

MEDICINES USE

REVIEW

STANDARDS

AUDIT



Audit of MUR Standards

Those pharmacists already carrying out MURs, or those thinking of providing this service in the future, may wish to complete this audit. It is an audit of the systems and processes that need to be established to ensure that the process of providing an MUR service is in line with legal, contractual and ethical obligations and good practice guidance. The definitive requirements for the provision of the MUR service are those set out in the service specification and the Secretary of State Directions (both available at www.psn.org.uk/advanced). The criteria within the audit which are contractual requirements i.e. 'must dos' are in **bold** text.

MUR	CRITERIA	FULLY COMPLIANT	PARTIALLY COMPLIANT	NON-COMPLIANT	COMMENTS / ACTION TO BE TAKEN	TARGET DATE	COMPLETED
PROCESS	An SOP is in place for the MUR process including information on how to deal with urgent requests and interruptions						
	The SOP is reviewed at least annually, or more frequently if legislation changes or if there is a significant incident relating to an MUR etc						
	Any pharmacist providing MURs on behalf of the pharmacy contractor is accredited to do so						
	The contractor providing the MUR service has sent copies of the HEI accreditation certificate, for each pharmacist who will be providing MURs, to the relevant PCO						

	The pharmacist has informed local GP practices about the MUR service where possible						
	There are information leaflets available for patients on MURs						
	The MUR is carried out in the pharmacy consultation area as a face to face consultation unless agreed by the PCO to provide the service elsewhere						
	A locum pharmacist is booked to cover, if required, whilst the regular pharmacist carries out the MURs						
	MURs are only carried out on patients who have been receiving pharmaceutical services from the pharmacy for the previous 3 months unless they arise from a prescription intervention						
	MURs are only conducted on an annual basis i.e. the next regular MUR is not conducted until at least 12 months after the last MUR unless, in the opinion of the pharmacist, the patient's circumstances have changed sufficiently to justify one or more further consultations during this period						

	Specific patient groups have been identified for MURs by the pharmacist (not always applicable)						
	Specific patient groups have been identified for MURs by the PCO (not always applicable)						
	Where the PCO has notified pharmacists in its area of the categories of patients who would benefit from the provision of MUR services, the pharmacist has regard to this notification in determining who to offer an MUR service consultation to						
	Patient consent is obtained both for the MUR and for sending information to their GP						
	Records of the MUR are made on the appropriate nationally agreed form						
	Any interventions that the pharmacist makes are recorded on the MUR form						
	Forms are completed appropriately, i.e. with language both the patient and GP will understand. Writing is legible and clear.						
	A copy of the whole form, including the recommendations, is sent to the patient's GP following an MUR						

	A record of the MUR is made on the patient's PMR at the pharmacy						
	A copy of the whole MUR form is given to the patient						
	Completed documentation is / can be stored safely and securely for at least two years						
	There are systems in place to see if actions recommended to the GP are acted upon						
	Adequate reference sources are available						
	The risk of violence being committed against staff in a closed consultation room is assessed and appropriate safeguards are put in place to manage the risk						
	There is a chaperone policy in place						
PREMISES	The consultation area is large enough to allow the patient and pharmacist to sit down together						
	The consultation area allows the patient and pharmacist to talk at normal speaking volumes without being overheard by other visitors to the pharmacy, or by pharmacy staff undertaking their normal duties						

	The consultation area is clearly designated as such and is distinct from the general public areas of the pharmacy						
	There is a computer terminal in the consultation room						
CONTENT	Only issues around compliance and concordance are raised, by the pharmacist, during an MUR						
	The patient is given adequate opportunity to discuss any issues they may have and / or ask questions						

Remember: An MUR is about concordance - it is not a clinical medication review!

