

## **PRESCRIPTIONS FOR PARTNERSHIP CONFERENCE**

### **FEEDBACK FROM SMALL GROUP DISCUSSIONS ON TAKING SHARED DECISION MAKING FORWARDS**

#### **WHAT PATIENT ORGANISATIONS CAN DO TO PROMOTE CONCORDANCE**

- **This was the first time that many delegates had heard about the work of Medicines Partnership. More needs to be done to promote it to patient organisations (PO's)**
- **The involvement of PO's is vital to get this approach working**
- PO's' communication channels will be useful for spreading the concordance message – journals, websites, helplines, awareness programmes, self management training
- PO's can help influence health professionals through providing information but would be even more powerful if we did it together!
- Everyone at the conference should promote the issue (and Focus on Your Medicines) to their organisation and members
- The NHS lacks time. PO's have lots of time and health professionals should use them as an available and cost effective resource

#### **SUPPORTING, TRAINING AND EDUCATING PATIENTS AND THE PUBLIC**

- PO's can train and support patients to be involved in service design
- PO's can support individual patients through advice, advocacy and information e.g. on advance directives
- PO's can play a key role in telling people about the skills and role of pharmacists and other health care professionals
- PO's can help by providing patients with checklists of questions to ask health professionals. Focus on Your Medicines – the Medicines Partnership guide to medication review for patients – is a good resource for this. More like this from MP/LMCA please
- Encourage people to see their GP to talk about medicines when they are well, not wait for acute episodes
- Start to educate children now so that, over time, partnership between patient and HCP will become the norm
- Make “Managing relationships with health professionals” part of the national curriculum

#### **ENCOURAGING HEALTH CARE PROFESSIONALS TO WORK IN PARTNERSHIP**

- All patients have a role to train and educate their HCP's during consultations
- Patients and HCP's must learn to be honest with each other
- Don't let fear of litigation hold back progress on concordance
- Give patients the opportunity to choose the length of appointment they need with their GP between 5 and 20 minutes. Surgeries doing this are able to manage time.
- More consultation time at the beginning will enable the building of relationships and less use will be made of HCP's later
- Keep up pressure and awareness raising to health professionals in simple and consistent language
- Offer incentives for collaboration between different HCP's

## **INFORMATION IS THE KEY**

- It's not enough to provide information. It is vital to get it into the patients' hands
- Beware of information overload
- There is a large amount of information about medicines available but it is inconsistent
- There is a need for better information about medicines that is correct, consistent, independent and up to date
- PO's can inform members how to access high quality information and direct them to the best information
- Public literacy about health is a public health issue
- GP's need better access to quality information at their fingertips that they can give patients to explain things that they don't know/don't have time to go into.
- Patients should not expect GP's to know everything about their individual condition

Medicines Partnership, 2004.