

Obtaining patient feedback via a forum group

European Statement:

- Clinical Pharmacy Services

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What was done?:

In October 2014, the Pharmacy department set up a Pharmacy Patient Forum Group (PPFG). The main aim of PPFG was to discuss ideas and share experiences from patients to support the Pharmacy Department, regarding implementing new changes to enhance patient safety and experience. This would support in delivering the Trust's objectives for becoming best in class for patient experience.

Why was it done?:

The idea behind setting up this group was inspired by passionate Pharmacy Team members who wanted to ensure that the Department was abiding by the Trust's promises and standards for patient care, making sure that patients feel welcomed, cared for and in safe hands, and to raise the profile of the work carried out by the Hospital Pharmacy Team.

How was it done?:

Meetings are arranged approximately every 6 weeks and attended by: • Trust Membership and Engagement Manager • Pharmacy staff – Senior Pharmacist and Ward Based Services Technical Manager • Trust members Patient representatives were given a complementary tour of the Pharmacy Department where they could see the workforce in action and appreciate the workload of the team. The tour included: • Dispensary • Aseptic Unit • Out of hours Medication Area • And a visit to the Admissions ward where they saw the Ward Based Pharmacy team in action.

What has been achieved?:

Several projects are being carried out simultaneously. The main project arose when patient representatives raised concerns about correctly identifying indications of medicines due to polypharmacy. We have designed a universal sticker images to enable patients to identify indications when faced with language barriers or vision problems. We have successfully developed a cardiology, indigestion/heartburn and pain specific sticker. We have gained approval from other specialities regarding the images. Another project focussed on tackling patients' negative perceptions about discharge delays regarding medication. Patient representatives were invited to view the MEDI-365 automated dispensing machine which are utilised by Ward Based Clinical teams. This led to patient representatives viewing the pharmacy Prescription Tracking System (PTS) which is used to provide live information to all ward staff about pharmacy workload and track patients' medication. The PTS has been further refined to produce a label which is attached to discharge medication detailing the time taken to process the prescription. Patient representatives reported that they welcomed the

opportunity to see a Pharmacy Department functioning within a busy District General Hospital

What next?:

- We are looking to involve local primary schoolchildren/college students in the design of future images. This will aid in helping strengthen local community relations and raise awareness of the projects.
- We are currently working on producing a Discharge Leaflet explaining the Pharmacy Discharge Pathway.
- We find it extremely beneficial to meet via PPFG. We are keen to pursue with these meetings so we can work in collaboration on future initiatives to improve patient experience and safety We have currently showcased our work in the following:
- Article published in Membership Connect Magazine in September 2015
- Article published in the PJ recently(<http://www.pharmaceutical-journal.com/opinion/correspondence/obtaining-patient-feedback-via-a-forum-group/20201596.article>)
- Presentation given to 'Friends of Expert Patients Programme' September 2016
- We have submitted an application to West Midlands Innovation Day to consider our work
- Article published in the Trust Connect Magazine in October 2016

Keywords:

- Clinical pharmacy›Admission
 - Clinical pharmacy›Clinical practice
- Clinical pharmacy›Discharge management