

COMMUNICATION CHALLENGES FOR PHARMACISTS

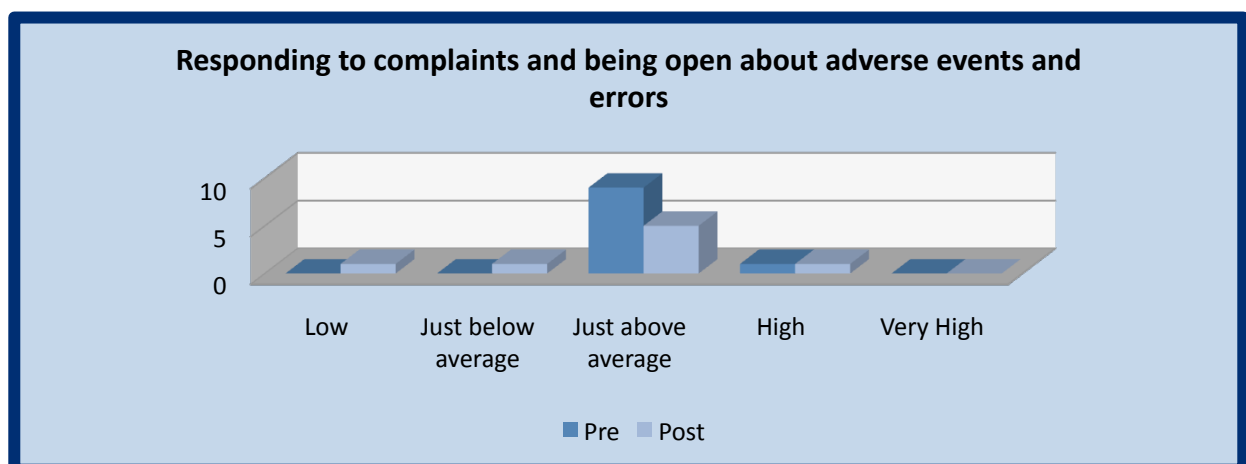
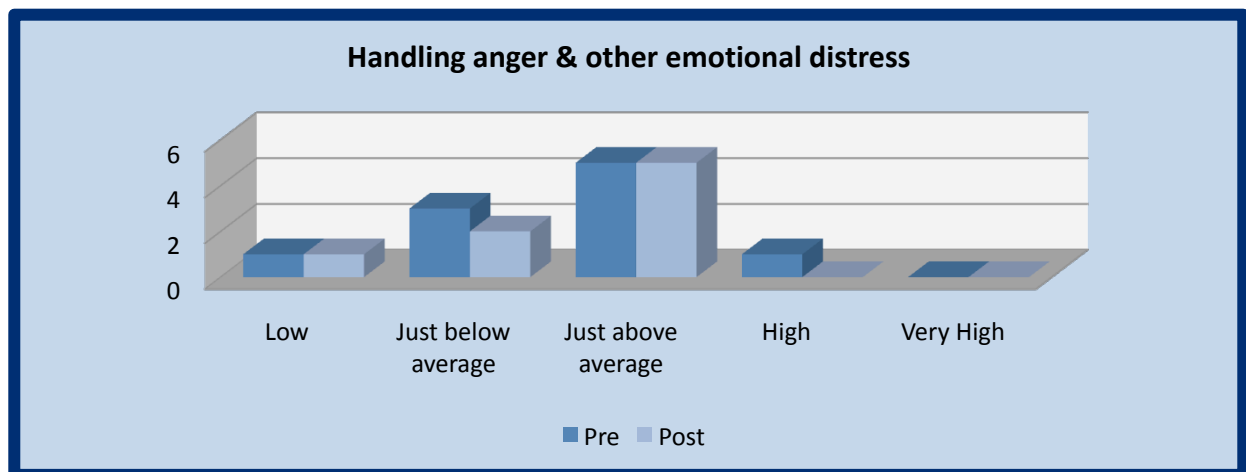
20TH MARCH 2018 | ROYAL INFIRMARY OF EDINBURGH

