

West Hampshire CCG Medicines Optimisation Team

Working with care homes

Who are we and what do we do?

We are a team of pharmacists and pharmacy technicians based in GP practices across the west Hampshire area. Our aim is to enable patients and healthcare professionals get the best from their medicines with a view to optimising the care of and use of medicines in individual patients – this includes care home residents.

Many of you will already know us, have been in contact or already be working with us on medicine related issues in your care homes.

Working with you

We can offer support in the following areas:

- Facilitating medication supply to care homes, including end of life medication.
- Delivering structured medication reviews for residents – via video or telephone where appropriate.
- Supporting reviews of new residents or those recently discharged from hospital.
- Supporting you with medication queries and those relating to ordering medicines.

We use different clinical tools to identify high or at risk residents to review however we have collated a list of questions and situations where you may be able to identify these residents for us.

Medicines queries

For most day to day medicines queries e.g. stock issues please contact your local or supplying community pharmacy for advice.

Useful resources

We have a library of useful care home resources on matters relating to medicines on our website: <https://gp-portal.westhampshireccg.nhs.uk/medicines/care-homes-meds/>

How can you contact us?

If you would like to make contact or speak to someone in the team or have a non-urgent medicines related query please email: whccg.carehomemedicinesenquiries@nhs.net

This inbox is monitored during working weekdays and we will endeavour to forward your query to the appropriate member of the team and get back to you. Please do not use this communication for urgent medication issues.