

The New Medicine Service: A new initiative to support patients with their medicines

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The New Medicine Service (NMS) was launched in England in October 2011 to be delivered by community pharmacists. The service focuses on providing support for patients who are prescribed a new medicine for any of the four specified conditions:

- Asthma / COPD
- Hypertension
- Type II Diabetes
- Anti-coagulation / anti-platelet

The service comprises an initial consultation where the pharmacist provides advice to the patient about their medicine, as is common place. This initial consultation is then followed up by further consultation 7-14 days later and a final consultation 14-21 days after this. The focus of the subsequent consultations is to assess the patient's medicines adherence and to identify any issues the patient may be having with their medicine, and where possible support resolution or facilitate appropriate referral.

In this paper we will present some early work we have conducted that focuses on how the implementation of the service has gone as part of a doctoral research programme funded by Boots. We will then present an overview of an evaluation that we have been recently commissioned to undertake by the Department of Health to look at the effectiveness and cost effectiveness of the NMS.