicines to the pharmacy."

**Diagram 1** – Wessex Improving Access to SMRs, projects by category

1. Design and implement a sustainable pathway for the clinical pharmacist within the practice to offer SMRs

- Cheviot Road Surgery, Southampton West PCN
- Island City PCN

2. Identify and reach housebound patients due an SMR

- Lordshill Medical Practice, Southampton West PCN
- Brunel PCN

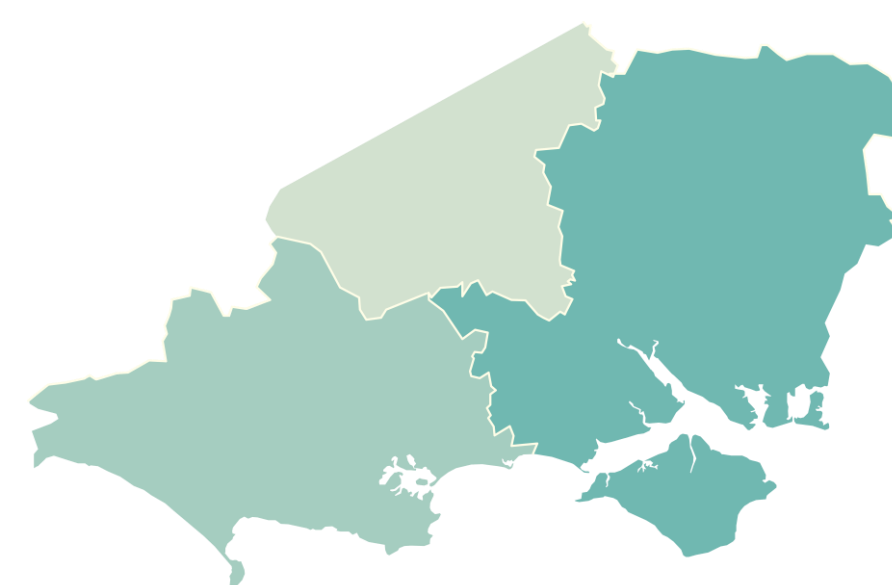
3. Pilot using Health Innovation Network SMR resources

- Gosport Central PCN
- Portsdown PCN
- Living Well Partnership (nationally funded)

### Next steps

Hampshire and Isle of Wight Integrated Care Board (HIOW ICB) and Health Innovation Wessex (HIW) are working together to increase the uptake of SMRs across Hampshire and Isle of Wight, using the learning from this work.

**Find out more about our work on SMRs on the [HIW website](#)**



<https://healthinnovationwessex.org.uk/projects/656/pillar-3-public-behaviour-change>