

Community Pharmacy Patient & Public Group

supported by

Merton Sutton Wandsworth and Croydon LPCs

Patient Experience

&

Feedback

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Terms of reference

The Community Pharmacy Patient and Public Group (PPG) is a group made up of 'individual members' and 'organisational members'. It has been set up by Merton Sutton Wandsworth and Croydon, Local Pharmaceutical Committees:

- To improve the self management of long term conditions for both patients and carers.
- To promote public understanding of and involvement in local community pharmacy services and its relationship within primary care and
- .To Advise and help design better integrated care pathways through innovative Multi-Professional collaboration and practice

General comments

The following information was provided by individuals who are involved in managing their own long term conditions and their interaction with Community Pharmacy. There are also comments from patient, carers and public organisations who are advocates, provide support and services to individuals with mental ill health, learning disabilities and conditions such as diabetes, sickle cell and asthma etc.

The first meeting of the Community Pharmacy Patient & Public Group, held at NHS Wandsworth, Wimbledon, SW19 on Thursday 23rd June 2011, demonstrated the lack of patient and public awareness of the 3 part Community Pharmacy contract.

Patient Experience and confidence relating to Professional Collaboration

- Evidence for patients that GPs are seeking professional advice from pharmacists in relation to prescribing complex mixtures of drugs.
- Collaborative work between GPs and pharmacists for patients with chronic and severe physical and mental health problems, especially in relation to side effects.
- Evidence for patients that pharmacists are going through a process of continuing professional education
- A review of the community pharmacy as a centre for professionalised health care, rather than a centre for dodgy products ranges, e.g. weight loss products.
- Community Pharmacist's should be able to identify local community/ district nurses and promote themselves as "Health Experts in the Community". There should be a special focus on vulnerable patients such as older people, poor young mothers and people with learning disabilities.

Comments about Community Pharmacy

- Pharmacists have a potentially vital role for carers (not only in supporting the relative or friend who is the patient) but also in enabling carers themselves to remain well. I agree about the importance of developing the concept of the 'expert carer'. With the shift out of hospital to home and community, more families will be providing quite complex care and medication regimes at home. The pharmacist has an important role not only for dispensing the medication but for providing ongoing information and advice about any issues arising from it.
- Lloyds Pharmacies offered free health checks to carers during carers' week, they were very well taken up. I am not at all sure that the same carers would have gone to their GP for a similar check, because they could not have 'dropped in' and in many cases the check would not have been local.
- Older people prefer the informal and approachable nature that local pharmacists offer.
- Pharmacists are local and therefore accessible to older people and someone they see regularly and trust; with them often visiting the same pharmacist for years
- As some-one who manages a long term condition I would welcome the opportunity in partnership with the Pharmacist to order items such as needles etc without this having to go o a doctor.

Community Pharmacy working with Patients

- I believe that the Community Pharmacist could take a active role in providing information/education for those living with long and enduring physical and mental illness.
- There is a role for education and information about the effects of medicines and how they interact with each other.
- A Community pharmacist could play a important role in providing often sensitive information away from the consulting room regarding sexual health and a person's sex life.
- Engaging people with the opportunity to take greater control of their situation needs to be met with professionals willingness to give up some of their tasks. Engaging professional to see this as a opportunity to do other things rather than a threat to their career it perhaps one of the greatest challenges.

Comments about GP's

- With GPs so busy (and appointments neither always easy to get nor accessible for carers and those they support), local community pharmacists must have a developing role in dispensing advice as well as drugs!
- They often feel unable to ask what they see as trivial or silly questions of the doctor whereas they find their pharmacists are usually able to give them the time to discuss their concerns
- Nowadays they see different doctors either at the hospital or local practice and lose a valuable "connection" because of this lack of consistency.

Building on strengths

Patient and public involvement is required to build relationships with a wider group of decision-makers and stakeholders. A formal body that provides a medium for feedback, pharmacy contract consultation, knowledge-sharing and service improvement:

Patient & Public Involvement: using feedback to improve services and health & wellbeing
Expectations, experience, needs and aspirations
Increased confidence in Community Pharmacy
Better understanding of the 3-part Pharmacy contract

Services

Medicine Users Review
Long term conditions
Integrated Care Support between Hospital and Community
Reducing Hospital and GP visits
Screening

Communication: well informed consumers of services
Changing Public perceptions
Supporting the promotion of healthier lifestyles
Neighbourhood services

Settings

Care Homes
Caring at Home

Multidisciplinary partnership working

Expert patients programme
Community nurses,
Palliative care staff etc
Better management of long term conditions through engagement and redesign of care pathways with GP practices
LINks/Healthwatch and Health & Wellbeing Board
Clinical Commissioning Group