

TCAM was first piloted in 2014 and now runs in several NHS trusts across England. It's a pathway that connects hospital and community pharmacy IT systems, enabling hospital trusts to send online messages to community pharmacists through [PharmOutcomes](#) to identify patients who may need extra help taking new medicines after leaving hospital.

Despite not being mandatory, contractual and/or part of any commissioned service all three of our Local Pharmaceutical Committees (LPCs) encourage their contractors to participate in the TCAM pathway. The LPCs recommend that contractors look on PharmOutcomes about once-a-day to check whether they've had any referrals, and to deal with them as they think best according to their local procedures.

Currently

Taking part in the TCAM pathway is voluntary, but with the pathway live from ESHT, over 100 community pharmacy contractors (100% of community pharmacy contractors in Eastbourne Hailsham and Seaford CCG and Hastings and Rother CCG areas of East Sussex) have already registered to participate because:

- Improved access to patient health records, such as hospital discharge summaries and local electronic healthcare records, means community pharmacists and pharmacy technicians are better informed when dispensing medicines – this is an important “safety net” and helps keep patients safe
- Access to the hospital discharge process is an enabler and can bring benefits to community pharmacies:
 - informing the dispensing process to improve efficiency, improving safety, saving time and reducing wasted effort and wasted medicines
 - driving added value interventions such as medicines use reviews (MURs), new medicines services (NMS), seasonal flu vaccinations, as well as locally commissioned services such as smoking cessation and Blood Pressure+ where available
- The TCAM pathway opens doors to further medicines optimisation activities in community pharmacy and introduces opportunities for discussion about full medicines reconciliation, prescription synchronisation and pharmaceutical care planning, which along with making better use of the clinical skills of community pharmacists, are high on the NHS national agenda.

The future

Our LPCs have committed to continue their support for and continue to champion the on-going work of the Kent, Surrey, Sussex Academic Health Science Network (KSS AHSN) to co-ordinate TCAM across

Surrey and Sussex. And would like to continue to work with all stakeholders and system partners at local NHS Trusts and CCGs involved in the delivery of this project across KSS in a positive and constructive way. It is our role to help inform about community pharmacy issues, support engagement and help pharmacies who choose to use the pathway.

However, our partners and stakeholders need to be mindful that the inputs of community pharmacy contractors are voluntary, and that this could impact on our partners expectations of community pharmacy contractors. Please note:

- Community pharmacy owners are bearing the costs associated with introducing and implementing TCAM in their own workplaces. Set-up and recurring costs include reviewing standard operating procedures, reviewing operational process and training for members of the pharmacy team, which all amounts to significant levels of in-kind financial subsidy to our local health economies.
- How we monitor and evaluate TCAM (and therefore measure its success) needs to be handled carefully, sensitively and pitched within context of current involvement. For example, a number of community pharmacy owners may not fully participate in the Pathway (for a number of reasons) but can still be very supportive.
- It is possible that future mobilisation and engagement of TCAM within community pharmacy could be limited due to lack of implementation and recurrent funding and the voluntary nature of participation. We welcome, and actively seek, discussion with commissioners and other providers about how to maximise the community pharmacy response to the pathway, focussing on the significant benefits (financial and other) to the health economies across Surrey and Sussex.

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