

PATIENT-ORIENTED CARE IN PHARMACY CONSULTATION CENTRE: CHANGES OF TRENDS IN CONSULTATIONS IN LAST 12 YEARS – ANALYSIS OF ACTIVITIES IN CONSULTATION CENTRE

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BACKGROUND

The number of used drugs has been increased in the last years. Some patients need explain how to use their drugs and how to prevent medical errors.

Pharmacy consultation centre in St. Ann University Hospital has offered for more then 25 years the service for in- and outpatients. They can consult with pharmacists their drug related problems.

In last 10 years the consultation care has expanded to include other services (smoking cessation, memory loss counseling, cholesterol screening, and higher blood glucose levels screening).

OBJECTIVES

- To analyse what the most frequent topics of consultations were in years 2011 – 2013 and 2022 – 2024
- To compare changes of trends in topics of consultations after 12 years

MATERIAL AND METHODS

Patient records were analysed retrospectively for 33 months between 2011 and 2013 (January - September) and then between 2022 and 2024 (January – September)

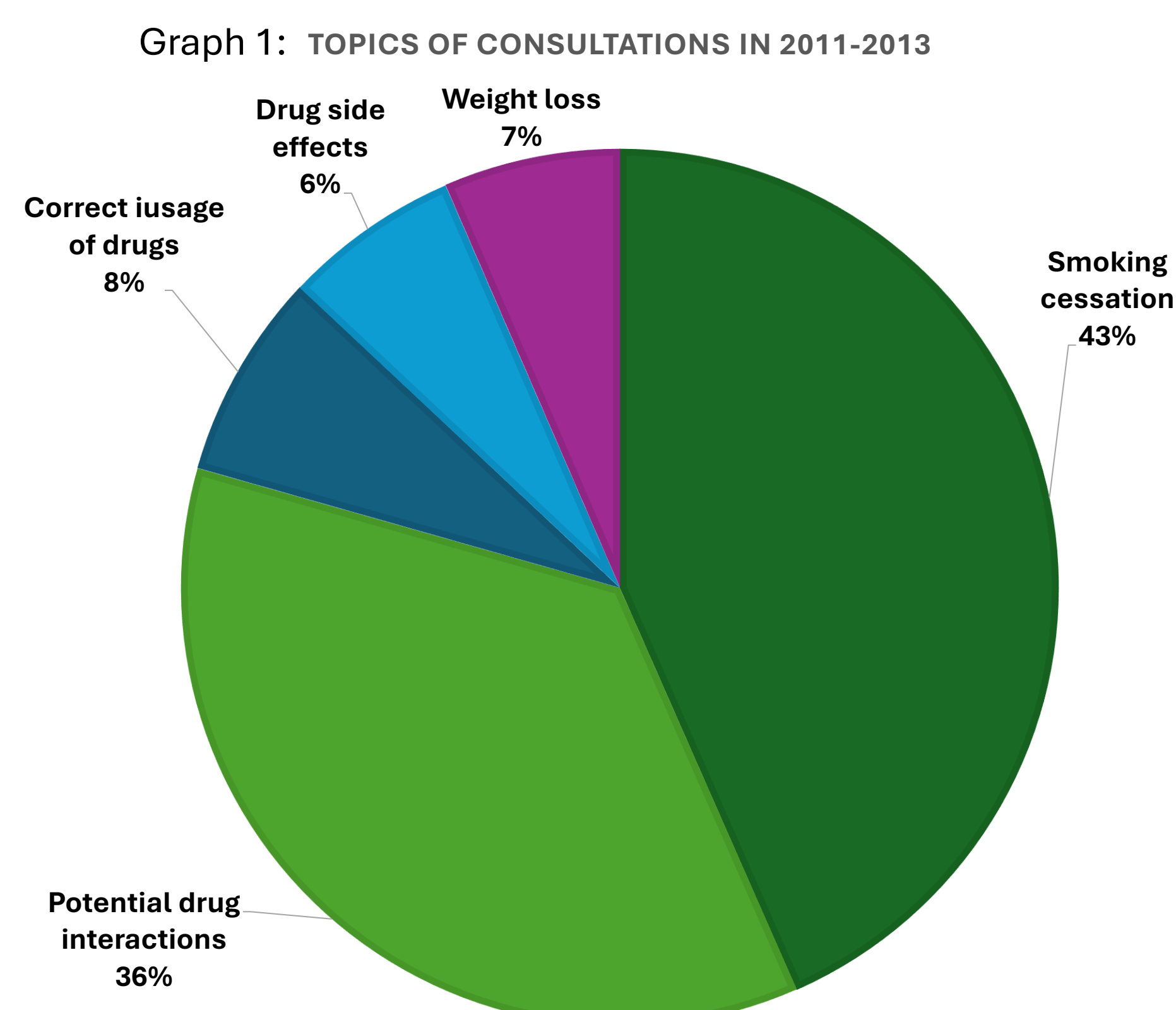
It was followed:

- number of patients and visits
- topics of patient questions
- type of offered services

Pharmacists offered repeated check visits to the patients to increase the adherence of recommendations and ensure the successful smoking cessation.

