

## **AUDIENCE FEEDBACK FROM BPC PRESENTATION ON MEDICATION REVIEW**

### **1) What patients are thought to want from a medication review**

- Am I on the right medicines?
- Reassurance
- Benefits versus risks
- What are the risks?
- Side effects
- Discussion about recent events
- Can I stop?
- Am I taking them right?
- Is there anything better?
- A chance to ask thought through questions

### **2) Why patients may be reluctant to voice their concerns during a review**

- The reviewer is not known to the patient
- Confidence has not been established
- There is not a culture of getting advice from pharmacists
- The professional knows
- Patients are not involved in setting the agenda for the meeting
- Pharmacists would benefit from training in consultation skills

### **3) What needs to be done to increase the patient-centredness of reviews**

#### **Informing and supporting patients invited to a review:-**

- Frame the letter of invitation well.
- List FAQ's on the invitation letter
- Have a pre-review chat
- More information provided about the review and a patient's right to ask questions
- Encourage patient to bring a friend
- Make patients aware that the review is for their benefit

#### **Pre-review preparation for the health professional:-**

- Pharmacists need to prepare for a review
- Create the right environment
- A choice of where the review takes place

#### **Skills for effective reviewers:-**

- The reviewer needs good communication skills
- Individual consultation skills are needed
- It needs to be a patient centred experience
- Fit the style to the needs of the individual patient

#### **After the review:-**

- **Write up outcomes for patient and medical record**
- **Ensure independent evaluations**

#### **Integrating medication review into primary care:-**

- **Involve the primary care team**
- **Ensure the reviewer is seen as part of the patient care team**
- **Put photos of the care team on the surgery wall**
- **Show videos of patient reviews in the waiting room**
- **Describe medication reviews in the practice leaflet**

#### **Developing and improving medication review:-**

- **Undertake effective marketing**
- **Allow pharmacists to prescribe during the review process**
- **Consider how patients are recruited. Could they self refer?**
- **Make the process clear and this will influence the outcome**