

New Medicine Service (NMS) (England)

What is NMS?

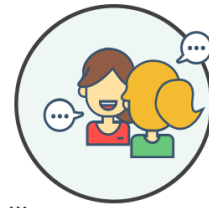


The NMS provides early support to patients to maximise the benefits of their newly prescribed medication. The service was based on proof of concept research which showed that an intervention by a pharmacist can help to improve patients' adherence.

What does NMS involve?

The service is split into three stages:

- Engagement:** where the patient is recruited into the service
Intervention: occurs 7-14 days later
Follow-up: occurs 14-21 days later



During both the Intervention and Follow-up stages, the pharmacist will discuss with the patient, either face-to-face or on the phone, how they are getting on with their new medicine. This includes assessing their adherence, identifying any problems, and providing any information, advice or support that is required.

Do all pharmacies offer NMS?



The majority of pharmacies offer NMS as it is nationally commissioned across England.

Pharmacies need a consultation room that meets certain requirements.

Can I refer a patient for NMS?

Yes, referrals can be made by healthcare professionals including GPs, practice nurses and practice pharmacists.

Speak to your local pharmacist to see what the best referral method would be.



Who can have NMS?



Any patient, who can give consent, and is taking certain medicines.

Turn over for our guide on who can receive the service.

More information can be found at:
psnc.org.uk/nms



New Medicine Service – condition/therapy areas

If a patient is newly prescribed a medicine listed in the chapters/sub-headings of the British National Formulary (BNF) as detailed below then they will be eligible to receive the New Medicine Service (NMS), subject to the pharmacist being able to determine that the medicine is being used to treat one of the below conditions/therapy areas

