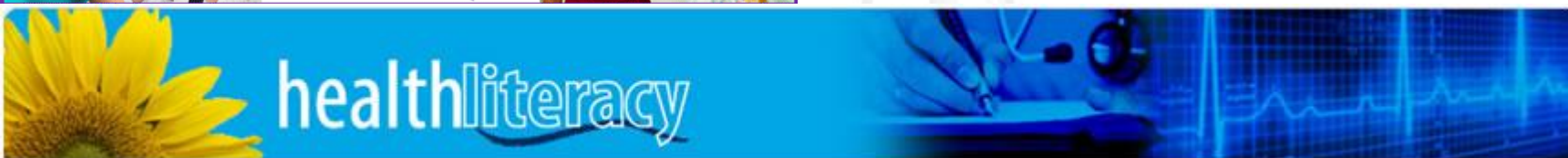


From Ideas to Action: Update & Moving Forward

- North Staffs and Stoke Local Pharmaceutical Committee
- Tania Cork



Who we are

- The representative body for all community pharmacy, whether company or independent owned
- The pharmacies in this geographical area, Patients, NHS Stakeholders



How we found out about health literacy

Health literacy survey in Stoke using the NVS scores suggest that just under a half (49%) of respondents had either a high likelihood, or a possibility of limited health literacy

- We know the people who may need to improve their HL are also receiving pharmacy services, mainly regular medicines.
- We know the people who may need to improve their HL are the people who receive their medicines through a collection and delivery service
- Therefore we developed a service from pharmacies to assess patient's HL needs and promote the pharmacy as a



What we have done

Develop a Pharmacy team led domiciliary service to deliver health literacy related support to people who regularly use a pharmacy delivery services.

Team members, with agreement from patients, deliver their medicines and have a discussion about their medicines, general health and lifestyles. They offer whatever support is within their competencies and refer onto other services where appropriate.



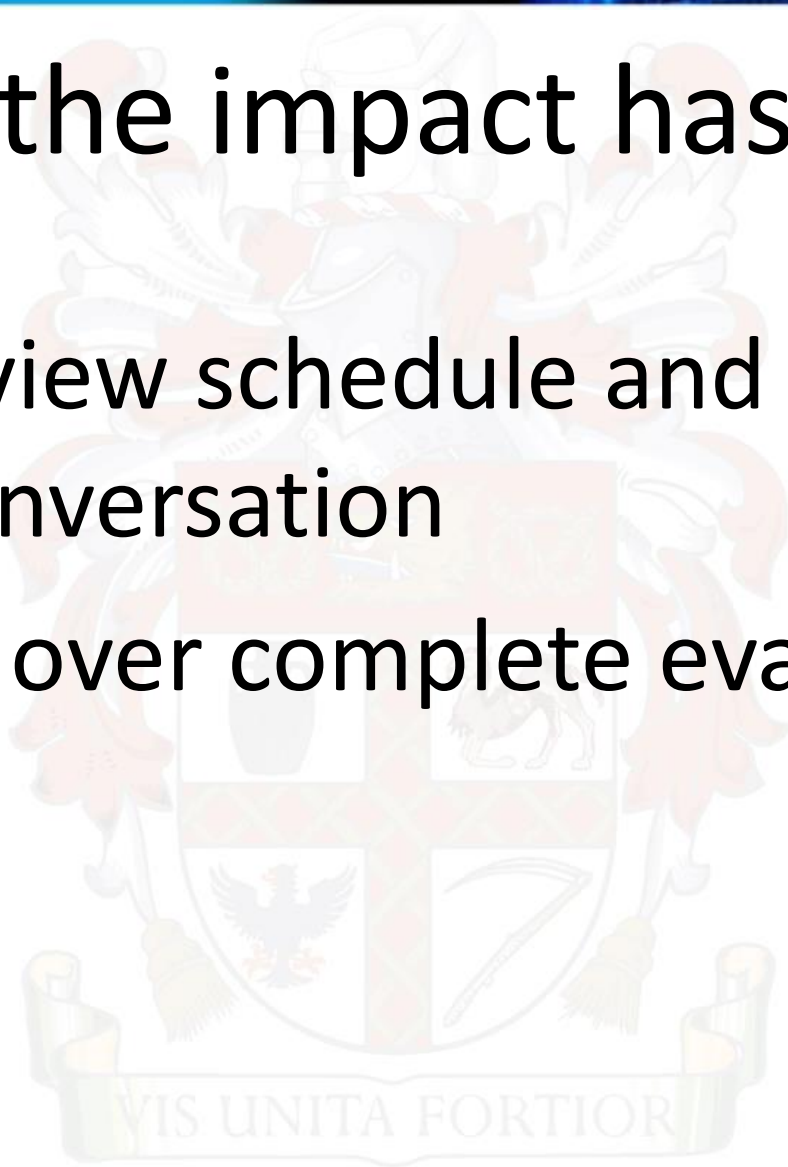
What we have done

1. Key stakeholders – LPC, Pharmacy representatives, Public Health.
2. Safe-guarding
3. Tendering process
4. Insurance
5. Feasibility study
6. Training evening
7. Development of service spec



