Barriers and Facilitators for Evidence-Based Self-Care Counselling in Community Pharmacy

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Declaration of interest:

I herewith declare that I have no conflict of interests

Qualitative study: Aim and Methods

- Community pharmacists' and assistants' views on the role of the community pharmacy in evidence-based self-care advice
- Barriers and facilitators for providing evidence-based self-care advice

- Semi-structured interviews
- Topic guides based on Theoretical Domains Framework
- Interviews audio-recorded, transcribed verbatim
- Deductive Analysis in NVivo 20

Professional roles

- Pharmacy assistants provide appropriate advice with or without OTC medication

- Protocols, lifestyle advice, medication safety check and evidence-based products advice

- Pharmacists available for consultations in complex situations

- Optimal conditions for self-care advice, securing task delegation, feedback to assistants and discussing self-care with general practitioners

Barriers and facilitators for self-care advice

- Lacking ready knowledge

- Lacking cooperation with GPs

- Time-pressure (crowded waiting area and prioritizing of prescribed medications)

- Belief that WWHAM questions always lead to correct advice

- Consumers' and patients' unjustified belief in advertisements, commercials and the internet

- Availability of self-care guidelines

- Conversational (verbal and nonverbal), process and analytical skills

- Skills development and assessment

- Access to patient records

Conclusions

- Pharmacists should create an optimal environment in the pharmacy for self-care advice, such as minimising environmental stressors and providing sufficient time for advice.

- Pharmacists should arrange knowledge and skills training, assessing themselves and their team to improve the quality of self-care advice.

- Pharmacists should improve cooperation with GPs and raise awareness of medication safety of self-care products with patients and consumers.