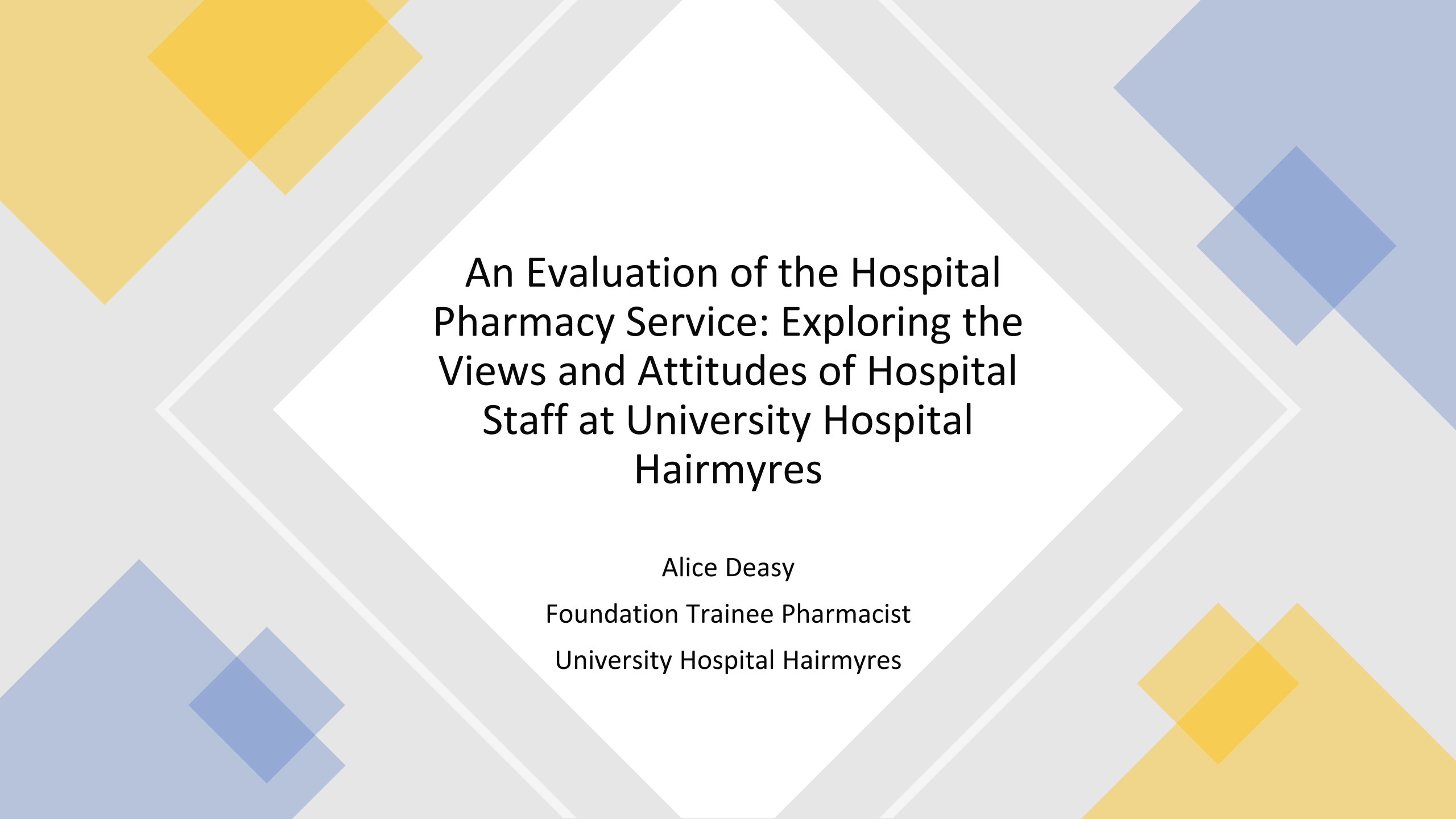


FTY Project Experience

- *“I found completing my FTY project really interesting. It taught me a lot about service evaluation, literature reviews and data collection.*
- *I also learnt how to analyse a large data set to clearly and concisely present the results and formulate evidence-based recommendations for changes to practice that allow for service improvement.*
- *Furthermore, I gained experience working with a team to coordinate the project across the three acute sites in NHS Lanarkshire.*
- *I also gained confidence in my presenting skills by presenting my work at a peer review session as well as the WOS project session in front of other FTY trainees and senior staff.”*



An Evaluation of the Hospital Pharmacy Service: Exploring the Views and Attitudes of Hospital Staff at University Hospital Hairmyres

Alice Deasy

Foundation Trainee Pharmacist

University Hospital Hairmyres

Background

- Hospital pharmacy services across Scotland are changing
- Achieving Excellence in Pharmaceutical Care (2017)
- Current evaluations of pharmacy services based on key performance indicators
- No published studies on the views and attitudes of the MDT

