

**Patient perspectives on
medication review**

29th September 2004

Gill Dorer

Professional Development Manager

??? Question ???

Evergreen Medical Centre
Pinnock Road
Thake

Date: 1st July 2004

Mrs Gillian Greene
2 The Close
Thake

Dear Mrs Greene,

You are invited to attend a **MEDICATION REVIEW** clinic appointment here on

Monday 19th July 2004 at 10.40am

Please telephone the practice to rearrange the appointment if you are unable to attend on this date.

Yours sincerely,



Practice manager

- You have been invited for a medication review?
- What do you want to get out of it?

Our findings: what patients want from a medication review

“I’d like to know what’s wrong with me.”

“Do I really need ALL these tablets?”

“What new medicines are available to prevent me from becoming ill?”

“We’d like to ask all the things we couldn’t ask when we were very ill.”

“Will my pain go?”

But patients' real expectations of a review fall short of their hopes

- **Invitations are automated and impersonal**

“The practice knows my sister in law is housebound, but the letter was sent by them.”

“My sister in law is housebound and she had one of these letters but no way she could get there so we just ignored it..”

- **Seen as for the benefit of the NHS/health professional**

“I thought to myself, well, I'll go along and do my bit.”

- **Not clear what it will achieve**

“All my medications are prescribed by the hospital, not my doctor (GP).”

The review itself: positive experiences

“Last time I came it was actually filmed for training or something and it was very thorough, excellent”

“No, I don’t think it is a waste of time. You can be on tablets for too long”

“It wasn’t just what you went for. It was the whole person. And there was plenty of time.”

**With pharmacist review, people often felt it was to
'check up on them'**

"I think the meeting with the pharmacist was to see, really, if you were mentally alert & taking your medication- the morning ones in the morning & the evening ones in the evening- being checked up on."

"The pharmacist just wanted to review what tablets you was taking."

"It was really to see if you needed help having your memory jogged to take this tablet or that tablet. That's the impression I got."

Others felt their views and questions were not really heard

“She was only asking questions about what tablets you take. She was only interested in asking questions.”

“Well I wouldn’t say I actually asked her why, no (*about side effects*). I didn’t think she was open to it.”

“They listen and pay attention, but sometimes they make it worse. I just keep changing, changing. I can’t take it no more”

Patients had strong views on the profession of the reviewer

“She said to me “I can’t tell you a lot. It’s got to be reported back to the doctor.” Not maybe in the same words, but it meant that. She said I would hear.”

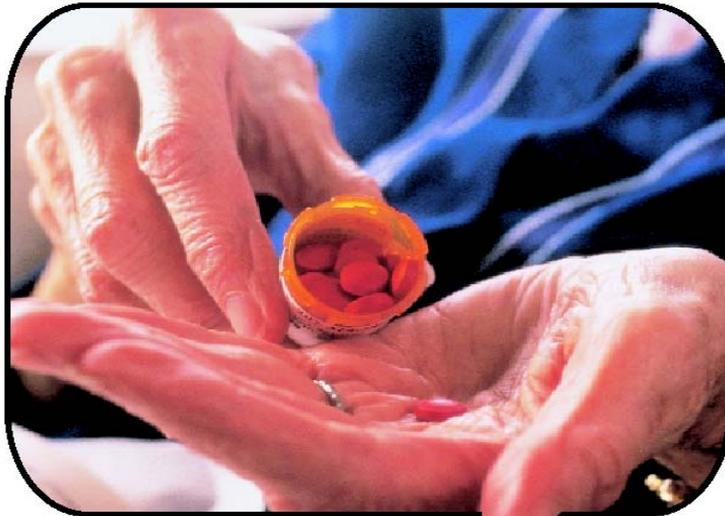
“I don’t think it would be much good (*asking anything*) as she was only-only!- a pharmacist.”

“See, I thought the doctor knows all the tablets I am on. So why is someone else coming to see me?”

“I would have preferred a doctor or nurse.”

??? Question ???

**If you have any
questions about
your medicines
just ask...**



www.askaboutmedicines.org

This poster is supported by the National Patient Safety Agency (NPSA). www.npsa.nhs.uk



National Patient Safety Agency

Our research showed that many patients are reluctant to voice their questions and concerns during their medication review.

Why do you think this is?

Findings: why patients don't voice their concerns

“I don't want to be a nuisance.”

“They won't listen.”

“I would be challenging their professionalism.”

“I don't want to bother the doctor.”

“If I ask questions, they might think I am being awkward”

**“Can we help you” Project,
Age Concern, Blackburn
with Darwen, July 2004**

??? Question ???



- **Patients' actual experiences of medication review seem to fall short of their expectations.**
- **What needs to be done to make medication review a more patient-centre experience?**

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www.medicines-partnership.org