## Joint Working Agreement - Executive Summary

**Project Name:** Improving patients with diabetes outcomes on injectable therapies, through focusing on Medicines Use Reviews (MUR) and New Medicines Services (NMS).

**Organisations involved with this Joint Working Project are:**

- West Midlands AHSN
- West Midlands LPN
- Coventry LPC
- Coventry and Warwickshire CCG
- Novo Nordisk

**The objectives for this project are:**

The project aims to improve patient knowledge and confidence in the correct use of injectable therapies via pharmacy intervention with NMS and MUR.

It is intended that this work will develop:

- A framework for both the NMS and MUR consultation for community pharmacist on injectable therapies in diabetes. To include safe administration, safety, including appropriate quantities of insulin and adherence.
- Pharma outcomes will be used to support framework and implementation of project. This will also enable commissioners to understand the quality of the interactions from pharmacy.
- Develop and education framework for pharmacists to deliver injectable therapy NMS and MUR.
- Upskill community pharmacist around the pilot site to deliver patient support for injectable therapies via NMS and MUR.
- Process map current and future state for MUR service.
- Measure outcomes to show the value of the interventions.

**Roles and Responsibilities, including any funding**

- **West Midlands AHSN**
  - Project leadership and governance. The West Midlands Academic Health Science Network leads, catalyses and drives co-operation, collaboration and productivity between academia, industry, health and care providers and commissioners, and citizens, and accelerates the adoption of innovation to generate continuous improvement in the region’s health and wealth. The role of the WMAHSN will be to support the correct stakeholder engagement throughout the project and to identify opportunities for potential spread post project.

- **West Midlands LPN**
  - Clinical guidance and governance, ensure stakeholder engagement, support for implementation of project.
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Lilly and Novo-Nordisk will provide;
- Project support – to support the achievement of overall milestones, support data collection process and support to co-ordinate the project.
- Supporting development of resources through facilitation of meetings, via HDM and QIC as required.
- Support the project write up on project completion.

### Funding
- £1700 - Lilly
- £1700 – Novo Nordisk
- £1700 – West Midlands Academic Health and Science Network
- £5000 - NHS England LPN

### The expected benefits for patients on delivery of this project are:
Patient benefits will be those expected from the NMS and MUR service, which are:
- Improve patient adherence which will generally lead to better health outcomes.
- Increase patient engagement with their condition and medicines, supporting patients in making decisions about their treatment and self-management.
- Improve patients’ understanding of their medicines.
- Highlight problematic side effects and propose solutions where appropriate.
- Improve medicines adherence and safety.
- Reduce medicines stock piling by encouraging the patient only to order the medicines they require.

### The expected benefits for the partner organisation(s) on delivery of this project are:
In addition to the NMS+ and MUR+ the pharmacist will be expected to have covered full NMS and MUR and as per the PSNC the expected benefits are:
- Reduce medicines wastage.
- Reduce hospital admissions due to adverse events from medicines.
- Lead to increased Yellow Card reporting of adverse reactions to medicines by pharmacists and patients, thereby supporting improved pharmacovigilance.
- Pharmacist’s intervention receives positive assessment from patients.
- Improve the evidence base on the effectiveness of the service.
- Support the development of outcome and/or quality measures for community pharmacy.

In addition the project will develop resources which in turn can be used to replicate this work, which includes:
- Consultation framework to be adopted for NMS and MUR in
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<tr>
<th>Pharma Outcomes.</th>
<th>The expected benefits for Lilly UK on delivery of this are:</th>
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<td>• Integration of pharmacist care in line with 5 year forward view.</td>
<td>• The pharmaceutical companies supporting this project, manufacture and promote injectable therapies for people with diabetes. Supporting this project will benefit these companies because the project aims to improve adherence and persistence with injectable therapies for people with diabetes. This is expected to lead to an increased time patients will remain on therapy.</td>
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<td>• Improvement of pharmacist skills around injectable therapies through NMS and MUR.</td>
<td>• Demonstrating a capability to work with NHS organisations to support the delivery of mutually beneficial projects will:</td>
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<td>o Establish and strengthen trust in pharmaceutical partner organisations outside of their commercial activities.</td>
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<td>o Take and share the learnings from this programme and apply to other areas to support MO and improve the understanding of the value of medicines.</td>
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