RESULTS

In 2011 – 2013, authors performed **221 consultations for 81 patients.**

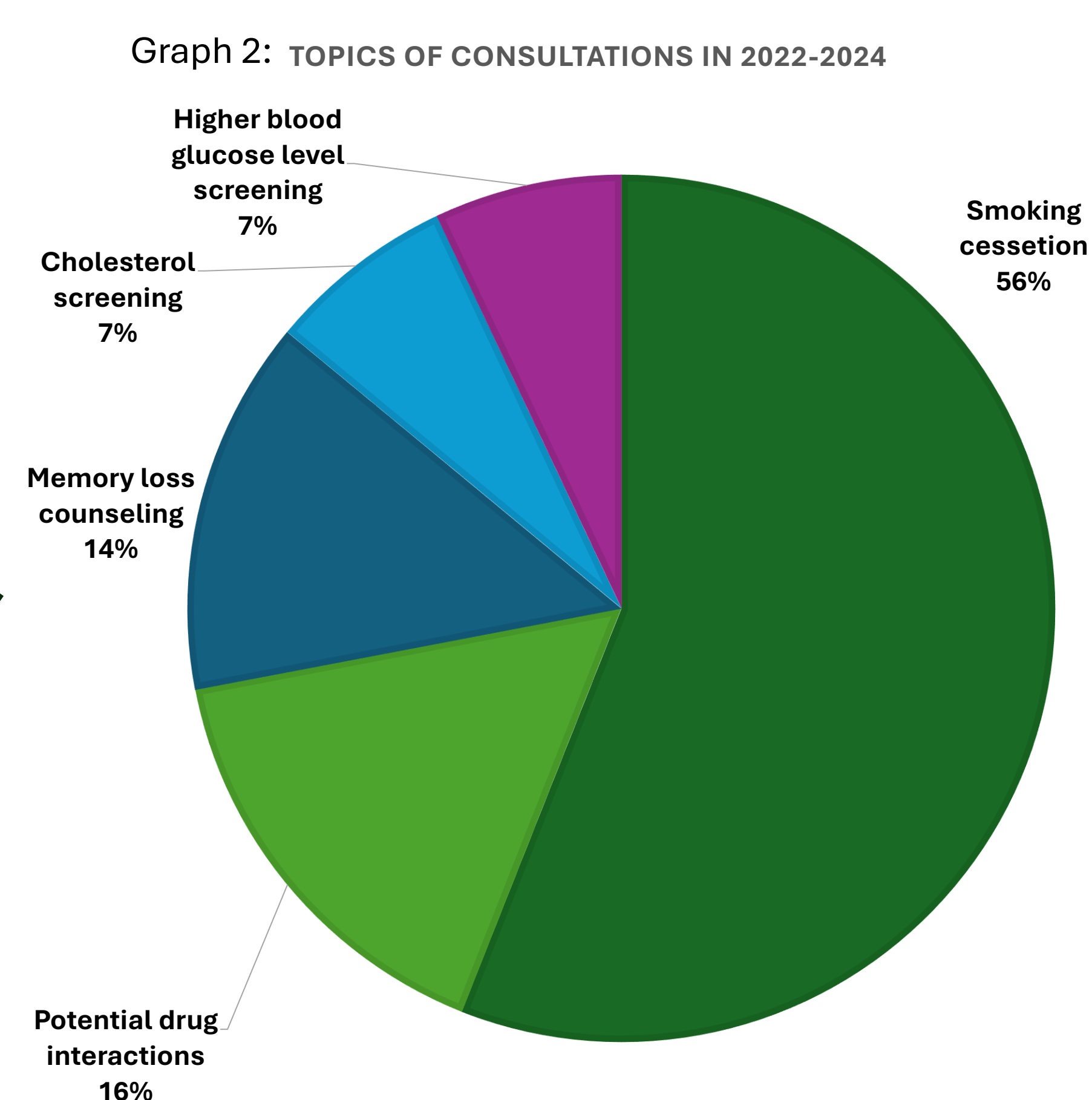


How we did it?

- New types of consultations
- Info on social networks
- Media awareness
- Information campaigns in pharmacy
- Management support

The number of consultations increased more than 4.6 times over the last 11 years.

In 2022 – 2024, **1027 consultations** were carried out for **438 patients.**



CONCLUSIONS

In recent years, thanks to the expansion of the range of services in the consultation centre, the number of consultations has increased by more than 4.6 times. The greatest interest of patients is in helping them quit smoking and revealing the risk of drug interactions. Newly, patients use the possibility to detect incipient memory changes, elevated cholesterol and blood glucose levels.

