

Improving processes between general practice and community pharmacies

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Aims

- ▶ To gain an insight into how GP surgeries operate
- ▶ Develop clinical skills
- ▶ Create awareness of services available in community pharmacies
- ▶ Identify any barriers in communication

Placement

- ▶ GP shadowing
- ▶ Shadowing the receptionist
- ▶ Visits to residential care home
- ▶ Diabetes clinic
- ▶ Warfarin clinic
- ▶ Wound management
- ▶ Minor ailments clinic
- ▶ Medicine Optimisation with pharmacy team

Issues identified:

▶ Prescription queries

- ▶ Name person identified on each side to deal with queries
- ▶ Prioritise the queries
- ▶ Prepare to have a solution
- ▶ Licensing and prescription requirements

▶ Electronic prescriptions

- ▶ Patient nominations
- ▶ Speed of service
- ▶ Split prescriptions
- ▶ Returning prescription
- ▶ Dosing instructions

▶ Repeat requests

- ▶ Repeat dispensing?
- ▶ Repeat management services
- ▶ Referral for vulnerable patients

Signposting

- ▶ Knowledge of services on both sides
 - ▶ Murs
 - ▶ NMS
 - ▶ Repeat management
 - ▶ Smoking cessation
 - ▶ Blood pressure checks
 - ▶ Asthma checks
- ▶ Reduce work load of GP's
- ▶ Agreed method of clear concise referral
- ▶ Approach pharmacy first approach
- ▶ Health promotion campaign within the surgery

Conclusion:

- ▶ Multidisciplinary approach involving all members of staff
- ▶ Improve safety and reconciliation of medication
- ▶ Reduce work pressure on both side
- ▶ Overall improvement in care and service provided to the patient

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Thank you
Any questions!