NHS Lanarkshire Director of Pharmacy's Vision for the Future of Pharmacy

01

Clinical practitioners managing acute or chronic disease

02

Offer solutions from admission and discharge

03

Lead prescribing governance and medicine management

04

Skilled to train others

05

Skills acquired through initial training are fully utilised

06

Assess need for 7 day service



Aims and Objectives

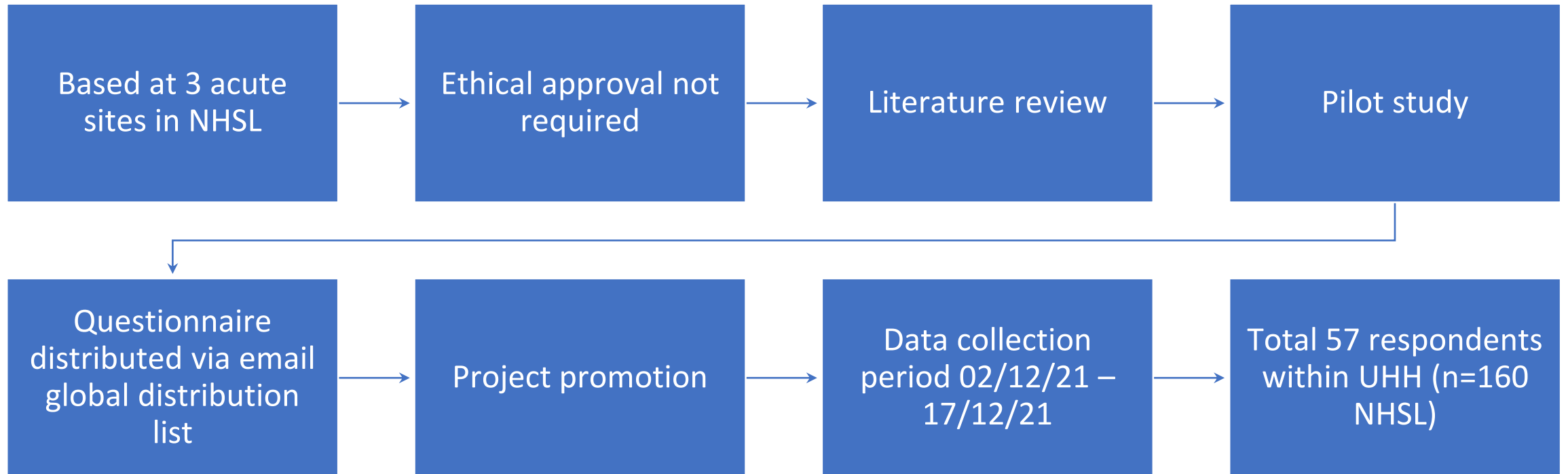
To determine the views and attitudes of hospital staff within NHS Lanarkshire to the current hospital pharmacy service

To determine staff involvement with the current service

To explore how staff conceptualise a reimagined hospital pharmacy service



Methods



Demographics



53% (n=30) nursing staff, 35% (n=20) doctors, 2% (n=1) physiotherapists



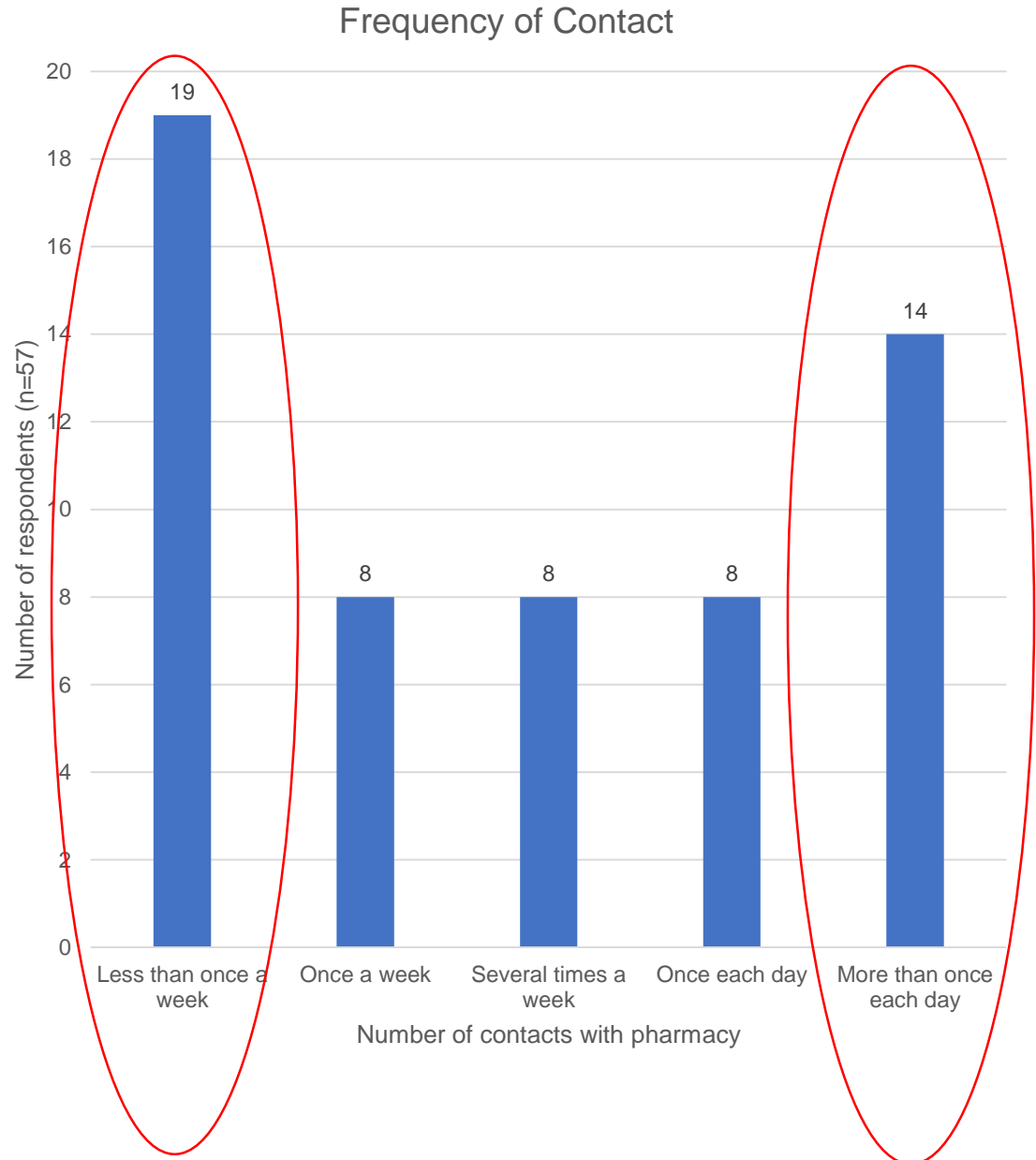
33% (n=19) over 20 years experience vs 12% (n=7) less than 1 year



