

Me and My Medicines Resources: Implementation Guide for Practices to improve uptake of Structured Medication Reviews

This guide supports GP practices and PCNs to effectively use the [Me and My Medicines resources](#) produced by Health Innovation East Midlands, to encourage patients to attend for SMRs. A pilot done in Nottingham City using these resources showed an increased uptake of SMRs of 87%. The aim is to improve engagement, reduce non-attendance and support higher quality, equal conversations about medicines.

The resources (see link above) are patient-led, available in different languages including QR codes linking to audio versions and are particularly helpful for people who may feel unsure about their medicines, reviews or talking to clinicians.

Objectives:

1. Normalise conversations about medicines and concerns
2. Emphasise that SMRs are about the patient's priorities, not just targets or protocols.
3. Set expectations for a collaborative, non-judgemental discussion
4. Improve accessibility for people with language barriers, low literacy or sensory needs.
- 5.

Summary

Using 'Me and My Medicines' alongside SMR invitations and routine practice activity, helps patients feel informed, invited and valued. When embedded consistently, the resources support better attendance, more meaningful conversations and improved outcomes from structured medication reviews. Practices are encouraged to adapt this approach to local population needs and integrate it into existing SMR workflows.

Step by Step process to introduce the resources to patients:

1. Embed the resources into your SMR invitation process

SMS and letter invitations: When inviting patients for an SMR:

- Include a short explanation that the review is their opportunity to talk about medicines that matter to them.
- Add a link to the 'Me and My Medicines' resource or attach the patient invitation leaflet where possible.
- Encourage patients to look at the resource before the appointment but reassure them that it is optional.

Example wording: "Your SMR is a chance to talk about your medicines, what works well, and any concerns you may have. You may find the short 'Me and My Medicines' guide helpful before your appointment. It explains what the review is about and supports you to get the most from the conversation."

For text messages, signpost to the QR code or digital version (hosted on the practice website).

2. Use the resources opportunistically in routine contact

Practices do not need to rely solely on formal invitations.

Encourage staff to:

- Share the leaflet using long term condition reviews, flu clinics or care home visits.
- Mention the resources when medicines are changed or when adherence concerns are raised.
- Provide it via reception or care navigation teams when patients query medicines.

This builds familiarity with the concept of reviewing medicines and reduces anxiety when an SMR invitation follows.

3. Support inclusion and health equity

The translated versions and audio QR codes are key strength of Me and My Medicines. To maximise impact:

- Keep printed copies in common languages relevant to your practice population.
- Ensure staff know that audio versions are available and how to explain QR codes.
- Use the easy-to-read versions for people with learning disabilities or cognitive impairment.
- Consider sharing copies with local care homes, community pharmacies and social prescribing teams or care navigation teams.

4. Reinforce the message during the SMR appointment

Clinicians delivering SMRs can explicitly reference the resource at the start of the consultation:

- Acknowledge that the patient may have read or listened to it.
- Reinforce that concerns, preferences and questions are central to the review.
- Use it as permission to explore intentional non-adherence or uncertainty.

This encourages a shared decision-making process.

5. Build it into team culture and systems

To sustain use over time:

- Share the resources with the wider practice team at a staff meeting.
- Agree where links or leaflets will be stored (clinical system templates, website, waiting room).
- Include reference to 'Me and My Medicines' in SMR SOPs or search protocols
- Encourage pharmacists and clinicians to share learning on improved attendance or engagement.