

EXTENDED PHARMACY SERVICES IN COMMUNITY PHARMACY PRACTICE

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INTRODUCTION

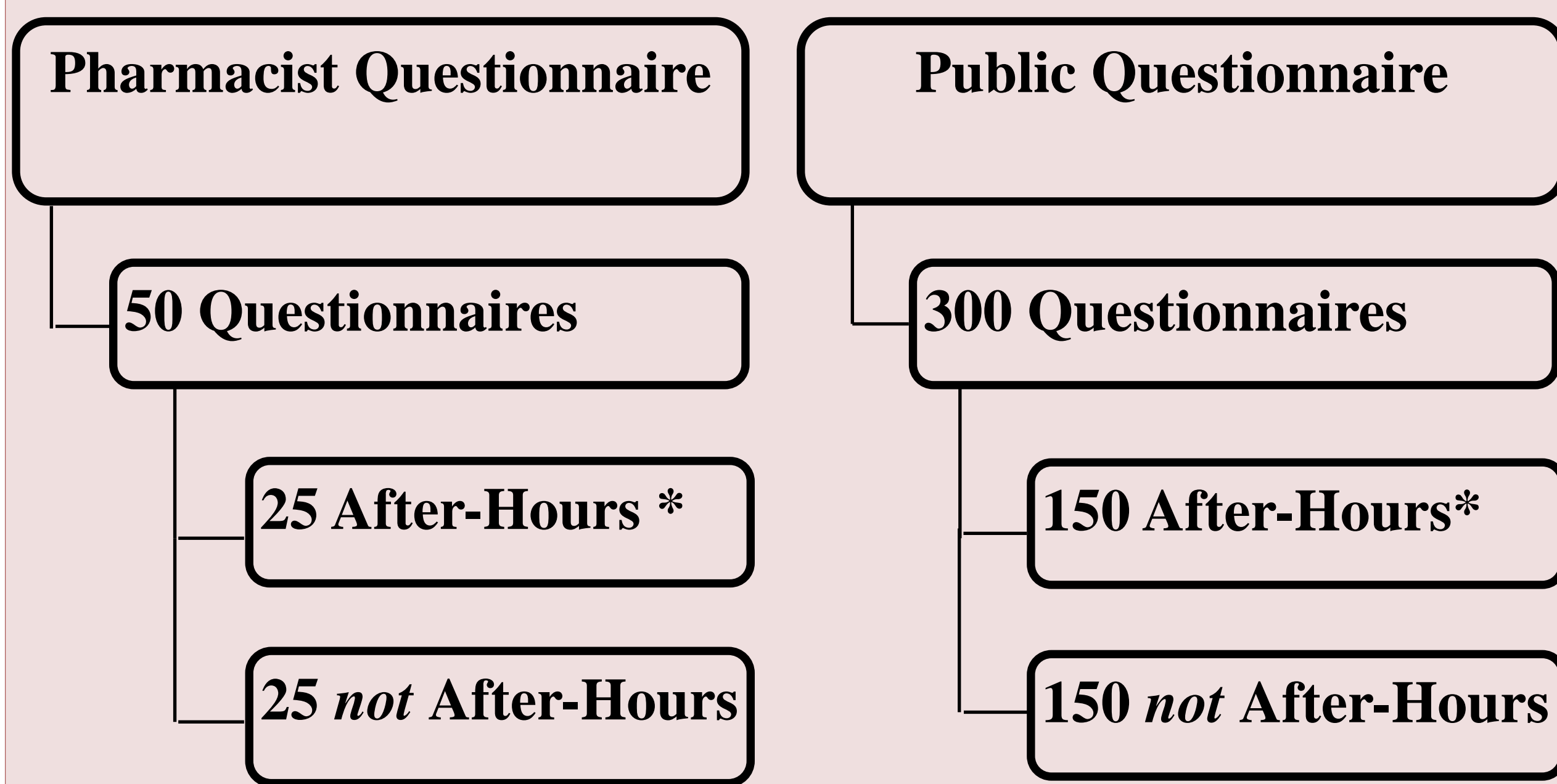
The community pharmacy profession has evolved whereby activities are focused towards pharmaceutical care and extended services. Extended pharmacy services refer to services which are not associated with a pharmacist's traditional roles. These services may include both health education to the public and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

