EXTENDED PHARMACY SERVICES IN COMMUNITY PHARMACY PRACTICE

Rand Abdulrahman, Lilian M. Azzopardi
Department of Pharmacy, Faculty of Medicine and Surgery, University of Malta, Msida, Malta
e-mail: rand.abdulrahman.14@um.edu.mt, lilian.m.azzopardi@um.edu.mt

INTRODUCTION
The community pharmacy profession has evolved whereby activities are focused towards pharmaceutical care and extended services. Extended pharmacy services refer to services which are not associated with a pharmacist’s traditional roles. These services may include both health education to the public and pharmacist intervention on a clinically based scenario within a healthcare team.1

METHOD

<table>
<thead>
<tr>
<th>Pharmacist Questionnaire</th>
<th>Public Questionnaire</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 Questionnaires</td>
<td>300 Questionnaires</td>
</tr>
<tr>
<td>25 After-Hours *</td>
<td>150 After-Hours*</td>
</tr>
<tr>
<td>25 not After-Hours</td>
<td>150 not After-Hours</td>
</tr>
</tbody>
</table>

*After-Hours: After 7 pm

RESULTS
The results from the Time-Motion study are shown in Figure 3. The pharmacists questionnaire shows that most pharmacists (60.9%) agree that patients should have access to a 24-hour community pharmacy service in one community pharmacy per district while 39.1% disagree. The public questionnaire shows that 73.8% of consumers strongly agree that community pharmacies should open after-hours. The majority of pharmacists strongly agree with extended services such as smoking cessation (48.4%), skin care management (45.3%) and medication review (43.8%). A greater number of pharmacists (87%) are willing to prescribe following physicians diagnosis.

CONCLUSION
The study provides a clear view of pharmacist perception on extended services together with quantitative and qualitative data on practicality of extended services in the community. Results from the questionnaires indicate that pharmacists and consumers are in favour of advancement of the community pharmacy profession and Maltese consumers are encouraging such services. Some of the barriers towards implementing extended services include lack of time, knowledge and increase in workload and responsibilities.

REFERENCE