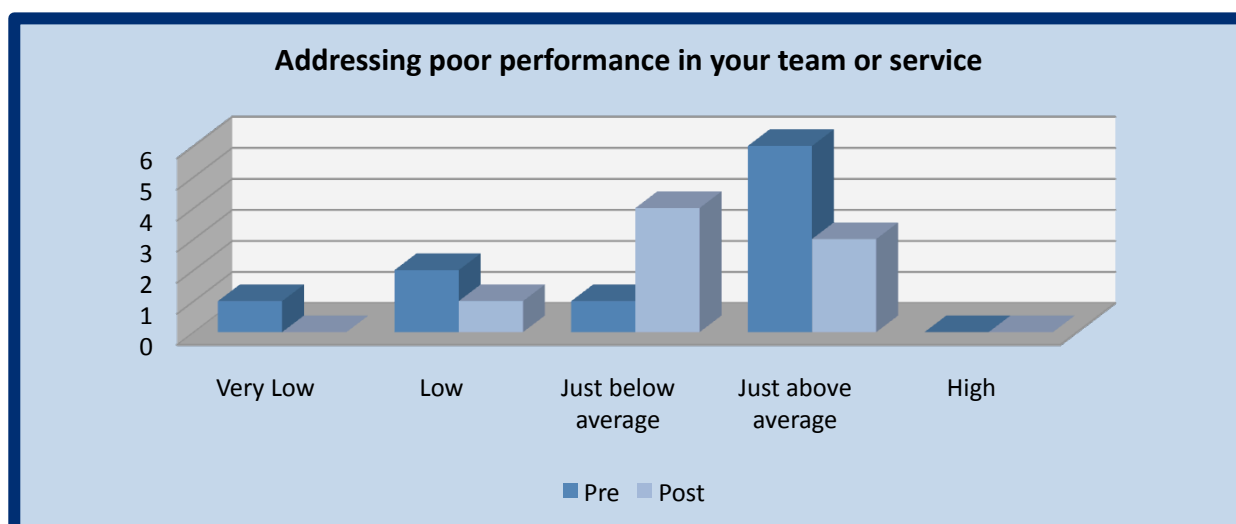
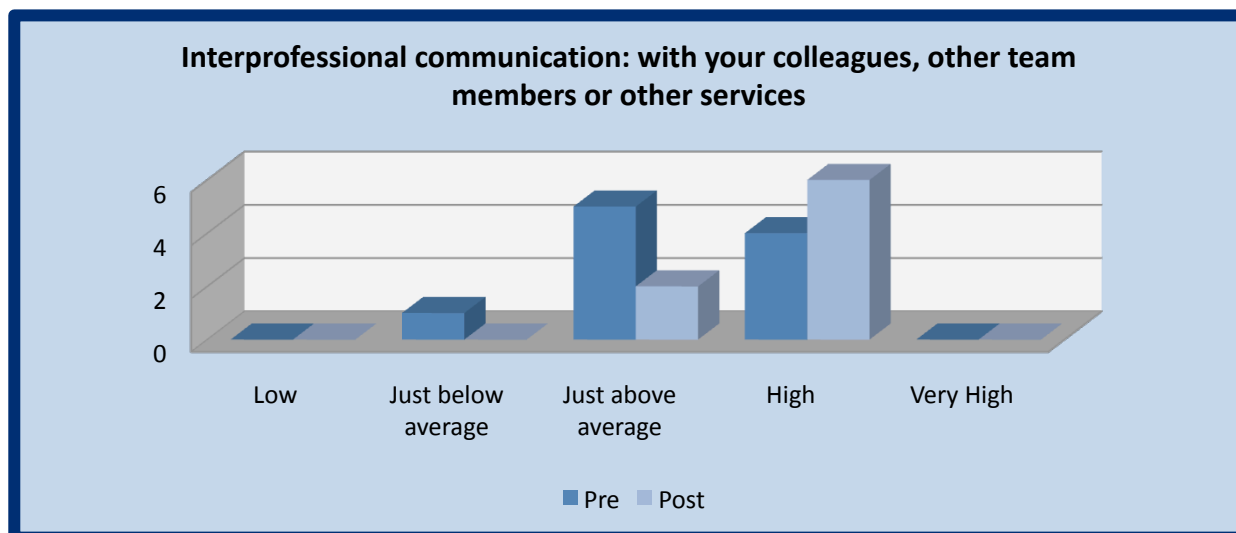
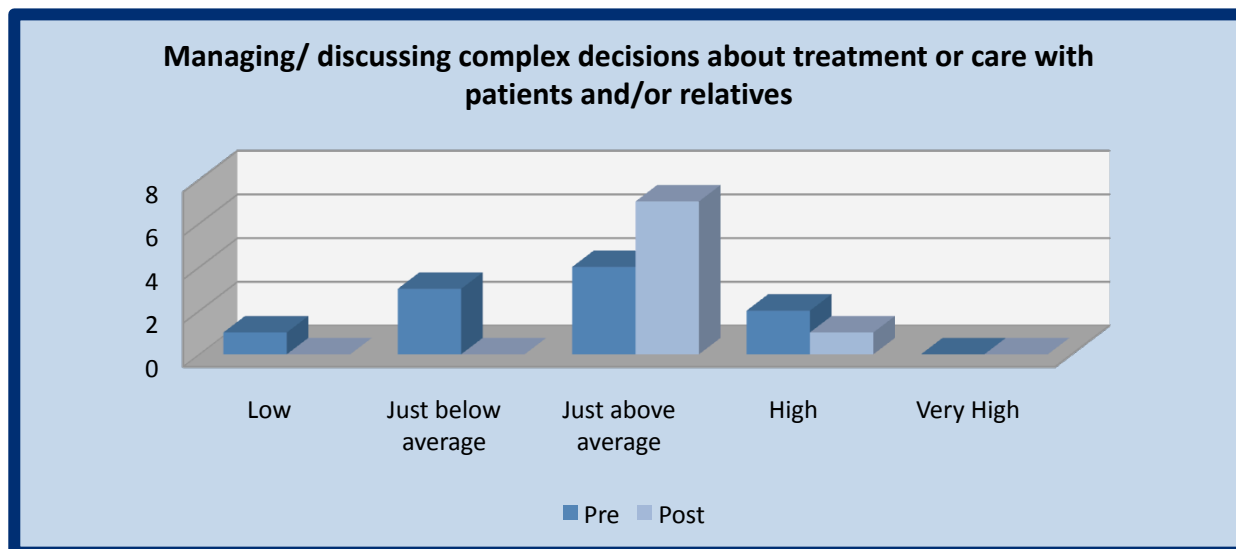
9 Pharmacists took part in a one day interactive workshop focusing on scenarios and management challenges. Participants agreed an agenda at the start of the workshop based on situations from their own practice. Topics included:

