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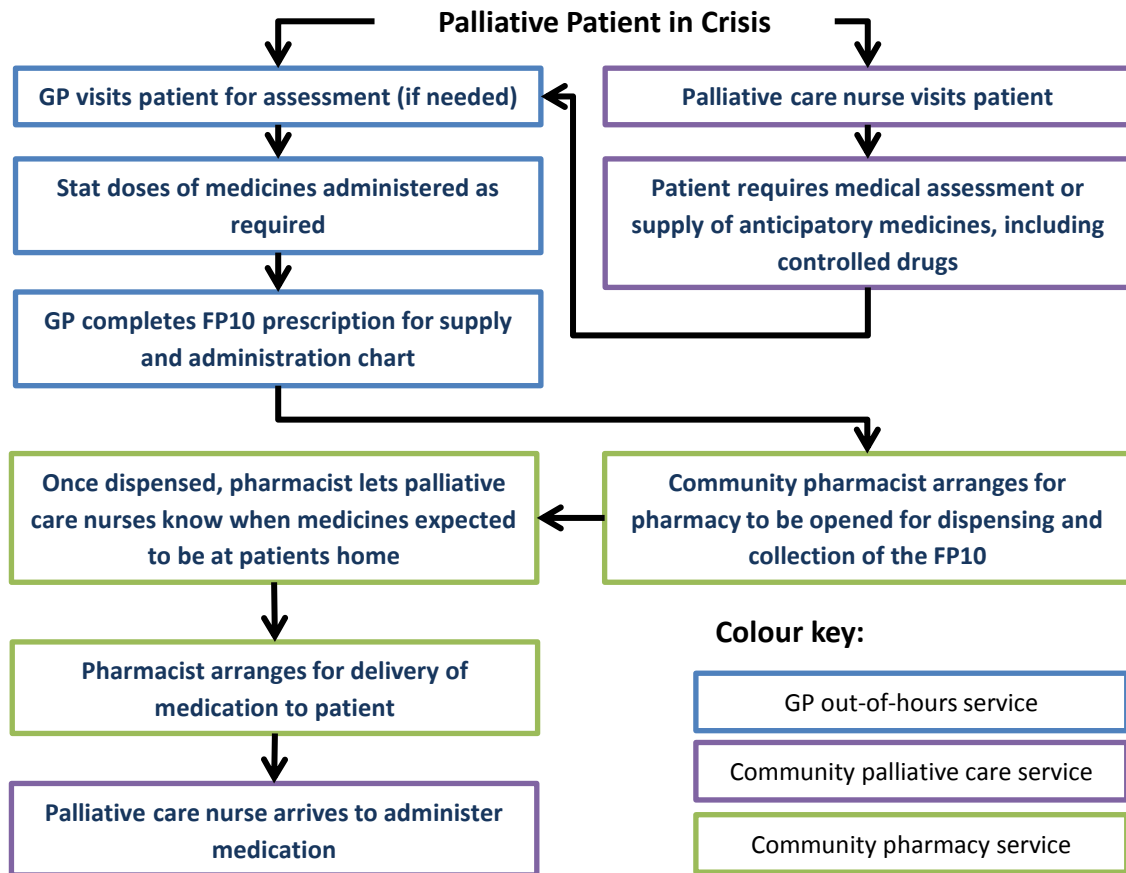
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An integrated pathway to access medicines for the palliative care patient in crisis in the out-of-hours period

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- Difficulties sourcing drugs can delay administration of medicines crucial at the end of life, in particular controlled drugs
- We used Rapid Process Improvement Workshop (RPIW) methodology to develop a new integrated pathway for accessing medicines in the OOH period using existing commissioned services (see right)
- An on-call community pharmacy service is key to delivering the pathway
- Success has been demonstrated in a reduction of nurse initiated calls to the pharmacy service from 95% to 42%
- The average time taken between calling pharmacy and medicines delivery has reduced to 49 minutes
- Commissioning an on-call pharmacy service as part of an integrated pathway optimised healthcare professional time and timely access to medicines



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