

Developing a resource update tool for the South West hospital pharmacy team

Introduction.

The GPhC Registrants survey 2013¹ indicated that the three main duties of pharmacists were –

- Providing advice and information to health professionals (77%)
- Providing advice and information to patients and carers (57%)
- Any other clinical work (41%)

For pharmacy technicians the three main duties were –

- Supplying medicines and medical devices (65%)
- Providing advice and information to patients and carers (42%)
- Routine tasks to manage the pharmacy environment (32%)

Given that provision of information and advice is such a fundamental role for hospital pharmacy staff, it seems reasonable to ensure that these roles are delivered in an effective, safe and efficient manner. In a fast-developing environment in which we all work it can be difficult to keep on top of the best way to access information.

Proposal

In response to this members of the South West Clinical Pharmacy Managers (CPMs) and Medicines Information pharmacists (MIPs) met to discuss how to ensure that members of the pharmacy team answering medicines related enquiries did so using reliable and correctly used resources. A decision was made to collaborate on producing a short resource update tool for use by any member of the pharmacy team.

Initial steps

Joint MI and Clinical Pharmacy Managers (CPMs) working group convene
Scoped current provision within region
Discussed options for delivery and selected a stand-alone, self-directed, web-based tool

- Self-directed “Powerpoint Presentation”, available for use via standard web-browser
- Able to be completed in 30-40 minutes

Development of tool

- Version 1 prepared by senior MI pharmacists
- Reviewed by Working Group members
- Version 2 prepared and reviewed by SW MI Pharmacists and SW CPM Groups
- Version 3 “road tested” by a range of clinical and non-clinical pharmacists

Publication of tool

Final version published

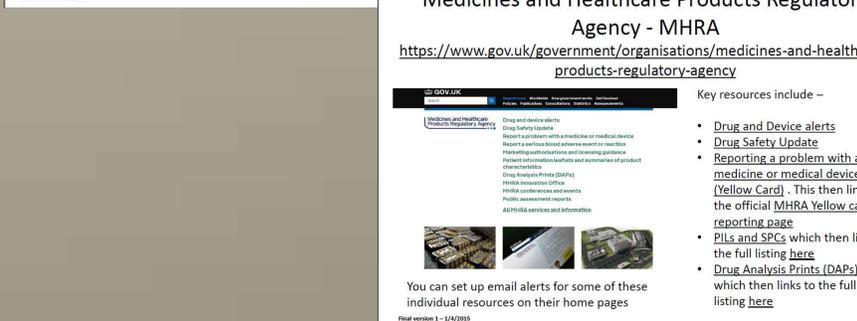
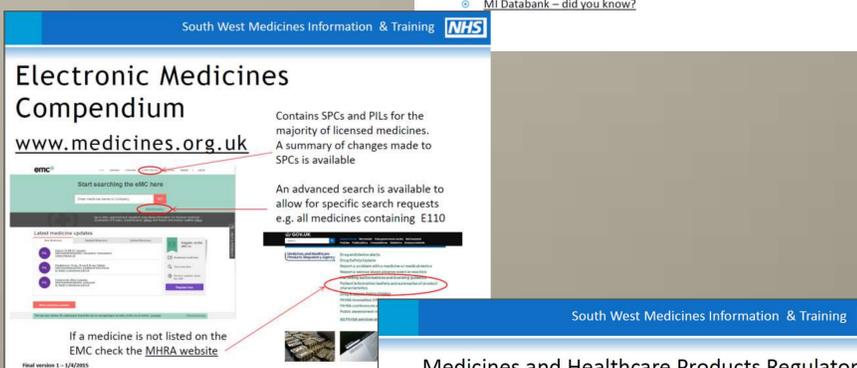
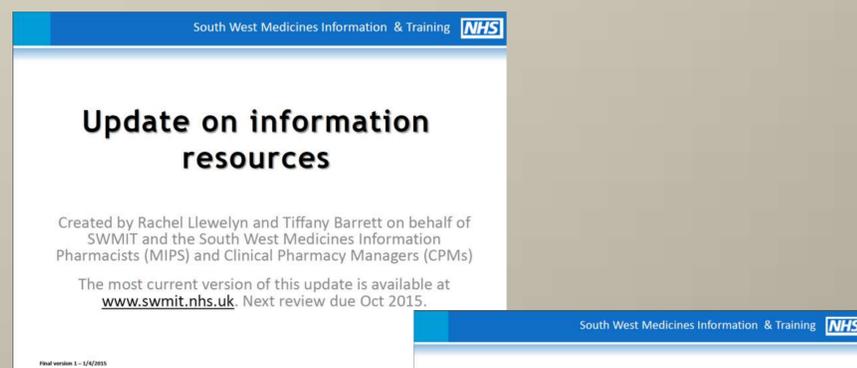
- PDF version available open-access via internet http://www.swmit.nhs.uk/mi_tr.htm
- Powerpoint version made available to South West MI units and SW CPMs for internal use and local adaptation
- Survey developed to aid future developments

Survey results (to Aug 2015, 12 responses)

- 100% took less than 1 hour to complete the resource
- 100% found the resource easy to navigate and use
- 92% considered the amount of detail in the resource to be right. 8% would like more detail
- After completing the resource 58% felt that their knowledge of resources had stayed the same but been refreshed whilst 42% felt that knowledge of resources had been improved

Additional comments received included - *Our medicines information pharmacist provided an update for the whole clinical team in combination with direction to this resource for the pharmacists. The provision of the SWMIT resource provided a useful stimulus for this update process.*

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Next steps

Ad-hoc and formal survey feedback indicate that we have achieved the primary aim of providing a self-directed, web-based resource update tool for pharmacy staff in the South West which is useful. Next steps include –

- Consider use of audio/visual aids within the tool
- Consider including a wider range of resources
- Regular annual update

Reference

1. Registrant Survey 2013 initial analysis April 2014. GPhC