

# New Medicine Service - when is it complete?

This table sets out the range of scenarios associated with the NMS and when an episode of the NMS is complete (and hence can be included in the total number of completed NMS claimed at the end of the month on the FP34c).

Stage	Patient action	Pharmacy action	NMS complete?
<b>Engagement</b>	Patient refuses the offer of the service or refuses to give their consent for the information to be shared	Pharmacy makes a record that refusal occurred (the number of refusals is part of the NMS dataset)	No
<b>Intervention</b>	Patient does not attend appointment	Pharmacist tries to contact patient at least once, but fails to speak to them	No
<b>Intervention</b>	Patient cannot be reached on the telephone at the agreed time	Pharmacist tries to contact patient on at least one further occasion, but fails to speak to them	No
<b>Intervention</b>	Patient withdraws their consent	Pharmacist records this in the patient's record	No
<b>Intervention</b>	Patient attends the appointment / telephone consultation and is taking multiple new medicines	Patient has a problem with one medicine which requires referral to the GP practice, but other medicines do not necessitate a referral. Patient continues on to Follow up	No
<b>Intervention</b>	Patient attends the appointment / telephone consultation and is taking multiple new medicines	Patient has a problem with all medicines which requires referral to the GP practice. The pharmacy uses the NMS Feedback form to refer patient to GP practice	Yes
<b>Follow up</b>	Patient does not attend appointment	Pharmacist tries to contact patient at least once, but fails to speak to them	Yes
<b>Follow up</b>	Patient cannot be reached on the telephone at the agreed time	Pharmacist tries to contact patient on at least one further occasion, but fails to speak to them	Yes
<b>Follow up</b>	Patient attends the appointment/telephone consultation	Patient is adhering to the treatment programme and has no problems with their medicines	Yes
<b>Follow up</b>	Patient attends the appointment/telephone consultation	New or continuing problems are identified either with the treatment or in relation to the patient's self-management of their LTC. Further information and support is provided to the patient were necessary and in the pharmacist's clinical judgement the patient needs to be referred to their GP. The pharmacy uses the NMS Feedback form to refer patient to GP practice	Yes
<b>Follow up</b>	Patient attends the appointment/telephone consultation	New or continuing problems are identified either with the treatment or in relation to the patient's self-management of their LTC. Further information and support is provided to the patient were necessary and in the pharmacist's clinical judgement the patient does not need to be referred to their GP practice	Yes