



PHARMACEUTICAL CARE NETWORK EUROPE

Working Conference 2011 – Abstract

Does pharmaceutical care impact on the safety of individual patients?

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The above mentioned participant in the PCNE WC 2009 wishes to submit following abstract for a poster or short oral communication (please type & then fax the form to the secretariat). Max. 350 words.

Title Evaluation of pharmaceutical care activities by mystery patients during a campaign on non-prescription drugs: is there an evolution?
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Type of abstract <input type="checkbox"/> Research <input type="checkbox"/> Practice development <input checked="" type="checkbox"/> Practice implementation
Aim of project/study The aims of our project were to study the perception of pharmaceutical care activities by mystery patients and to confront the participating pharmacists with these data. Secondly, we wanted to select points of attention for next steps in further development of the role of the pharmacist in counseling and delivery of non-prescription drugs.
Method Pharmacies got twice the occasion to subscribe to be visited by a mystery-patient. Pharmacies who subscribed in 2008 (n = 408) got two visits; pharmacists who subscribed in 2010 (n= 102) got one visit. A scenario was developed for each round; mystery patients were trained on this scenario before their first visit. A structured questionnaire was used to evaluate the performance of the pharmacists. Basic questions were the same in each round, but the questionnaire was expanded for the second and again for the third round with more items on aspects of pharmaceutical care, esp. in the field of <i>needs assessment</i> and <i>advice</i> . After each round, a personalized feedback report was send to each of the participating pharmacies. Points of attention emerging from the data were shared with all pharmacists participating in the campaign on non-prescription drugs (2008-2010).
Result(s) Although pharmacists and their assistants obtained high scores on basic attitude and skills in the three rounds of visits, there is still room for amelioration in <i>needs assessments</i> on topics such as “asking the patient about his complaint”, “asking if previous actions were already taken to stop the complaint” and “asking if the patient is actually taking other medication”. In the field of <i>giving advice</i> 10 of 15 questions, common in the different rounds, evolved positively. Especially for ‘explanation of the drug intake’, ‘taking note of intake-information on

the package', 'giving extra tips to the patient' and 'explaining how the medication works' higher scores were obtained in each next round. However, there is still work to do. Points of attention for next campaigns on non-prescription drugs are 'a better implementation of the WWHAM-questions' and 'correct referrals to the doctor'.

+++ NB: PhD students get 50 Pound reduction on the conference fee if their abstract is accepted ++++