New Medicine Service (NMS) for Depression Pilot – briefing

**Background**

The New Medicines Service (NMS) is commissioned through the NHSE Community Pharmacy Contractual Framework. The service was launched in 2011 to help tackle the harm caused by non-adherence, which includes poor health-related quality of life, increased hospitalisations, and premature mortality. In September 2021 the range of therapeutic areas eligible under the NMS was significantly expanded.

**Aim**

The aim of the pilot will be to expand NMS to test the value of including depression as a therapeutic area, alongside a revised service model to support this whilst retaining the evidence-based benefits of the current model as a minimum.

This will provide the opportunity to enhance and augment care for patients newly prescribed antidepressants.

**Objectives**

* Test the expansion of NMS to include people newly prescribed antidepressants for depression
* Test the extension of NMS support through optional additional follow-up stage up to maximum of 6 months
* Understand the training and support requirements for community pharmacists to be able to support patients with mental health needs
* Test a more patient-centric service model, with an emphasis on greater flexibility and shared-decision making around how and when service stages are initiated or scheduled and subsequently delivered
* Identify the data set that should be shared with the registered GP practice and/or referrer/prescriber where appropriate
* Understand and support opportunities for greater integration of NMS into local primary care provision/pathways

**Pilot service spec. – key points**

* Builds on currently commissioned NMS service
* All patients, or parents/guardians/carers, newly prescribed eligible antidepressant for depression indication
* Initially be restricted to SSRIs, duloxetine and mirtazapine where prescribed for depression.Additional drugs may be included as the pilot progresses if deemed appropriate
* Formal referral is not a requirement, but opportunities for signposting into NMS will be explored and promoted
* NMS can be provided remotely or at the patient’s home - appropriate safe-guarding arrangements must be in place (incl. enhanced DBS)
* A web-based tool will be used to record consent and capture data during the pilot
* Pilot sites must use secure electronic messaging for feedback, the minimum will be via NHSmail
* Two claim points; 1) £28 on completion as per current service, and 2) £14 following (new) additional follow-up stage up to five months after previous stage
* Initial cap of 40 completed NMS per pharmacy,
* Pilot sites may wish to use booking systems available to them to manage contact and/or facilitate patient initiation, e.g. MS Teams booking application

**Evaluation**

A full evaluation of the pilot will be undertaken including an on-line survey, semi structured interviews with Community Pharmacists and their teams, GPs, Practice Managers and PCN staff and service users

**Training**

Training will be required for all Community Pharmacies involved in the pilot; this will include the following:-

* CPPE – Consulting with people with mental health problems
* Royal College of Psychiatrists – Antidepressants
* Royal College of Psychiatrists – Anxiety, panic and phobias
* Scenario based education videos

**Signposting and additional support**

Devon Partnership Trust has provided additional signposting information as detailed below:-

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| Patients can access help by contacting 0300 555 500 which is available between 10.00am – 4.00pm Monday to Friday (excluding Bank Holidays) or their GP. For urgent medical help patients can contact NHS 111 online service or call 111 if they are unable to get help online. For life-threatening emergencies call 999 for an ambulance. |
| The following numbers and links may also be helpful:* **Mental Health Matters** – 0800 4700 317
* **Devon Doctors** – 0845 6710270
* **Samaritans** – 116 123 or please email jo@samaritans.org
* **Mindline** – 0300 330 5464
* **Victim Support** – 0808 1689111
* **The Moorings Crisis Café Torquay** – 07483 991 848
* **'I need help now' page** - [https://www.dpt.nhs.uk/i-need-help-now](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.dpt.nhs.uk%2Fi-need-help-now&data=05%7C01%7Cf.davenport%40nhs.net%7Cf49c8958c65247f3a3a108dacd6d0e89%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638048165515866064%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=%2F48FNF9IkhXDsU98cjkxB0%2F0kzQUiLVQY0pvs3atwtQ%3D&reserved=0)
* **Self Help Guides** - [www.selfhelpguides.ntw.nhs.uk/devon/](https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.selfhelpguides.ntw.nhs.uk%2Fdevon%2F&data=05%7C01%7Cf.davenport%40nhs.net%7Cf49c8958c65247f3a3a108dacd6d0e89%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638048165515866064%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=F%2FFVG%2FNUUTGbdeaUGnfKziamgl04CcxNipRJEDZC3hg%3D&reserved=0)
* **Talkworks -** [https://www.talkworks.dpt.nhs.uk/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.talkworks.dpt.nhs.uk%2F&data=05%7C01%7Cf.davenport%40nhs.net%7C80de37c25bed4460ad7808dad835d586%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638060023016945075%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=0%2F2HBZPIQyqaFFhTeaT6IngRn29yTdAyQlbrPG0xHVg%3D&reserved=0)
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| **Qwell** is a free and anonymous mental wellbeing support for adults across the UK, you can utilize the online messaging and the booked and drop-in chat: [https://www.qwell.io/](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.qwell.io%2F&data=05%7C01%7Cf.davenport%40nhs.net%7Cf49c8958c65247f3a3a108dacd6d0e89%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638048165515866064%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=H0W1hlna0I0owxLIzVWeQzdYMv3l8dLqxnT%2BuPUtpvY%3D&reserved=0) |
| Key Counselling Training Personal / Professional Counselling offers free remote counselling via zoom or similar platform. You can book through this link: [https://www.keycounsellingtraining.com/free-personal-counselling](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.keycounsellingtraining.com%2Ffree-personal-counselling&data=05%7C01%7Cf.davenport%40nhs.net%7Cf49c8958c65247f3a3a108dacd6d0e89%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638048165516021832%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=kMEeQud1MCIUDhnH9CK9GyerQ4xp2bWekqXAJSs5jos%3D&reserved=0) |
| **NAPAC (National Association for People Abused in Childhood)** is a national charity that provides a support Line that is staffed by trained volunteers and team members. They support adult survivors of all types of childhood abuse, including physical, sexual and emotional abuse and neglect. Their confidential helpline can be contacted on 08088 010331 and is 10am-9pm Mon-Thu & 10am-6pm on Fridays. |
| **Shout** is the UK’s first free 24/7 text service for anyone in crisis anytime, anywhere. It’s a place to go if you’re struggling to cope and you need immediate help. Shout is powered by a team of volunteers, who are at the heart of the service. If you’re experiencing a personal crisis, are unable to cope and need support, **text Shout to 85258**. We will always try to respond to texters as quickly as possible; however, our responses will be longer at times of high demand. We will always respond to high risk texters as a priority. If you are at imminent risk call 999 and if you need another form of support.**Samaritans** – 116 123. A service ran by volunteers who offer 24-hour support over the phone, they listen to your concerns, worries and troubles and focus on thoughts and feelings. They can also be contacted via email jo@samaritans.org and they aim to respond within 24 hours.  |
| **Mindline** -0300 330 5464 is live on Tuesdays, Wednesdays, Fridays, Saturdays and Sundays, 8pm-11pm. A confidential listening service run by trained advisors to give people who are distressed an opportunity to talk if they are feeling isolated or just want to hear someone at the other end of the line. They are also able to direct callers to local mental health services if needed. |