

Title: Patient experiences with a pharmacy-based new medicine service for chronic patients

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Abstract:

BackgroundA new pharmacy service was launched in Denmark in 2016, namely a medication dialogue service for newly diagnosed patients with a chronic disease. The purpose of the service is to help patients get a good start in using their new medicines. Research has so far not adequately addressed patients&acute; experiences with the service.MethodsObservations of 11 patients receiving the service by pharmacists in a Danish community pharmacy was carried out. Qualitative interviews were carried out with all patients prior to and after the service, just as 9 in-depth interviews were carried out 2-3 weeks after service provision. Interviews were analyzed using meaning condensationResultsPatients expressed increased knowledge, reassurance about their medicine, relief and clarification as a result of the service. However, the service had almost no impact on the way patients used their medicines. The patients could recall a limited amount of information provided during the service, and half of the patients did not think the service had been necessary for them. ConclusionPatients had a positive experience with the service, but challenges were observed regarding recall of information provided by the pharmacist. Focus on specific target groups with special needs and handing out a written note at the end of service provision are suggestions for further service development.