47% (n=27) medical vs 25% (n=14) in surgical

Involvement with the Current Pharmacy Service

- 79% (n=45) stated current area of practice received routine pharmacist input vs 67% (n=38) routine technician cover
- 86% (n=49) had contacted a member of the pharmacy team via telephone and 68% (n=39) on the ward in the last 12 months

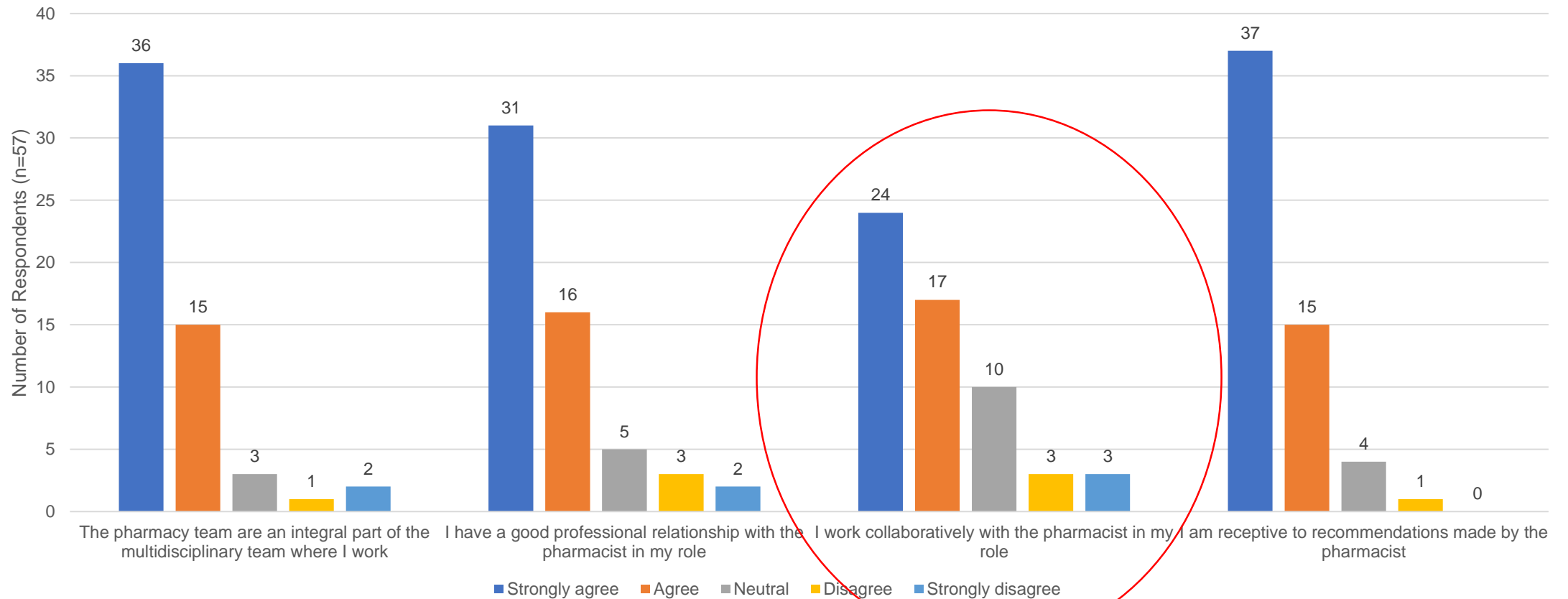


Involvement with the Current Pharmacy Service

Reasons for contacting a member of the pharmacy team	Respondents (n=57)	Percentage
Medicine supplies	35	61%
Medicine dosing	33	58%
Medicine availability	29	51%
Medicine administration	25	44%
Patient education	22	39%
Medicine therapeutic monitoring	19	33%
Interactions with medicines	17	30%
Medicine side effects	14	25%
Medicine formulary	11	19%
Medicine compatibility	10	18%
Pharmacotherapy	10	18%
Medicine reconciliation	9	16%
Medicine storage	6	11%
Polypharmacy review	4	7%
I don't normally contact	1	2%
Delay to discharge prescriptions	1	2%
Audit	1	2%
To advise of discharges	1	2%
High-risk meds	1	2%

