

## SCHEDULE 2 – THE SERVICES

### A. Service Specifications

Service name	Medicines Management Service
Service specification number	02/GMS/0024 v2 V1 superseded from 01/04/2025
Population and/or geography to be served	Housebound Service Users with moderate or severe frailty and complex needs who require a medicines support needs assessment
Service aims and desired outcomes	<p>Aims: to provide specialist medicines support needs assessments by community pharmacy technicians to enable medicines to be optimised or tailored to the needs of Service Users , enabling them to live healthier, independent lives.</p> <p>Outcomes:            Avoidance of unplanned admission through improved medicines optimisation for housebound Service Users with highly complex needs            Increased the opportunity for housebound Service Users with highly complex needs to live well and independently by optimising medicines adherence</p>
Service description and location(s) from which it will be delivered	<p>The service is to be delivered in alignment with the principles described as a Neighbourhood multidisciplinary teams approach for complex case management (Appendix 1 Section D of <a href="#">NHS England » Neighbourhood health guidelines 2025/26</a>)</p> <p>To receive referrals from acute &amp; primary care providers for housebound Service Users living independently with moderate and severe frailty with complex needs where a medicines assessment is required.</p> <ul style="list-style-type: none"> <li>• Assess and prioritise referrals as urgent and routine and arrange with Service Users and carers for assessments in a timely manner.</li> <li>• Provide medicines reconciliation and technical assessment of medicines support needs by registered pharmacy technicians in Service Users homes</li> <li>• Contemporaneously record assessments, self-management plans and any coordinating actions in the patients’ clinical record using the specified coding library in Appendix 1</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with community pharmacies to enable reasonable adjustments assessments and actions to be made by the pharmacist dispensing the patients' medicines when required</li> <li>• Liaise with social care providers to enable assisted medicines taking occurs in accordance with best practice guidance</li> <li>• Work in an integrated manner with primary care network multidisciplinary professionals to optimise medicines where a structured medication review is required</li> <li>• The service should be provided Mon-Fri 9am-5pm excluding bank holidays</li> </ul>
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## Appendix 1

Referral	Code	Activity	Code
Referral for medication compliance support	XaXqv	Medication regimen compliance education	Y3e12
<b>By whom:</b>		Needs assistance with medication regimen adherence	XaZBZ
Referral by GP	XaAZQ	Post hospital discharge medication reconciliation with pt	XaWSQ
Referred by pharmacist (use for PCN)	9N6A.	Medication reconciliation	XaXfG
Referral by pharmacist (community)	XaAc1	Medication review done by medicines management technician	XaXBd
Referred by secondary care	XaJOT	Compliance and concordance level 2 medication review	XaW0T
Referral by social services	XaJQk		
Referral by mental health service	XaAZQ		
Referral by community-based nurse	XaAbG		
Referral by ambulance service	XaKIE		