Summary of District Health Boards’ Expert Advisory Group Co-Design Workshop 2017

The co-design workshop aimed to find out what pharmacist services really matter to people so we can work together to set these services up close to people’s homes.

Key Themes

- People want a trusting relationship with a pharmacist and for services to be provided in a person-centric and culturally appropriate way.
- People want information about their medicines to be available in a way that is easy to understand, to know what a medicine is for, and to be informed of side effects and interactions.
- People want to be empowered to self-manage and access their pharmacist for regular health checks, monitoring and on-going medicine management.
- People’s experience of pharmacist services was found to be variable depending on accessibility, relationship and communication with their pharmacist and knowledge of what a pharmacist does. Experiences were found to be particularly variable for those with mental illness.
- Pharmacists should be part of a comprehensive integrated health system.

Gaps, Barriers and Issues

Gaps, barriers and issues drawn from what matters to people and what is not working well include:

- Variability in the access and provision of a pharmacist service.
- Provider and consumer differences in health literacy and lack of pharmacist consultation skills.
- Pharmacist services are not well integrated into primary healthcare.
- Pharmacist preparedness and workforce readiness to provide integrated pharmacist services.
- People are not aware of services and subsidies available.

Guiding Principles

Feedback from the workshop question of ‘what a good service should look like’ informs the development of these guiding principles for pharmacist service development shown in the following diagram.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Connection ‘What matters to me’</th>
<th>Access to pharmacist services for people to complete a range of services within an acceptable time frame, close to home</th>
<th>Delivering quality services through one source of information</th>
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</table>
| Person-Centred Services | Focus on engagement
Cultural responsiveness
Trusting relationships
Pharmacy setting is comfortable and there is a private consultation area to speak with the pharmacist
Non-judgemental language and de-stigmatisation | Long term conditions medication management
Wellness and empowering people toward self-management
Pharmacist services in my community/home
Assessment/screening services
Pharmacist as first point of contact for medicine management | Sharing of information across health care services/professionals |
| Health Literacy | Knowledge of pharmacist services
Person will know who their pharmacist is and what their role is
Knowing the questions I want to ask and having time to ask the right person | Understandable information
Awareness of my medications (when to take, interactions)
Easy to read and understand medication information | Communication, health literacy from person’s perspective |
| Systems and Processes | Accessible pharmacist services in my community
Knowing my entitlements and removing cost barriers
Telling my story once
Connected up systems and processes | Medication reviews and reconciliation
Clinical expertise and workforce development
Delivering value and high performance
Telehealth systems to support pharmacist services
Combined alternative/complementary therapies with conventional medicines
Affordable medicines | Integrated systems
Networking and collaboration across healthcare teams/service
Integrated health IT system |
| Workforce | Communication and relationship skills | Quality clinical interventions | Pharmacists integrated into general practice teams |