

Reflective account form – primary care pharmacy

1. Provide us with a reflective account of how you met one or more of the standards for pharmacy professionals. We will tell you which standard(s) to choose from each year.

I work in primary care within several GP practices with many different multidisciplinary teams and several pharmacists. I wanted to improve the communication between the health board and the practices I work in. I asked whether the pharmacy team could have a user group set up on the system so that questions/queries asked by the practice can be dealt with in a timely manner.

Historically the practice has sent tasks to individuals and these tasks were not dealt with in a timely manner if that member of staff was on holiday, off sick or had left the practice. The idea of the user group is when a member of the practice sends a task they send it to the 'medicines management' user group, rather than individuals, and all the staff assigned to that user group get to see the task.

In doing this the amount of paper queries in the pharmacy tray has decreased and the practice have informed me that sending tasks to the user group are answered timelier than before. Also with doing this there is an electronic paper trail and all the tasks are attached to each individual patient's records.

In a non-dispensing GP practice, I work in I decided to develop a quarterly newsletter for the practice to inform them of the work the health board are doing and what work there is in the pipeline. The newsletter consists of recent switches and preferred brands when prescribing, what not to prescribe, and graphs to inform them on how they are doing with their projects for the year. This newsletter was originally only sent to receptionists as a 'prescribing tips' newsletter. I have noticed with sending out this newsletter that the rejections have decreased and the practices spend is slowing down.

There is a description of your area(s) of practice

There is a description the typical users of the service(s) you provide

There is a description how you are meeting one or more of the standards for pharmacy professionals, illustrated with real example(s)