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Changes to pharmacy services for aged care and residential facilities

An Auckland-wide move to improve the safety, supply and management of medication to the elderly and disabled will be progressed with strong support from the community.

The new Enhanced Residential Care Pharmacy Service (ERCPS) will mean all pharmacies providing medication to aged-care and community residential facilities establish education sessions with staff about the safe use of medicines, undergo holistic patient-centred medication reviews and implement the use of electronic charting.

Auckland and Waitematā DHBs' Funding and Development manager for Primary Care, Tim Wood, says the enhanced service model will achieve consistency and ensure prescribed medicines are clinically appropriate, safe and beneficial to patients.

"These changes will enable us to closely monitor the management of people's medicines in terms of the quality and timeliness in which they are receiving what they need."

Auckland, Counties and Waitematā DHBs held public consultation meetings and launched an online survey from October 2018 to November 2018 to gain feedback from the community on the proposed changes. Further work is now planned to finalise the service model in collaboration with key stakeholders.

Mr Wood said DHBs received strong support for the change from pharmacists, residents in the affected facilities and their family members.

"People understand they will receive a better-quality service by strengthening the collaboration between healthcare professionals, ultimately leading to better patient outcomes which is always at the forefront of what we do."

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