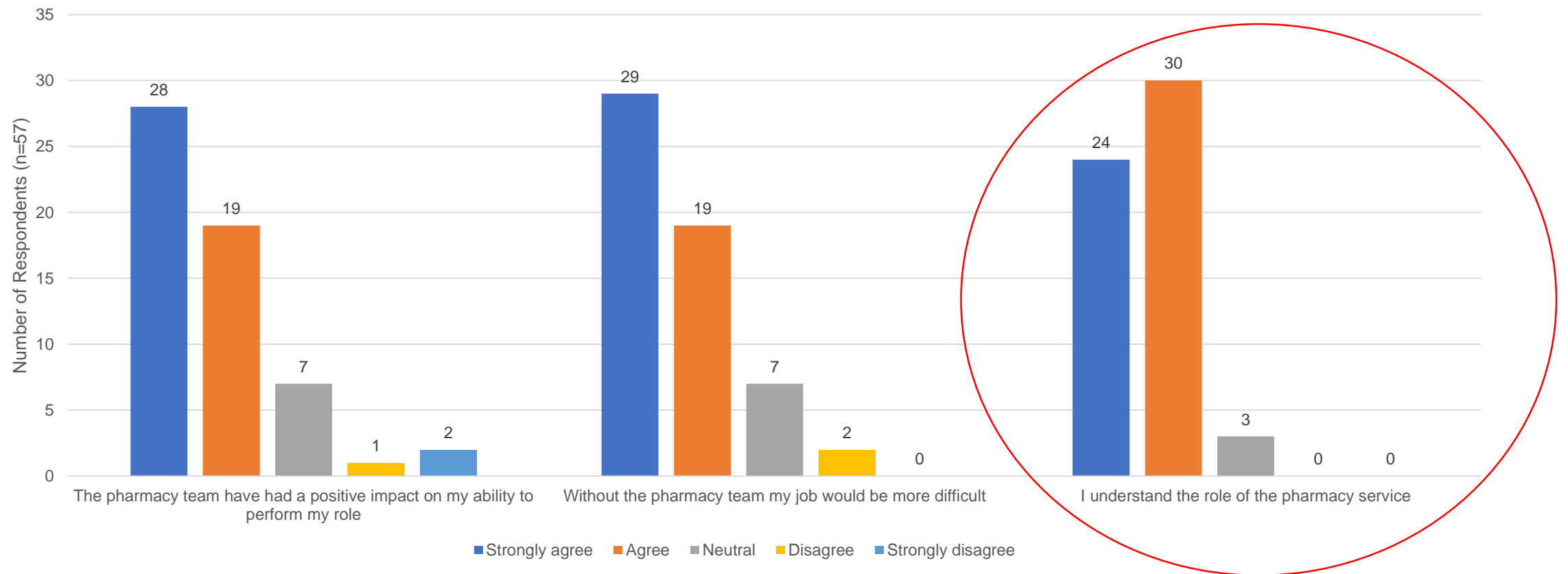
Views of the Current Pharmacy Service

Current Views of the Role of Pharmacy within the MDT



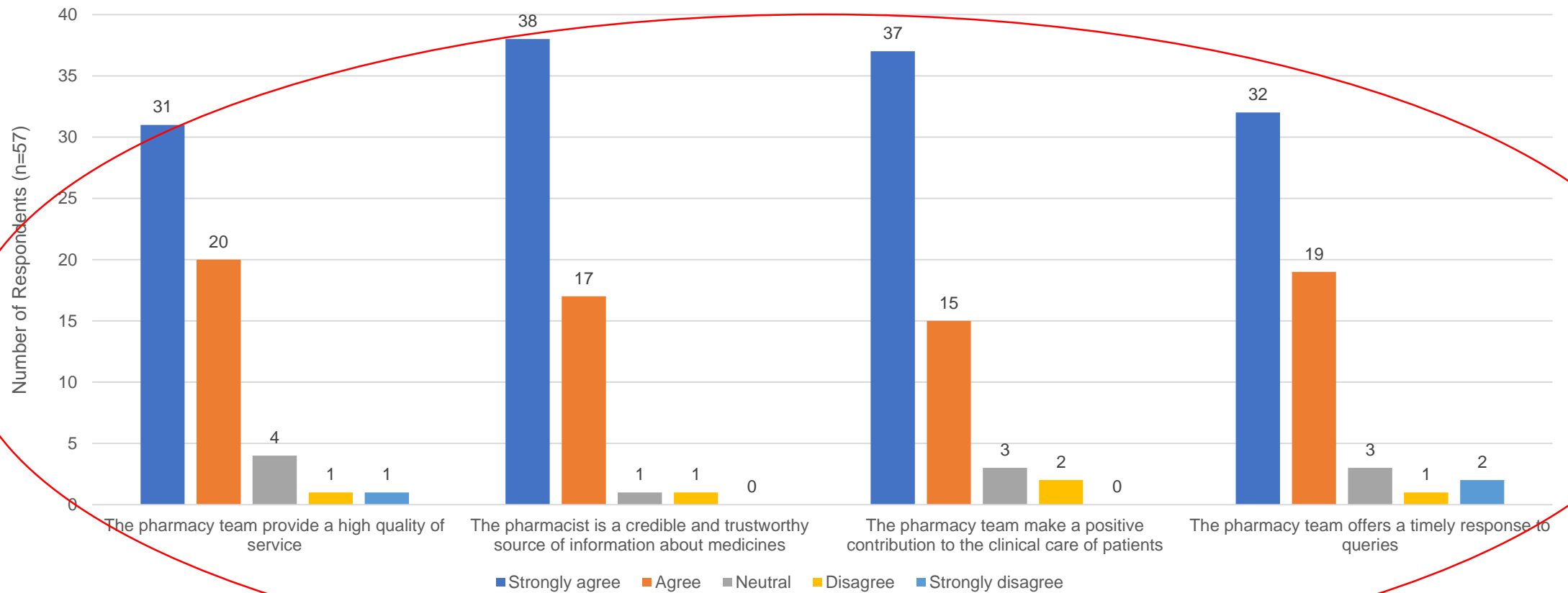
Views of the Current Pharmacy Service

Current Views of the Impact of Pharmacy within the MDT



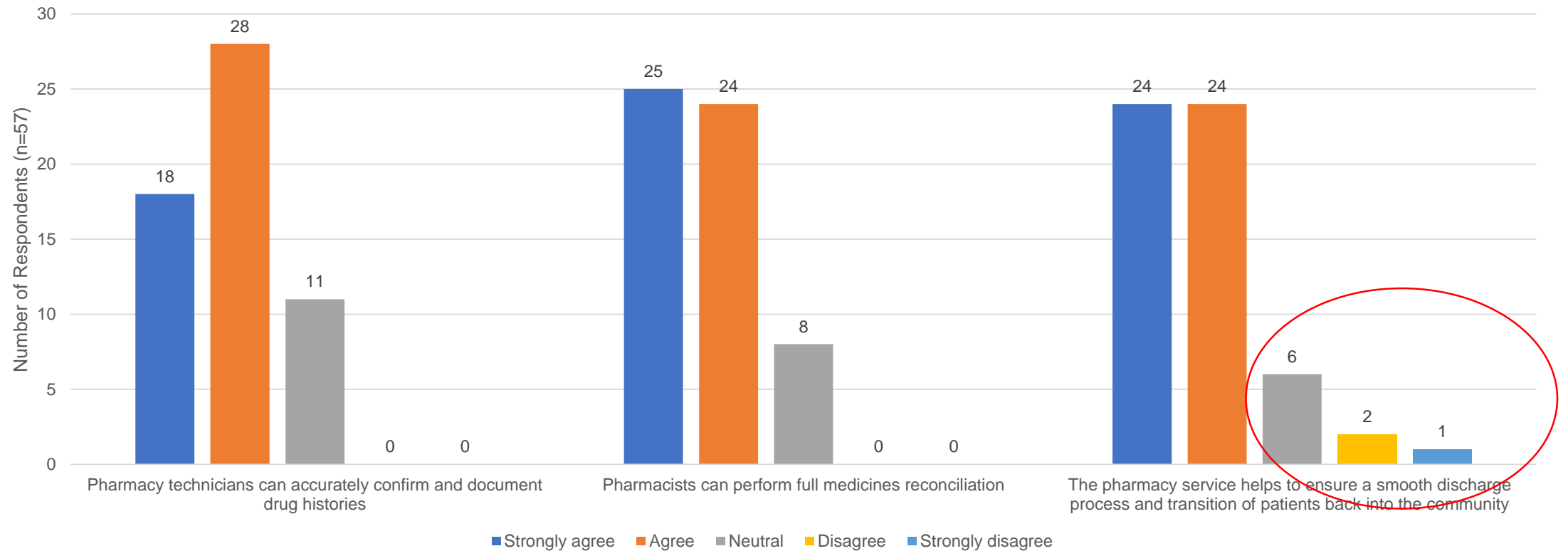
Views of the Current Pharmacy Service

