

Community pharmacy questionnaire to guide the development of a hospital discharge referral system using PharmOutcomes

Alexander Spurling¹, Samantha Travis² and Nick Hunter³

Nottingham University Hospital¹, NHS England², Nottinghamshire LPC³

Introduction

- Failure to provide information about medicines during transfer of care increases the risk of medication related harm.
- Community pharmacy teams are essential in minimising this risk for patients discharged from secondary care services and therefore the provision of more comprehensive information on medicines at discharge is needed.
- This work was designed to welcome engagement from community pharmacies and gather opinion on the content of a referral pathway to ensure it was fit for purpose

Method

Study design

An online questionnaire was designed with key stakeholders including the LPC, CCGs and NHS England based on other local templates and piloted with representatives from both hospital and community prior to full roll-out. It comprised 10 multi-choice questions and was disseminated to all community pharmacy contractors in Nottingham after consultation

Data collection

Data was collected over a 4 week period in 2016

Data analysis

Data analysis consisted of frequency counts and percentages using Microsoft excel

Results

68 responses were received from community pharmacy contractors in the Nottingham region with good variation between types of contractor ranging from independents to multiples

Figure 1 – type of pharmacy contractor

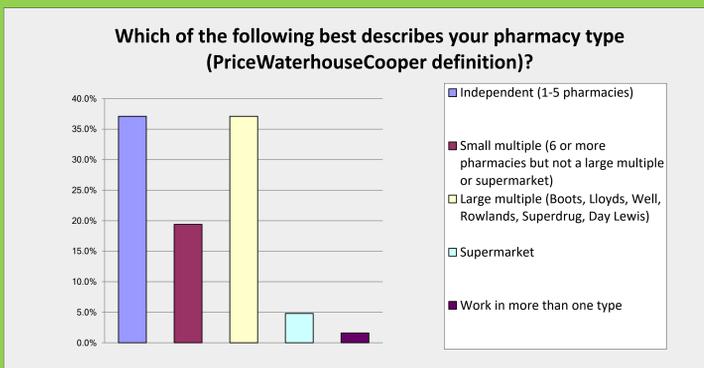


Figure 2- services that would benefit patients in the community

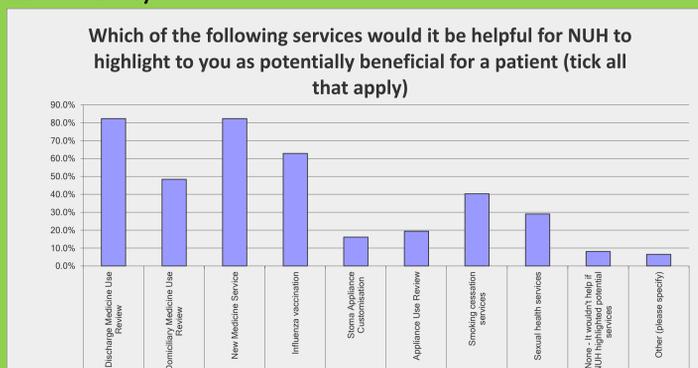


Figure 3 – key information required by community pharmacists

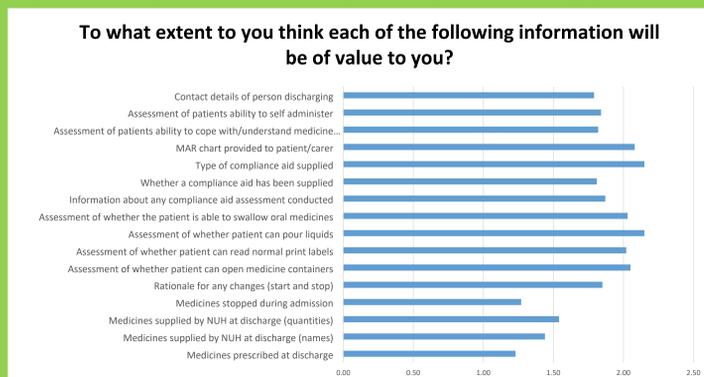


Figure 4 – Impact of discharge information on community pharmacy practice

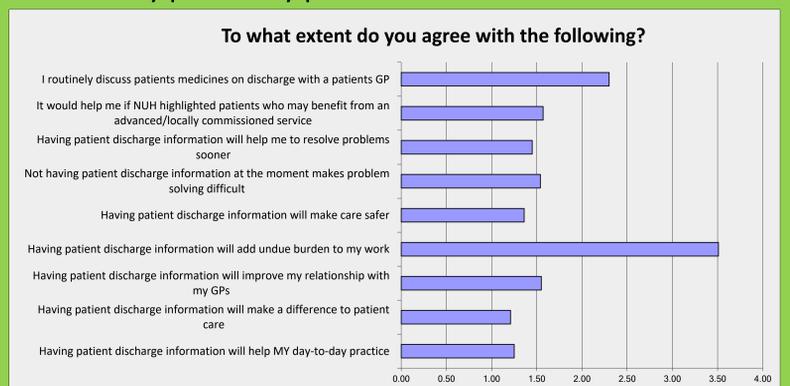
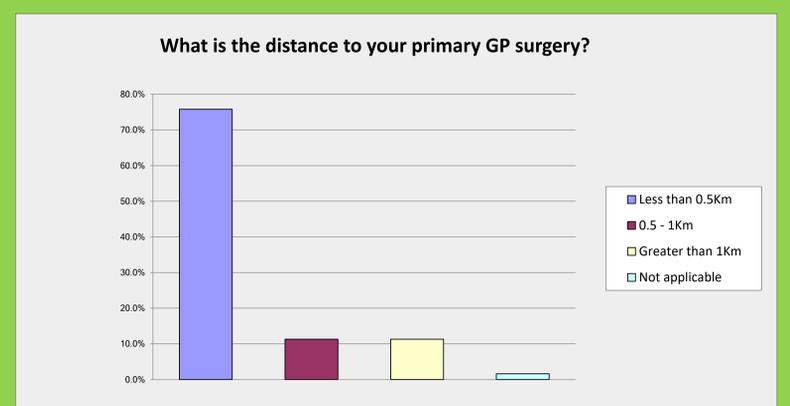


Figure 5: accessibility to local GP surgeries



Summary

The results of the questionnaire support the need for a discharge referral system in order to ensure safety during transitions of care. The responses have been used to develop a bespoke referral pathway that acknowledges the needs of community pharmacy teams.