

Mental Health

Medicines Management

Self Assessment Toolkit

GUIDANCE AND INTRODUCTION

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Medicines Management Self Assessment Toolkit

Guidance

Getting started

1. Providing information about the completer.

The MM self assessment toolkit is based on Excel spreadsheets. Individual domains can be accessed by clicking on the domain title at the bottom of the page.

Access the first page by clicking on 'Title_Page'.

On the title page is an area to provide the following details:

- The name and address of your Mental Health Trust (MHT).
- The details of the person completing the toolkit.
- The date of the toolkit completion.

Save the version as (*your MHT*) MM self assessment toolkit.

Saving your assessment

You can stop work on the assessment at any point although you must make sure you press the 'Save' icon to save the work that you have done.

2. Information about the MM self assessment toolkit and instructions.

You can also access this information about the MM self assessment toolkit by clicking on the instruction tag at the bottom of the page. This section provides an overview of the self-assessment toolkit, advice about interpretation of the results and details of the individual domains.

3. The individual domains.

The toolkit has 8 domains. For each domain there are 6 core indicators. Work through each domain core indicators one at a time. Each indicator provides four levels of attainment. You should indicate your level of attainment by clicking in the box that is most similar to the attainment of your MHT. Remember to press the save button as you progress through the domains.

Once you have completed the 8 core domains move on to the developmental page. There are 16 developmental indicators.

Note: All indicators of the assessment are compulsory. You have to indicate one of the levels.

4. The spider diagrams and dashboard.

As you indicate your choice of level for each indicator the spider diagram of that domain will automatically respond. In addition the overall score spider diagram will change to reflect your choices.

Upon completion of the whole toolkit the data will be visually available as:

- Spider diagrams for each core domain.
- A spider diagram for the whole core self-assessment.
- A spider diagram for the developmental indicators.
- A coloured dashboard in blues.

5. Saving and printing.

To retain your record of your self-assessment in addition to saving your record electronically you may wish to print a record. To do this click on 'File', 'Print..', then ensure you select 'entire workbook' from the 'Print what' options.

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Introduction to the Self Assessment Toolkit

1. SUMMARY

The purpose of this medicines management self assessment toolkit is to help Mental Health Trusts (MHTs) to review their management of medicines (MM).

This toolkit has been prepared by the National Institute for Mental Health in England (NIMHE) National Workforce Programme, arising from New Ways of Working (NWW) for Pharmacy with funding and support from the Pharmacy Team at the Department of Health.

This MM toolkit should help you understand where you are now and where you need to be to improve your MM. It should help drive action plans for effective local delivery.

In essence the self assessment toolkit takes a whole systems approach. It invites organisations to review their wider processes and systems and their fitness for purpose in relation to MM. It also takes account of the recommendations of the Healthcare Commission report 'Talking about Medicines - The management of medicines in trusts providing mental health services'.

It has been piloted firstly by 4 Trusts who participated in the first MHT MM learning sets. Each MHT provided a chief pharmacist, chief nurse and medical director to provide an overview of all the facets of MM. Following alteration it was then piloted in a further 3 MHTs.

The toolkit was drafted by David Branford and Peter Henson (Chief Pharmacist and Performance Manager, Derbyshire Mental Health Services NHS Trust).

Additional help was provided by a working group comprising Elaine Weston (Leeds), Gill Harvey (NPC), Anne Spence and David Webb (DH Pharmacy Team).

2. ABOUT THIS SELF ASSESSMENT TOOLKIT

The intention behind the adoption of self assessment in this context is to enable those with responsibilities for MM to:

- Identify organisational strengths and areas for improvement.
- Identify, prioritise and plan for improvement.

This self assessment toolkit is aimed at the management team with responsibility for MM (Chief Pharmacist, Chief Nurse, and Medical Director). The toolkit provides an opportunity for leaders to reflect on their overall approach to MM and how their systems and processes have been designed to deliver the organisation's wider MM targets within a patient centred context.

It is recommended that the toolkit is used as part of the organisation's medicines management planning and that findings are reported at board level.

The outcome of the assessment should help organisations plan for MM improvement.

The self assessment toolkit does not seek to provide cast-iron definitions for every indicator. Inevitably different professional groups may have differing perceptions of the level of performance against individual indicators. However rather than being a weakness of the toolkit this is one of its strengths in creating an opportunity for dialogue and agreement about the numerous facets of MM.

For some MHTs however following recent mergers it may prove impossible to complete an overall MHT self-assessment. In such circumstances MHTs may wish for each sector to complete the assessment in order to highlight differences.

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3. APPROACH

The approach taken during the design of the toolkit was as follows:

First to review all the areas of MM that impact on the issues associated with the Department of Health document 'Standards for Better Health'.

Secondly, to review the recommendations of the Healthcare Commission (HCC) publication 'Talking about Medicines - The management of medicines in trusts providing mental health services'.

Thirdly, to incorporate those issues identified during the Pharmacy Spread Programme and the Mental Health Pharmacy workforce surveys.

Fourthly, to be cogniscent of the developments occurring in MM in areas other than MHTs.

Fifthly to adopt a structure similar to that used by the HCC.

4. HOW THE SELF ASSESSMENT TOOLKIT IS CONSTRUCTED

The toolkit contains the following 8 core domains:

- Safety
- Cost effectiveness
- Governance
- Service user and carer focus
- Accessible and responsive care
- Environment
- Communication and medicines information
- Workforce

Each domain consists of the following:

- A series of core indicators has been drafted to encourage leaders to reflect on whether the approach to MM described by a number of reports is actually delivered in the organisation, monitored and plans made for continuous improvement.
- Within each indicator there are 4 levels. The boxes provide an opportunity to record the assessment of your level. It is useful to think about the quality of evidence available for the whole trust as well as the content.

The toolkit contains 16 developmental indicators. These have been drafted to encourage leaders to reflect on future MM in the organisation. Organisations may wish to identify one or two developmental indicators as targets for future MM plans.

5. WHO SHOULD COMPLETE THIS SELF ASSESSMENT TOOLKIT?

This self assessment toolkit can be used in a number of ways:

- It aims to provide a global assessment of the medicines management service to support board level decision making.
- It could be used by the three senior professional staff with leadership responsibilities for aspects of MM. This is the model used by the learning sets.
- It could be used by Drugs and Therapeutics committee to help develop a future MM strategy for the MHT.
- It could be used by groups of peers to enable discussion about how MM is developing in the MHTs of a SHA or wider.
- For some MHTs (particularly those with recent mergers) different parts of the MHT were at very different stages of MM development. This toolkit proved useful to identify the differences and develop action plans for the various sections.
- For some MHTs the toolkit can be used by particular groups (e.g. pharmacists, nurses or doctors) to reflect on their contribution to MM.

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6. HOW TO EVALUATE YOUR RESULTS

Most MHTs will have areas of weakness and strength with respect to MM. It is not expected that any MHT will achieve the maximum score of all the core indicators. However results from the MHTs in the pilots suggest:

- For those MHTs who rated themselves as performing well with MM, most achieved high scores with core domains Safety, Cost Effectiveness and Governance and mixed scores with the other domains. The Environment domain provided the lowest scores. Many were also achieving well on a number of developmental indicators.
- For those MHTs who rated themselves as average with MM, many scores for the core domains were similar to the high achieving MHTs but with little progress made on the developmental indicators.
- For those MHTs who rated themselves as weak MM performers, low scores on most domains and little progress on developmental indicators resulted.