Current Views of the Quality of the Pharmacy Service

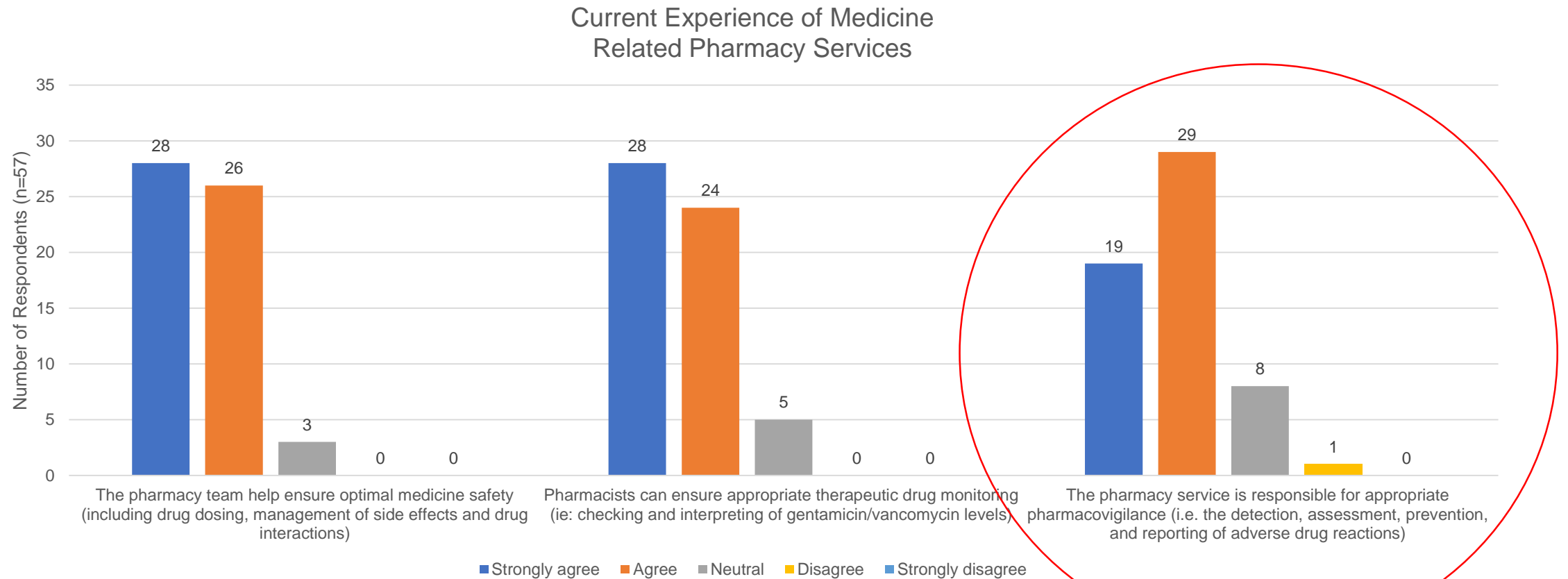


Experiences of the Current Pharmacy Service

Current Experience of Process Related Pharmacy Services

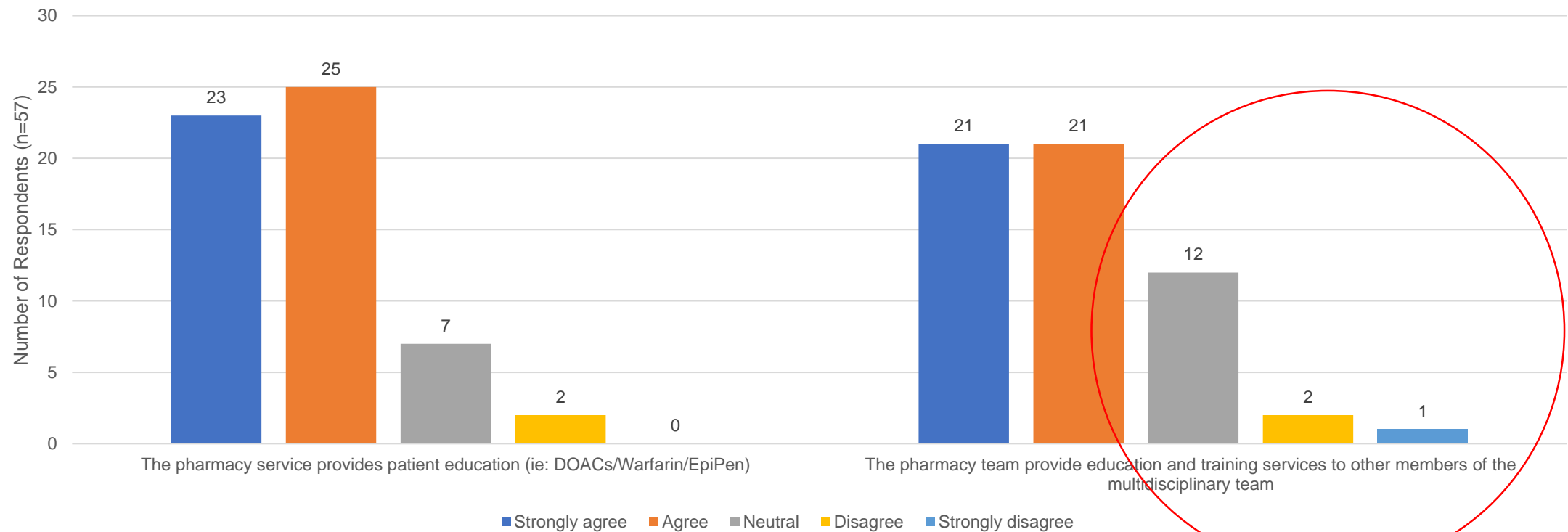


Experiences of the Current Pharmacy Service



Experiences of Current Pharmacy Service

Current Experience of Education and Training Related Pharmacy Services

