

FEEDBACK FORM FOR THE PARTICIPANTS (n= 26)

1. List the three most important things you learnt during the workshop

Concordance in practice especially in European countries
Group dynamics.
The specific value of social and humanistic sciences in pharmacy
Great understanding of concordance
Consumer educations
Using different kind of technologies to achieve concordance
Patient counselling and how it is linked to concordance
Concordant model: complexity vs. simplify
Timetable -> change takes long time
Different approaches culturally based
Concordance, benefit of concordance, the need to put some efforts in getting the process going
Differences between compliance and concordance
Ways to train pharmacists to use concordance model
If you want to establish concordance you have to address it on different levels at the same time but also keep in mind to adapt speed to the group concerned (pharmacists, students, technicians, nurses, GPs, etc). Written information can support concordance.
It is not a unilateral explanation but listens to the patient's assertion well and thinks what should be necessary
Concordance is not equal to compliance
Concordance is the process including practicing patient education and it may take a few decades
Chain from paternalistic to concordance is needed but it will not be easy
A lot of practice will influence the process
Concordance/compliance differences and combinations
Concordance practices in different continents/countries
How to practice concordance to get better compliance
The concept of concordance model
Examples of education methods of concordance model (especially impressed by the patient educator who have histories in mental illness)
Way of workshop itself
The differences between monologue and negotiation
Concordance is the process it needs time to take effect
Need to empower patient in concordance.
Counselling < concordance
Guidance < concordance
From compliance to concordance
Patient oriented concepts
Importance of written information of concordance
Ways of using written information to support concordance
Rationale for concordance
Ways to adapt patient counselling to concordance

That concordance based patient counselling is likely to become the predominant form of counselling about medicine

Overview and a clearer insight of the barriers to overcome introducing concordance in the practice

Different from concordance and counselling

Support concordance system

Video library

It is an important project and it is not easy

Philosophy of concordance

Fundamentals needed to put concordance into practice

Sharing ideas about improving customer drug treatment using concordance

Patients are experts

More needs to be done at undergraduate and postgraduate levels

Learning from experiences from colleagues in other countries

Concordance will ultimately improve concordance

Concordance ideal more difficult to apply to vulnerable groups e.g. Nursing homes, low literacy, learning difficulties

Concordance is not just a pharmacy thing it is system approach

Information in medicines is always about negative points, pay more attention to the benefit

2. How are you going to implement thing you learnt in your daily practice

As a faculty researcher at the bachelor and graduate levels I will try to introduce and develop the concordance concept in our everyday practice

It is very difficult because our countries economy development. Today drug access and health care are the priorities.

Focused discussion of concordance with others in my practice

Suggest concordance exercises to CPD organisation

Review evidence about concordance and its benefit

Well by stating written information to administer them to the patient

Study to impalement the IT technology in the hospital

First acceptance of model

Start of with motivating pharmacists

Present the evidence to other pharmacists

Roll out model

Make sure the is a structure which secures the model (coaches/network)

Educate my colleagues on what I learnt

Talk to patients on the issues of concordance

Plan with the other stakeholders on the way forward

Set up training for pharmacy teams

Set up projects for certain diseases in which pharmacists and clients discuss medication.

Discuss the concordance as a way to each better result in medicine taking by the patients with decision makers and organizers of GPs and implementation organisations.

How can we innovate our CMI knowing what concordance means

All health care professionals must be involved not only the pharmacists

Changing from paternalistic to concordance

Concord better physicians and patients

Remember patients come different cultural and educational levels

Use of new technologies for better concordance

Apply concordance concept in daily practice

Initiate dialogue with other health care providers, sell them the idea

Start small concept at the time

Monitor the process

Use concordance in our practice

For teaching the concept of concordance are useful

Will be setting up a concordant model in practice as part of Ph.D. Project working with GPs and patients with cardiovascular diseases

I will bring a group industrial labelling people together to discuss what pharmaceutical industry can do to support this movement

IT and e-mail

As I work in Medical Information Centre I could carry the idea of concordance to my partners and colleagues, I will improve my own practice

Integrate into pharmacy course

Treat each customer as expert, Lobby more support from policy makers for concordance

Use more expert patients/consumer educators in education

3. Feedback to organisers about this training and future programs

The symposium was very good. Well organized and conducted. I think the content should be more profound based on the audience. Better focus on the selection of the participants might be the answer. Thank you it was my pleasure to be with you.

Communication skills training example were not useful

Poor videos

Cold room

Instructions to the group need to be more clearer- Marja not at all clear

It was well organized and shared good ideas from all the lecturers

Surroundings: very cold, noisy microphones, presentations/videos, slides tested before

Perhaps more material in advance, special for working groups so there is no confusing about assignment

Really did enjoy learning from you and relaxed atmosphere were really encouraging to participating the group

Good program but more people with experience on the problem on the concordance to lead the program

Can we have a patient (customer) as one of the facilitator of the program next time?

Present projects in which concordance based consultation has been useful in practice, what are the results?

Keep the combination of lectures and workshops

Good idea to organized such an event preceding the conference

May be more active in asking opinions

Ask a person his/her opinions maybe get more discussion and feedback for you as organizers

Well-organized, needed more inputs organizers/experts

It is very appropriate and timely

World is changing and pharmacy practice has to change too

Theatre may be good to students

Group discussion was good

It would be nice if more academic aspects would be presented

Very useful session especially first day

Group work provide opportunity to share views with others who are various stages and knowledge of concordance

Less focus on communication skills (important but not so key for symposium like this)

But on the issues that pharmacies face when advising patient on the choices of risks

Scientific communications system vs. practice counselling

For future continuing to design this kind of activity

Day 1 better than Day 2

First afternoon on written information bit too basic, more examples from community pharmacies/hospital pharmacies rather than academic

Medicines info to practitioners just as important for good concordance as info for patients

Right length

Nice way to introduce people, this breaks ice immediately