

Process for Community Pharmacies in the NHS E & I South East Region to request Telephone MURs approval

The NHS England and NHS Improvement (NHSE&I) Pharmacy Manual sets out the process that should be followed in relation to Medicines Use Reviews (MURs) to be carried out by telephone. (<https://www.england.nhs.uk/wp-content/uploads/2019/08/pharmacy-manual-v2.pdf> Pages 289 - 291). This briefing provides further detail on the process for the South East.

Community Pharmacies wishing to provide telephone MURs to eligible patients first need to obtain written patient consent using the appropriate consent form. This form will need to be kept for future post payment verification purposes or during any contract monitoring purposes.

The Community Pharmacy should then fully complete a PREM 2 D form (<http://psnc.org.uk/services-commissioning/advanced-services/murs/conducting-murs-off-the-pharmacy-premises/>) for each patient and each occasion. The Community Pharmacy should then send the completed PREM 2D form as an attachment to an email to England.southeastcommunitypharmacy@nhs.net from the community pharmacy NHSmail shared account. This will identify to the South East NHS E& I Pharmacy Team the sending Community Pharmacy. The South East NHS E & I Pharmacy Team will endeavour to respond within **three** working days. If the PREM 2D form has not been fully completed or contains details of multiple patients the application will be returned for appropriate completion.

Please note any requests sent using email addresses other than community pharmacy NHSmail shared accounts will not be processed. The PREM2D form includes patient details and it is important that the NHS Mail address is used.

Any requests sent to England.southeastcommunitypharmacy@nhs.net on a Saturday or a Sunday will be processed on the following working day.

Hard Copy (Paper) forms posted to NHS E& I office will not be processed

Any requests sent by fax will not be processed

Please keep a copy of the email response for your records.