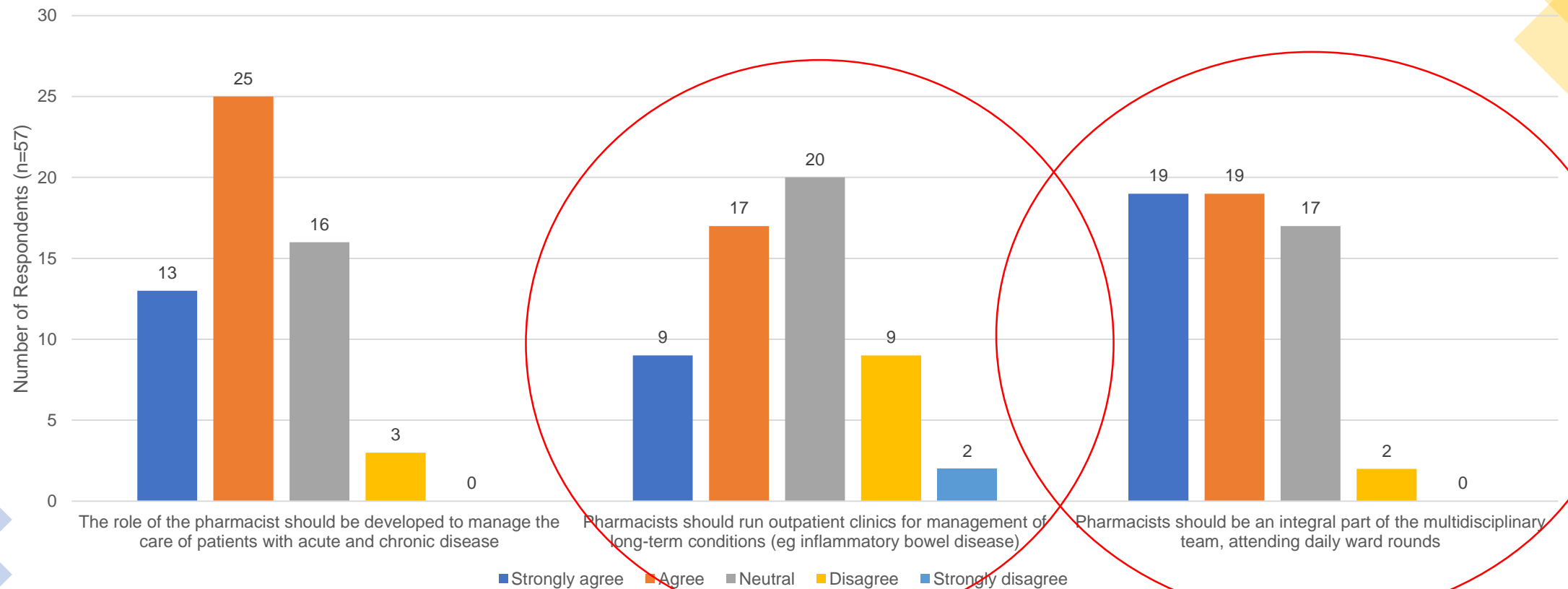


Opinions on the Future Pharmacy Service

- 51% (n=29) disagreed that the current pharmacy service does not require any changes
- 100% (n=57) reported there were no areas where pharmacy should become less involved
- 21% (n=12) reported there were services expected of the pharmacy team not currently provided

