

Pharmacies as a member of the primary health care team

Jaimie Poorter on behalf of the Lower Hume Diabetes Working Group
Lower Hume Primary Care Partnership (PCP)



Aims

- ▶ To improve chronic illness care for consumers with diabetes, through improving relationships with community pharmacies within Lower Hume.
- ▶ Then evaluate the project to analyse processes and outcomes to identify opportunities to progress this work further to improve chronic illness care for consumers with diabetes.
- ▶ As well as provide learning's and resources to support others to replicate this work within their catchments.



Engaging pharmacies

From initial surveys with pharmacies, hospitals and health services realised partnering with their local pharmacies could improve:

- ▶ Continuity of care
- ▶ Consistency of information
- ▶ Referrals to allied health
- ▶ Screening



So the group implemented the following:

- ▶ Service posters (local towns specific)
- ▶ 2 Information sessions
- ▶ Diabetes resource packs for pharmacies



Pharmacy project evaluation

Mixed set evaluation methods were used including:

- ▶ Stakeholder and participant surveys / interviews
 - ▶ Review of processes, tools and resources
 - ▶ Impact of delivery of initial work.
-
- ▶ From this an evaluation summary report with resource CD was produced and distributed to other Hume Region PCP's to utilise, as well as available on our website www.lhpcp.org.au

Pharmacies as members of the
primary health care team



Evaluation Summary Report
April 2017

Outcomes

Consumer feedback showed:

- ▶ diabetics have close relationships with their pharmacy.



Pharmacist feedback showed they:

- ▶ valued knowledge of health services, screening and onwards referrals.
- ▶ require regular and sustainable communication with health services.
- ▶ need access to local clinicians and guidelines to enable them to better support customers.

Diabetes Working Group feedback showed:

- ▶ local approach, initial engagement surveys, pharmacy information sessions and awareness raising of the pharmacists role in diabetes care strengthened the project.
- ▶ project was time consuming and labour intensive.

Overall health services perceived positive outcome regarding communication and relationships with local pharmacies.



Next steps

- ▶ Define roles and responsibilities of pharmacies, GPs, allied health etc. for local model of care building on Health Pathways.
- ▶ Support pharmacies to sign up to NADC and work through pharmacy accreditation.



Contact

Jaimie Poorter

Jaimie.Poorter@lhpcp.org.au

03 5735 8094

0417 131 527

www.lhpcp.org.au

