



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 How important are communication skills in pharmacy practice? Pharmacy students' perspective		
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Type of abstract <input type="checkbox"/> Research <input checked="" type="checkbox"/> Practice development <input type="checkbox"/> Practice implementation		
Aim of project/study Effective communication between pharmacist and patient increases patient's compliance with his treatment. Unfortunately communication skills are not a usual part of the pharmacy curricula in the Czech Republic and Slovakia. Therefore an inter-faculty pharmacy student competition in patient counseling (Mistrovství v lékárenské komunikaci) was organized in last two years. Before selection of students for the competition, they had to pass full-day training in effective pharmacy communication which was held in two faculties in the Czech Republic and one in Slovakia.		
Method Czech and Slovak pharmacy students' perception of cardinal skills for pharmacy practice, self-evaluation of their communication skills, mistakes and important competences in community pharmacy settings was assessed via questionnaires which were distributed in the beginning and end of the training.		
Result(s) 66 pharmacy students from both faculties of pharmacy in the Czech Republic (Brno, Hradec Kralove) and one faculty in Slovakia (Bratislava) attended the training. 73% of		

students had some experience with patients from practice in community pharmacies (half of the participants were final year students). 44% of students evaluated their communication skills as good. Awareness of their mistakes in communication was raised by 21% to 94% by the end of the seminar. 94% of students think that current pharmacy education doesn't prepare them for communication with patients and all students think that communication skills should be a part of the pharmacy curriculum. After going through the seminar students consider communication skills (96%) and professional knowledge (91%) as the most important skills for community pharmacy practice. The questionnaire showed that students consider communication skills very important for their practice as future pharmacists and they expressed strong wish to have training in communication skills implemented in their undergraduate curricula.

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