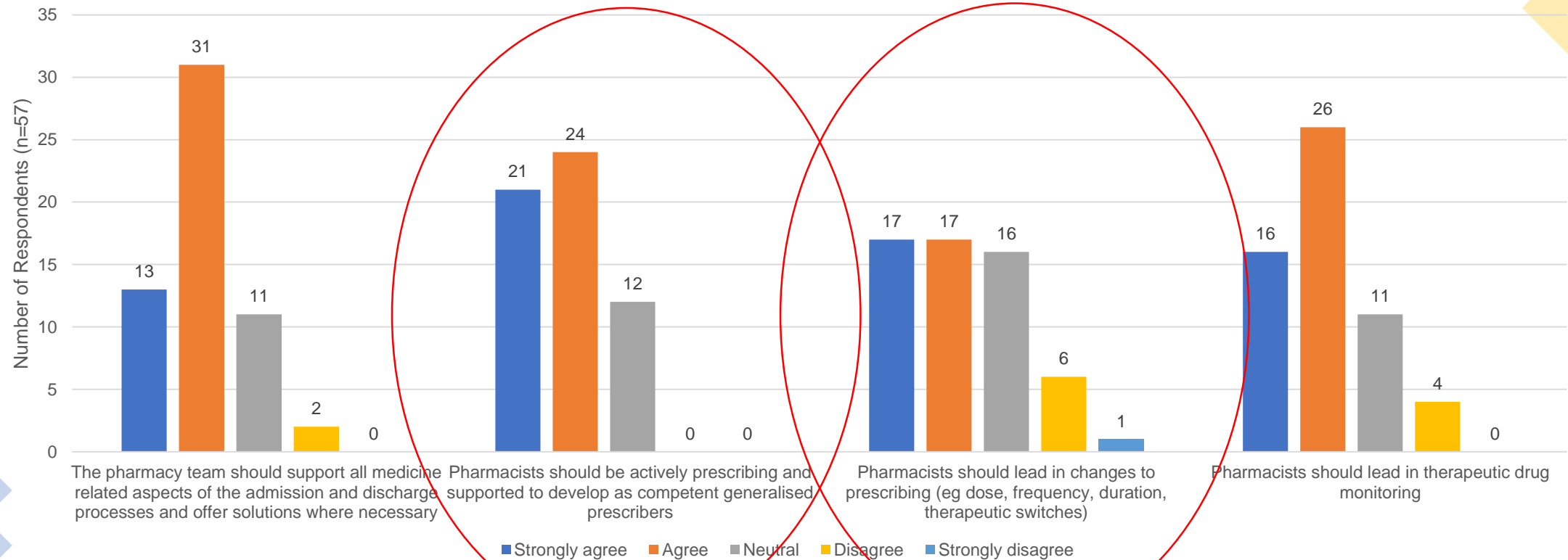
Opinions on the Future Pharmacy Service

Views on Future Development of Pharmacists as Clinical Practitioners



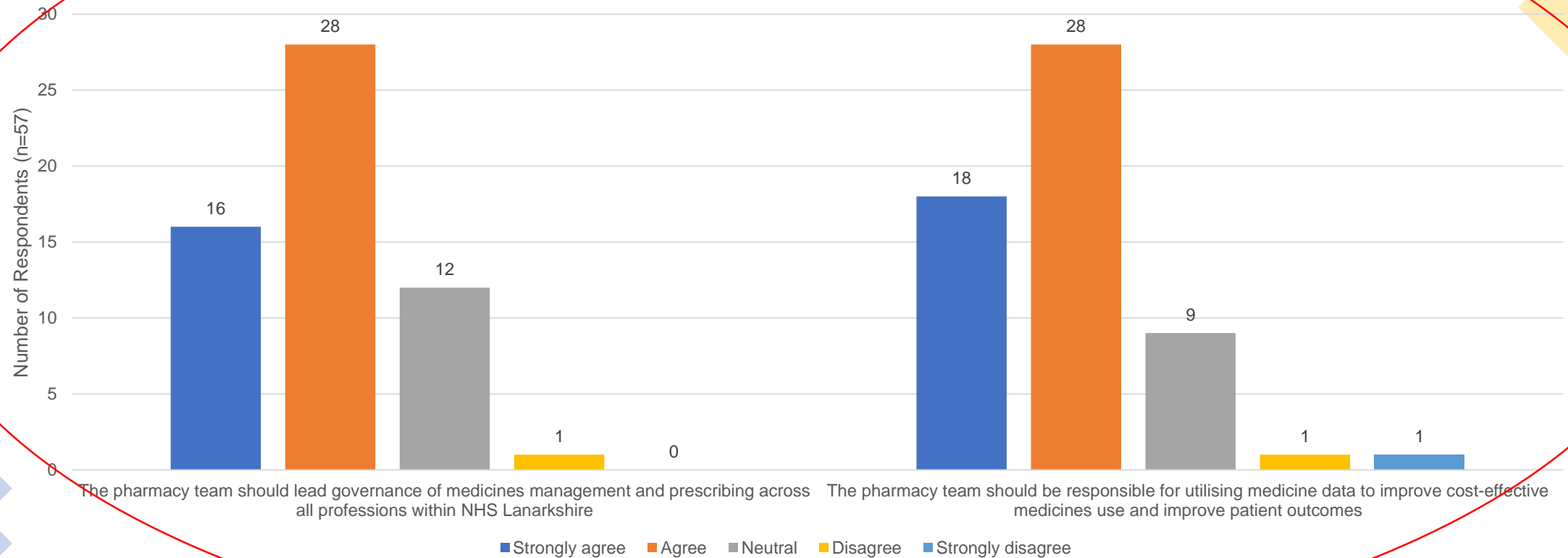
Opinions on the Future Pharmacy Service

Views on Future Development of Pharmacy's Role Supporting All Aspects of Admission and Discharge Process



Opinions on the Future Pharmacy Service

Views on Future Development of Pharmacy's Role in Prescribing Governance and Medicine Management Systems



Key Themes

- The pharmacy team are viewed positively
- Described as ***“knowledgeable”, “very informative”*** and ***“always approachable, friendly and helpful”***
- Need for extended pharmacy cover
- Responses included ***“it would be beneficial if all areas had input from pharmacy”*** and specifically ***“pharmacy teams could be involved within ED/MAU front door admissions”***
- Desire for increased continuity of pharmacy cover
- Responses included ***“continuity could be better”***

7 Day Service Model

- 77% (n=44) agreed/strongly agreed the pharmacy service should be a comprehensive service model 7 days a week
- ***“If the pharmacy was open later in the day (ie 1500-1700) on Saturday or Sunday then I feel more discharges would be facilitated”***
- ***“Having a pharmacy presence more than 9-5 would be good. Would enable for smoother discharges and safer administration and prescriptions. NHS is a 24-hour service”***
- Board needs assessment and consideration of feasibility, staffing and funding required

