

## Six-month reviews help building better relationships

Carrying out the six-month reviews with patients taking part in the Pharmacy Care Plan service is helping our pharmacists to build better relationships with them.

Patients are really appreciating the time you are spending with them and many are already seeing the benefits from this. You have been able to help patients achieve their goals such as stopping smoking, losing weight and being able to manage their own health better. This is improving their levels of activation, measured through the Patient Activation Measure (PAM). We report some of the very positive feedback you've been given in this issue.

At the recent provider forum, we heard from pharmacists delivering the service that they found the training on consultation skills back in February really helped to give them confidence to provide the Pharmacy Care Plan

service. We've also heard that some of you even went as far as to practice on family members before the first consultation visits. We thank them for their support and patience as well!

We are now at the half-way point with the service. Over the next few months we hope to be able to publish some of the data collected during the first consultations, but it is the data that is collected at the six- and 12-month reviews that is most important – this will show the impact your support has had and how we have been able to improve the health and wellbeing of our patients.

We know you have been working hard to complete and record as many of the six-month reviews as possible before the busy holiday period. We thank you again, and we wish you all a very happy and successful Christmas.

## Pharmacy Care Plan service photo of the month

Being well organised has helped the pharmacy team at Rowlands Pharmacy, Thornhill, to make good progress with their six-month reviews.

Pharmacist **Sharon Stocks** says: "I'm only in the branch two-and-a-half days a week, so we've had to be very organised with the appointments and bookings. Jill and Laura run the diary and they both schedule and complete the measurements. They know when to book patients in for their goal setting and consultations.

"We've been very methodical and have put in dates to see our patients regularly up to their 12-month reviews. This makes the patients feel really involved, knowing that they have a review date, but also that they can and do drop in regularly.

"To make life easier for ourselves, we designed an A4 sheet for collecting data. It is in the same order as PharmOutcomes, so it save time entering the data in to the Services pages."

**Jill Bellamy**, dispenser, explains about the difference the project has made. "Yes, it has been hard work, but it has been really good to give our patients that little bit more and be involved with them, building a closer relationship and sharing their news.

"Our best patient has really taken the service on board. We have helped her to quit smoking, she has lost weight and her blood pressure and cholesterol have both dropped over the past seven months. It's really satisfying to have helped her to achieve this."

Dispenser **Laura Senior** started on the project over Easter when Jill was off. She says: "At first I was a bit



Photograph courtesy of Rowlands Pharmacy

**The pharmacy team at Rowlands, Thornhill (L to R): Laura Senior, Sharon Stocks and Jill Bellamy**

scared about all the measurements and data, but I soon realised that it's actually all about the patients and how we can help them improve their lifestyles. I'm really enjoying the service now!"

# Six-month reviews: checklist for data recording

You can use the dashboard facility on PharmOutcomes to check that you have recorded everything for every patient. Click on “Report” then “Community Pharmacy Future II – your dashboard” and “Display report”.

Here is a checklist for what should be done and recorded for each patient at their six month review:

- ❑ **Preparation and review** Review the patient’s previous records before the appointment. It is helpful to look at the PAM level to help tailor the conversation.
- ❑ **Questionnaire and CVD risk** This includes the patient questionnaire (Morisky adherence questions, PAM, etc) and all the cardiovascular risk assessment questions and measurements. This must be recorded for each patient at their six-month review.
- ❑ **Consultation** This includes repeat prescriptions; exacerbations and resources used since the last visit; medicines support; clinical review; public health services; referrals; and public health advice given. These must be recorded for each patient at their six-month review.

❑ **Goals and actions** Make sure that you review the goals that each patient has already set. Don’t forget to ask them for a score if a goal has been achieved. You can set new goals if the patient wants to and you feel it is appropriate. Once you have identified the correct goal record by using the search function, you can record the information from your review in the “goal reviewing” section. Note: a new yellow G only appears on the dashboard when a new goal record is created.

❑ **Assessment** There should be at least one condition-specific or age-related assessment that is appropriate. This needs to be completed for each patient. The condition-specific assessments do not show up on the dashboard, but you should complete whichever are appropriate to your patient.

❑ **Patient left service** If you have found out that one of your patients has withdrawn from the service, please make sure that you complete this section. Do not cancel any of the records from patients who have withdrawn, these are still needed for analysis. If necessary, a record can be reinstated by updating its status.

## What our patients think of the service

**Becky Sketchley**, pharmacist at Rowlands Pharmacy in Wrenthorpe, says that one of her patients has had great benefit from the Pharmacy Care Plan service. She says: “Since he joined the service in March, we’ve seen a huge transformation. When he first started, he had little interest in his own health, his medication or making healthy lifestyle choices. His adherence was poor and he was resigned to mobility problems with his knees. This was frustrating for him as he wanted to be out and about in the village, seeing family and friends and, most importantly, getting to his allotment regularly.

“We’ve seen him four times now and he’s now been smoke-free for three months. Although his clinical measures haven’t changed much yet, his outlook on life and self-care have hugely improved.

“He has visited his GP and been referred to hospital for an assessment (and possibly surgery) for his knees. He is now routinely taking his blood pressure medication and actively making healthy choices. I

can genuinely say that he is a changed man and that it has been so rewarding for us to help him as part of this project.”

**Rachel Crookes**, pharmacist at Rowlands Pharmacy in South Elmsall, has been given excellent feedback by two of her patients.

One man told her: “This service is great. After discussing my pain tablets with Rachel, she planned a regime for me of when to take them and has had the quantity increased by my doctor. It means that I’m in much less pain throughout the day and I can keep up with my granddaughter again.”

Another lady, who has diabetes, said: “After going over my injection technique with Rachel, and how much and when to use my insulin, my blood sugar levels are now around 7-8 mmol/L a day, whereas before when I tested my levels they were in the high teens or twenties. I now feel in control of my diabetes and that I understand and am capable of managing my own glucose levels.”

## Doing things better – top tips to help you

We can all learn from each other. Here are some ideas about how you can use the Patient Activation Measure.

- ❖ Use the PAM score to tailor your conversation – take a partnership approach and focus on staying well
- ❖ Identify the actions that have been taken and use this to review goals – remember to celebrate successes
- ❖ Identify any new actions that could be taken and look for any support or care that might be needed