

## Peer discussion form – primary care pharmacy

### 1. Please give the name, contact details and the role of your peer on this occasion\*:

|              |       |
|--------------|-------|
| Name         | XXXXX |
| Role         | XXXXX |
| Organisation | XXXXX |
| Telephone    | XXXXX |
| Email        | XXXXX |

\*If you took part in a group peer discussion, please only provide details for one person from the group.

### 2. Describe how this peer discussion changed your practice for the benefit of the people using your services.

I chose my line manager at the commissioning support unit that I work for. I chose him because he understands my work well and we also because we have a strong working relationship.

We used my discussion to think about each piece of work I was doing at the time. My role is split between both primary and secondary care customers. I work as one of the pharmacists that enter overspent practices in the CCG. I provide support to practices by identifying medications that can be switched so that QIPP savings can be made. This work can be challenging and difficult to carry out as engagement with the team at the surgeries is not always easy.

We discussed how I currently handle confrontation/conflict and whether I could alter my practice to resolve problems I met. This led me to do some further training in conflict resolution. Since completing the training I have had many opportunities to utilise my new skills. I have managed to engage a GP who did not want to participate in the project. As a result this has enabled me to progress work within the practice. I have increased the amount of potential QIPP savings made for the practice and improved the quality of prescribing in line with local and national guidance. Overall the project work has driven up the standards of patient care.

There is a description of why you chose your peer(s)

There is a description how the process of peer discussion has benefited your practice

There is a description how the process of peer discussion has benefited the people using your services, illustrated with an example