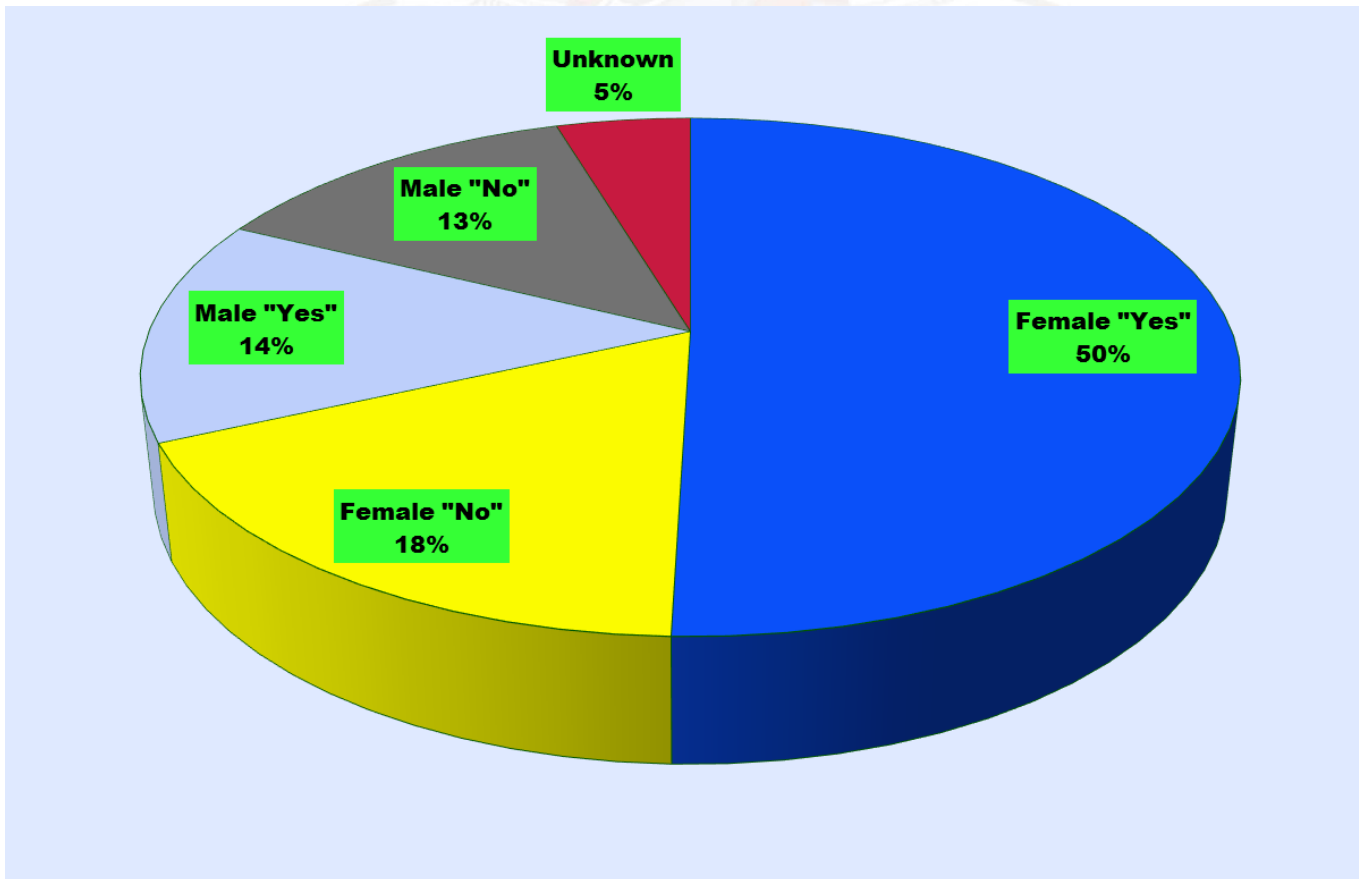
What the impact has been

- Follow interview schedule and engage patient in conversation
- After visit is over complete evaluation form.



