

Transfer of Care Around Medicines (TCAM) programme



What is the innovation?

Sharing of information about a patient's medicines between the hospital and the patient's usual community pharmacist to ensure the safe handover of care when they leave hospital



Why are we doing it?

30-70% of patients experience unintentional changes to, or errors in, treatment due to a miscommunication regarding medication, often resulting in readmission to hospital

TCAM is the implementation of a safe and secure digital, clinical handover from the hospital to pharmacists in the community.

When patients in hospital are identified as needing extra support with their medicines, they are referred for advice, on discharge, to the pharmacist in the community (usually their nominated local community pharmacist).



Original work in Newcastle, Lancashire, the West of England and the Isle of Wight has shown that patients who are referred to their community pharmacist after they've been in hospital are less likely to be readmitted and, if they are, will experience a shorter stay



Nationally, with rapid adoption across all 15 AHSNs, based on the potential savings identified by the Newcastle work, TCAM has, in 2018-19, benefited **32,758 patients** and has potentially saved **£54m** through reduced length of stay and fewer readmissions.

In 2019-20 when TCAM is rolled out to more Trusts, further savings and further reductions in length of stay and readmissions are anticipated



42 hospital Trusts had implemented TCAM by 31 March 2019 with **4** in Wessex



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What was delivered 2018-19?

- The AHSN Network led the collaboration between Trusts, CCGs and Local Pharmaceutical Committees to ensure successful roll out of the TCAM services. We provide monthly updates and share data on progress and support pharmacy teams.
- Over the last year hospital Trusts in Wessex have referred a total of **5,880 patients** through the TCAM services.*
- **4 Trusts** live with TCAM Programme by the end of 2018
- Monthly calls with hospital Trusts, the Local Pharmaceutical Committee and CCG to share learning and resolve issues
- In the year to 31 March 2019, over **4,000 patients** in Wessex had been given advice and support from their community pharmacist as a result of the TCAM programme

Plans for 2019-20:

- Plan for additional **4 Trusts** to implement TCAM Programme by end of 2019
- Continue to evaluate referral and outcome data in order to understand themes
- Continue to refine referral criteria for high-risk patient groups to ensure that all patients who need this service are included



*Data taken from PharmOutcomes from 1st April 2018 to 31st March 2019