Limitations



Small data set



Single health board



Short data collection period



Majority of responses from nursing and medical staff

Next Steps

Focus groups to be performed and recommendations formulated

Larger data sets from wider MDT

Wider data sets across NHS health boards

Further research questions:

- Effect of job role on the perception of pharmacy
- Effect of years of experience on the perception of pharmacy

Conclusions



Views and attitudes of hospital staff to the current service are positive

The pharmacy team are integrated within wider MDT

Open to developments to the future pharmacy service

A key finding was the need for a 7-day service model

Limited data and further research required

References

- Achieving excellence in pharmaceutical care: a strategy for Scotland. Scottish Government Health and Social Care. (2017) Available at: <https://www.gov.scot/publications/achieving-excellence-pharmaceutical-care-strategy-scotland/>
- Royal Pharmaceutical Society. The Future of Pharmacy in a Sustainable NHS: Key Principles for Transformation and Growth. (2020) Available at: <https://www.rpharms.com/recognition/all-our-campaigns/policy-a-z/future-of-pharmacy>
- Royal Pharmaceutical Society. Pharmacy 2030: a professional vision for hospital pharmacy. (2022) Available at: <https://www.rpharms.com/pharmacy2030>
- Initial draft of DOP Christine Gilmour letter – Modernising Pharmacy (expected to be published 2022)

Questions?

