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

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
- Only my wife knows about my meds – I do not understand them
- Never sure when and how to order my meds
- Did not know why taking some tablets
- I always forget to take my tablets – my memory is poor
- Only my wife knows about my meds – I do not understand them
- Takes alendronic acid and lansoprazole, “was confused about which I take and when
- I wish I knew more about why I take my meds
- Did not know how to store my eye drops
- I always forget to take my tablets – my memory is poor
What the impact has been
where did the patient find local information from?

- Post Office
- Mosque
- "Gym"
- "Council"
- "Media" (not otherwise specified)
- "Hospital"
- Carer
- Internet
- Library
- Church
- Care home
- Newspaper
- Friends
- "Not interested"
- "Don't know"
- Nurse (not otherwise specified)
- Family
- Pharmacy
- GP surgery

No. patients who reported use

stoke.gov.uk
What’s next?

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