



# Asking service users for feedback on the impact of palliative medicines information provided: an important use of resources?



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## Introduction

Owing to the limited amount of published research into the use of medicines in palliative care populations, practice based experience is of utmost importance. Earlier in 2019, an enquiry was received by the Palliative Meds Info Service (PMIS), regarding the management of cholestatic pruritus. Advice was provided following a full literature review. Unprompted, the enquirer subsequently phoned the service to feedback on how well the patient had responded to one of the suggested therapies. This feedback was recorded on MIDatabank and was found to be very useful to subsequent enquirers. The benefit of having this feedback recorded in the MIDatabank prompted a decision by the Palliative Meds Info team to proactively request feedback from medicines information recipients towards improving the service provided.

## Aims

The aim of this practice development innovation is to improve the scope and quality of information provided to the Palliative Meds Info service users. There are particular restrictions when seeking to provide evidence on medicines used in the setting of palliative care, given that many are used off-license. As medicines information is based on the availability of evidence based information, we have identified that practice based experience from other palliative settings can contribute to our information provision. For example, it can be useful to advise enquirers with feedback from a previous enquirer that a particular treatment has been well tolerated and/or successful. A policy has been designed to guide the seeking and recording of service user's experiences in relation to the information provided by the PMIS in a formal capacity. We aim to incorporate this practice into our regular PMIS operations.

***'If the medicines information provided is implemented, we would be interested to hear of its effectiveness and tolerability and would be very grateful if you could let us know of your experiences/those of your patient for our future enquiries'.***

## Methodology

The proposed practice development was discussed at a meeting of the Palliative Meds Info team, and feedback from all team members was sought and considered. All pharmacists providing palliative medicines information were asked to proactively encourage enquirers to get back in touch with the PMIS to report on patient outcomes secondary to the medicines information provided by the service. A Standard Operating Procedure (SOP) (MI11) was drafted by the lead PMIS pharmacist and reviewed by other pharmacists before being approved for use. The SOP entitled "Standard Operating Procedure for Receiving and Recording Practice Based Experience and Feedback from Enquirers" came into affect in July 2019. The SOP caters for three main practice categories:

### Seeking feedback

As shown above, an additional line to be included at the bottom of emailed medicines information to encourage feedback of medicines related outcomes was developed and included in MI11. Verbal feedback requests are also encouraged.

### Recording feedback

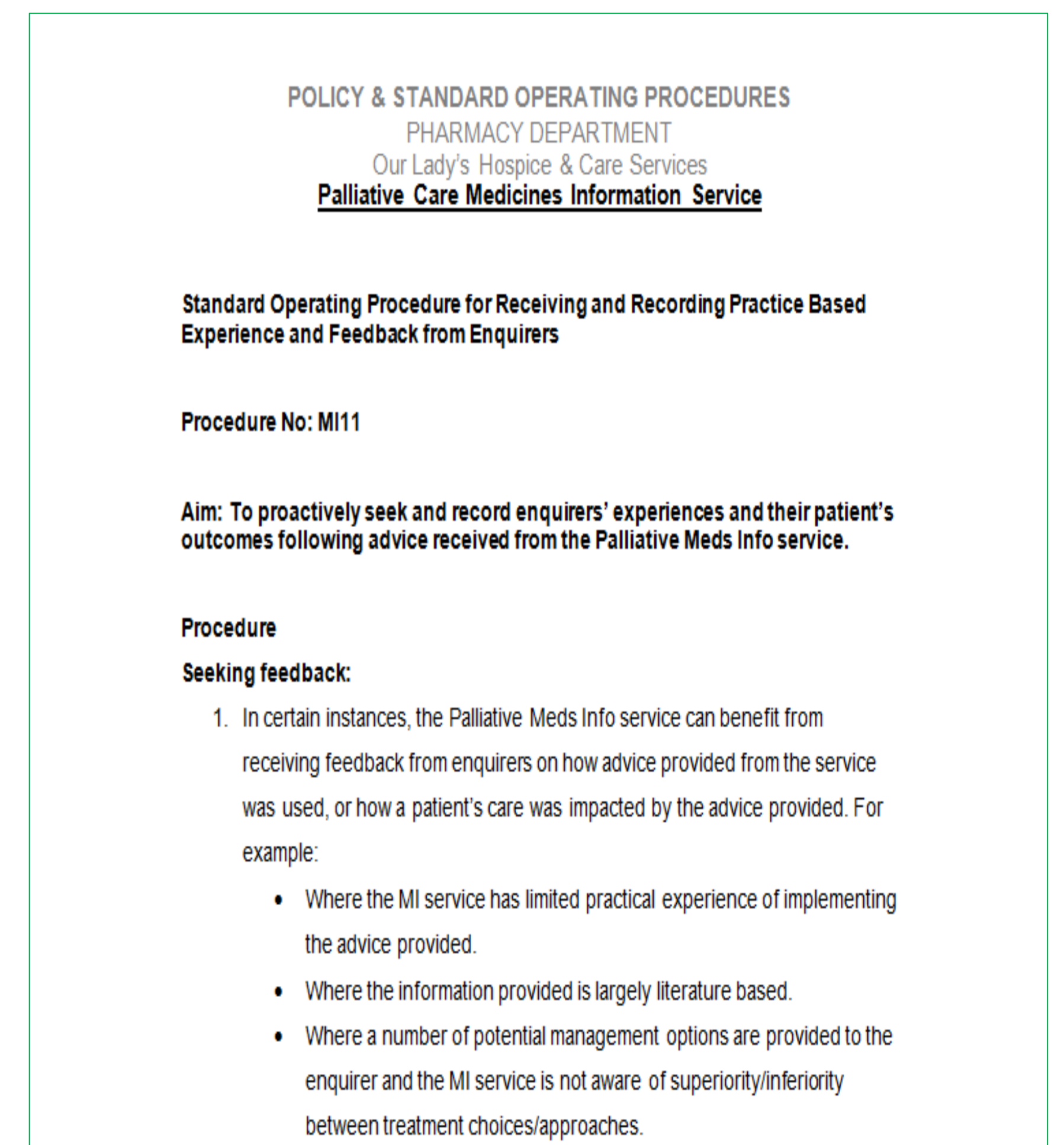
A standard feedback template was developed which could be filled in where practice based information was received as follows:

Date received:
Feedback requested: YES/NO
Feedback route:
Feedback comments: _____

### Using feedback

The policy also covered the importance of recognising that the feedback received in this capacity is anecdotal and represents very weak evidence. Follow-up feedback should be carried over into new enquiries only where considered to add value to the subsequent enquiry.

Figure 1. Excerpt from MI11



## Results & Action Plan

Objectively, this practice development has helped to improve the Palliative Meds Info service. By proactively seeking service user feedback, we are building on our information database and can provide more practice based information to enquirers. Additionally, we have streamlined the recording of feedback received and incorporated this into our day-to-day PMIS practices.

In August 2019, a Clinical Audit Proposal was completed entitled "Assessing the potential to request and record service users' practical findings following the provision of information from the Palliative Meds Info Service". If the proposal is approved, the audit tool to be used will assess the PMIS pharmacist's experience using the drafted policy in terms of ease of use, time lost to seeking and documenting feedback and the extent to which recorded information is subsequently used for future enquiries.