What the impact has been

Did patient appear to understand the use of their medicines? (n=170)



How technicians could tell if patients did not understand their medicines

Did not know why taking some tablets

Did not know why I need warfarin and the blood test

Never sure when and how to order my meds

Did not know why taking some tablets

Don't know what meds are for but just taken them as I am told

I always forget to take my tablets – my memory is poor

Only my wife knows about my meds – I do not understand them

Did not know how to store my eye drops

Takes alendronic acid and lansoprazole, "was confused about which I take and when

I wish I knew more about why I take my meds



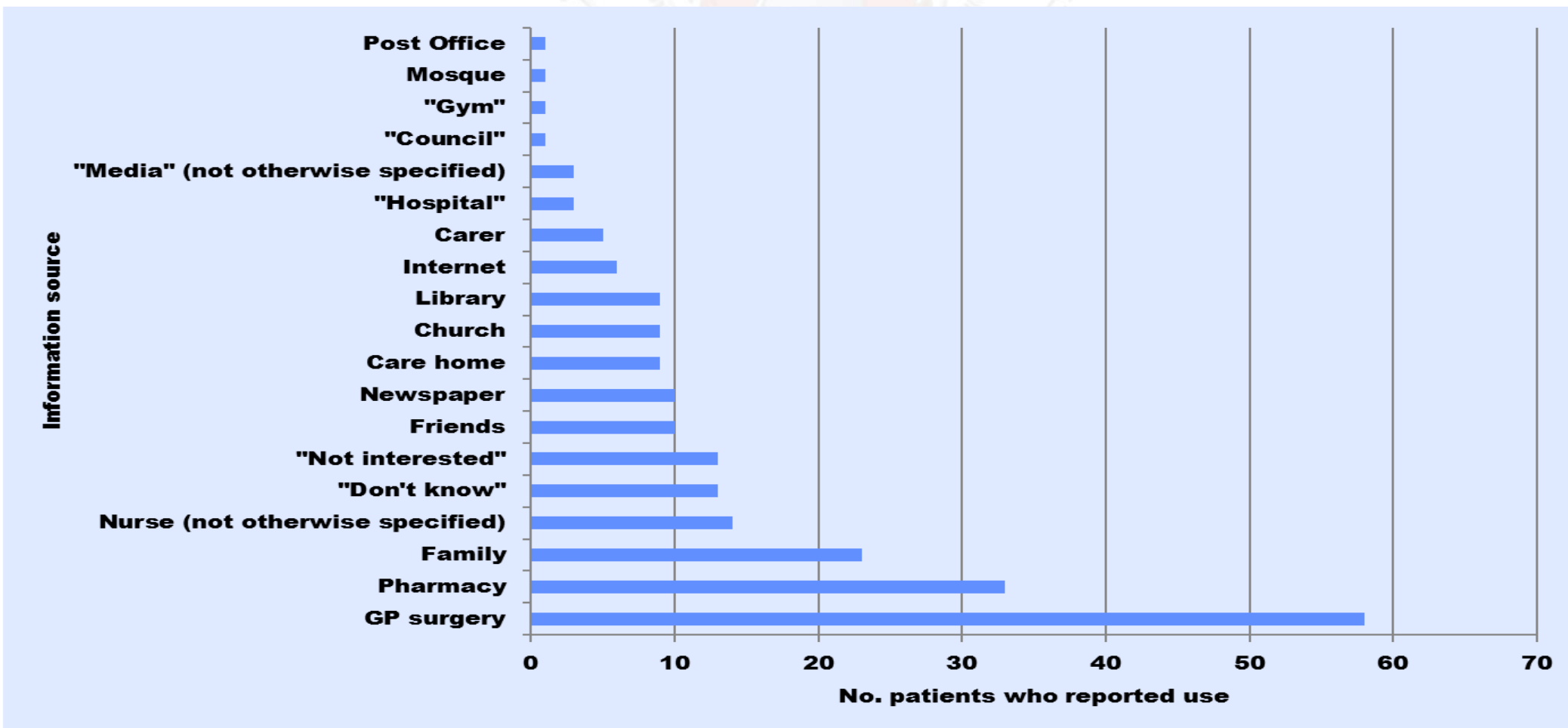
City of
Stoke-on-Trent



City of
Stoke-on-Trent

What the impact has been

where did the patient find local information from?



What's next?

- Training for all pharmacies and staff within Stoke
- Doctorate study of what pharmacist know about HL