- Apologise if a mistake occurs in prescribing
- Have conversations with senior medical staff regarding use of medicines
- How to talk to people about stopping medications (with poly-pharmacy use)
- How to manage situations where a patient is angry (about perhaps waiting a long time for medication at the end of hospital stay)

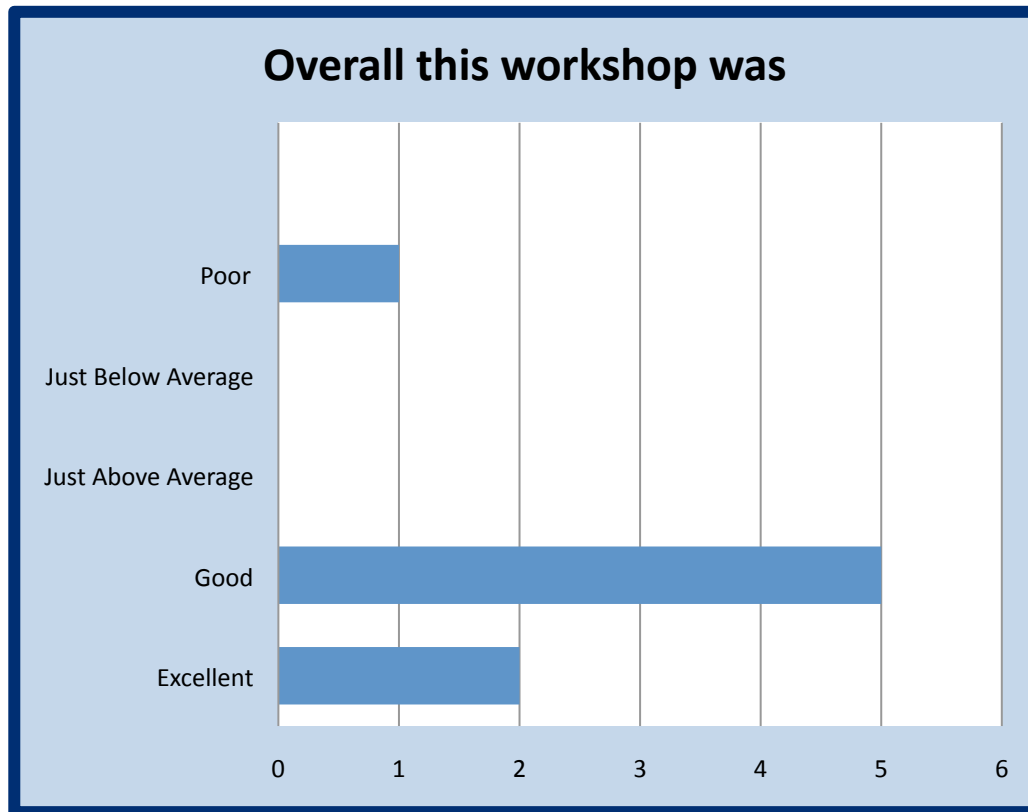
PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

Participants completed pre-course (9) and post course evaluations (8)





GENERAL COURSE FEEDBACK



SUMMARY OF EVALUATIONS

Overall, the workshop was highly rated by the majority of participants. Most participants said they found the supported, informal peer group learning particularly effective in improving their communications in challenging scenarios. Others said they found it valuable having a group with members from different backgrounds and with different issues. Many of the participants also noted that the experiential learning and structured feedback was very effective. Some participants said they found it useful to be able to pause and discuss each part and to try different option. Others valued the experience of understanding how the “other person” in the interview was feeling.

The majority of participants said they would recommend this workshop to a colleague.

WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

"The opportunity to explore how the other party is feeling is very effective" - Pharmacist

"Thoroughly enjoyed the session!" - Pharmacist

"Useful to pause and discuss each part" - Pharmacist

"I feel more prepared for everyday conversations" - Pharmacist

"Useful to try out different options and see how this impacted" - Pharmacist

"I enjoyed the workshop" - Pharmacist

"Insightful to hear the thoughts of the patient/consultant being interviewed" - Pharmacist

"Being able to discuss the consultation then try it out was very useful" Pharmacist

"I found that the conversational aspect (allowing pauses to occur) was helpful" Pharmacist

"Checking the other persons perspective to improve communication and identify the need to change approach was very effective" - Pharmacist