

Providing Medicines Information Skills Training to Community Pharmacy Staff

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Introduction

Staff within community pharmacy are routinely asked questions by patients regarding medicines use, some of which are complex and similar to those posed to MI services. Following a variety of queries to Bradford and Leeds Medicines Information Services from local community pharmacies, the MI Services recognised that the knowledge and skills used within Medicines Information and the structured approach to answering queries would be useful in community pharmacy settings. This evaluation reviews community pharmacy staff opinion of the events held and the information provided.

Method

A collaborative approach to educational sessions between Community Pharmacy West Yorkshire (CPWY), Bradford Teaching Hospitals Medicines Information, and the Leeds Medicines Information Service was explored and four education evenings were delivered by MI pharmacists through the established CPWY Development Academy over a 4 week period. Each session focused on questioning skills to gather background information, search strategies, and communicating information to patients in a workshop setting. Each attendee received information on freely available resources which they could use in their practice. A questionnaire was designed and disseminated to event attendees. It contained a mixture of open and closed questions and surveyed opinion on the content of the event, what the participants found useful, how the events could be improved and how the pharmacists were going to put what they had learned into practice.

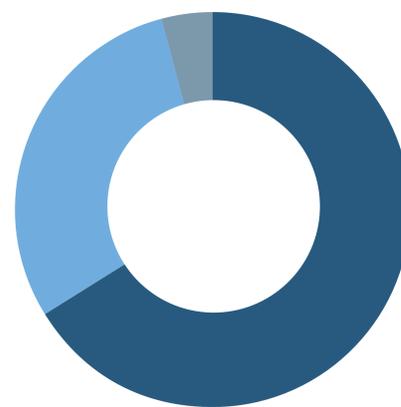
Results

Over the 4 sessions, 120 community pharmacy staff attended; 101 participants completed the feedback questionnaire. Responses were positive, with 100% of respondents agreeing or strongly agreeing that the event had provided them with practical advice and skills and that they would be able to apply what they had learned in their workplace. Most respondents (96%) felt that the event had been a good investment of their time. Participants found the resources, information on where to access information and the interactive nature of the sessions most useful. Pharmacy staff reported that they would utilise the resources provided, have a more structured approach to questioning patients and their search strategy, recognise the limitations of different resources and be more cautious when providing information to patients as a result of the sessions.

Discussion

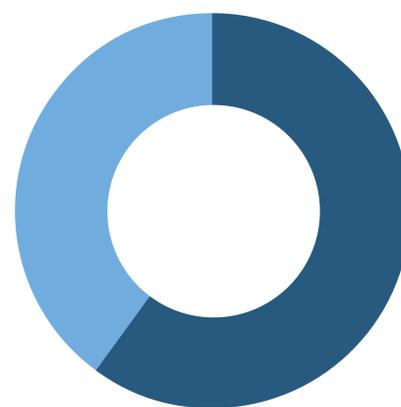
Community pharmacy staff felt that the events were valuable and improved their knowledge and understanding of the topics covered. The combined approach to educating community pharmacy staff was successful; working collaboratively between Medicines Information centres and the Development Academy helped to pool thoughts, resources expertise and knowledge, as well as cover a larger geographical area in a consistent manner. Further work to provide subsequent events and determine how participants have utilised the information provided would be beneficial.

Feedback



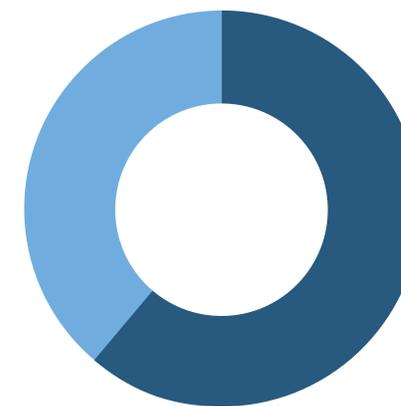
The event was a good investment of my time

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



I will be able to apply what I learned in the workplace

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



The event provided me with practical advice and skills

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Very informative, some challenging ideas

Wish I'd heard this info years ago! One of the most useful workshops I have attended - (been on register for 39 years!)

Brilliant, very valuable

Very engaging and interesting