AIMS

- To evaluate the perception of accessibility of pharmaceutical care at all times
- To assess potential extended professional services performed by community pharmacists and relevant barriers

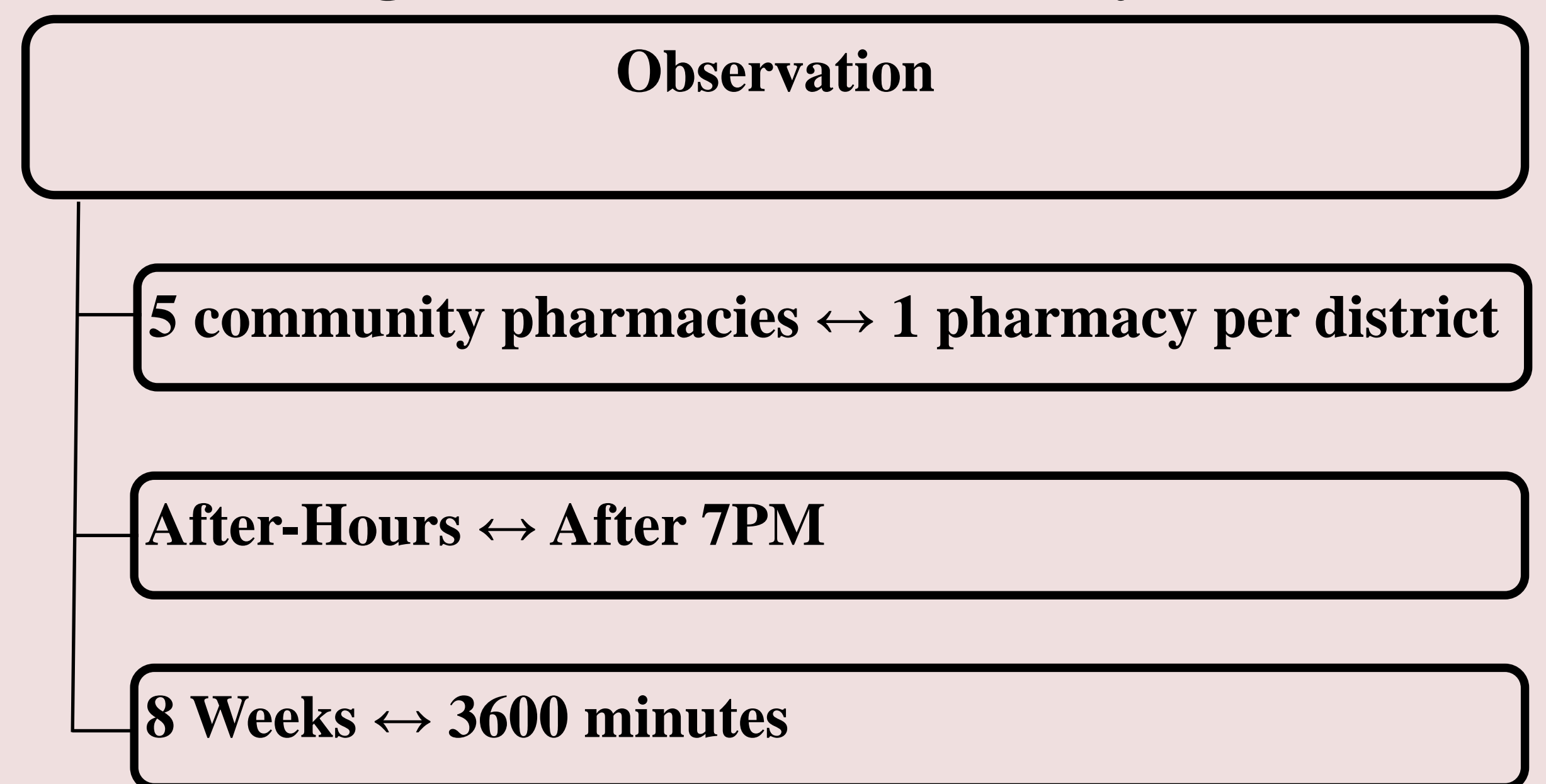
METHOD

Figure 1: Pharmacist and Public Perception



* After-Hours: After 7 pm

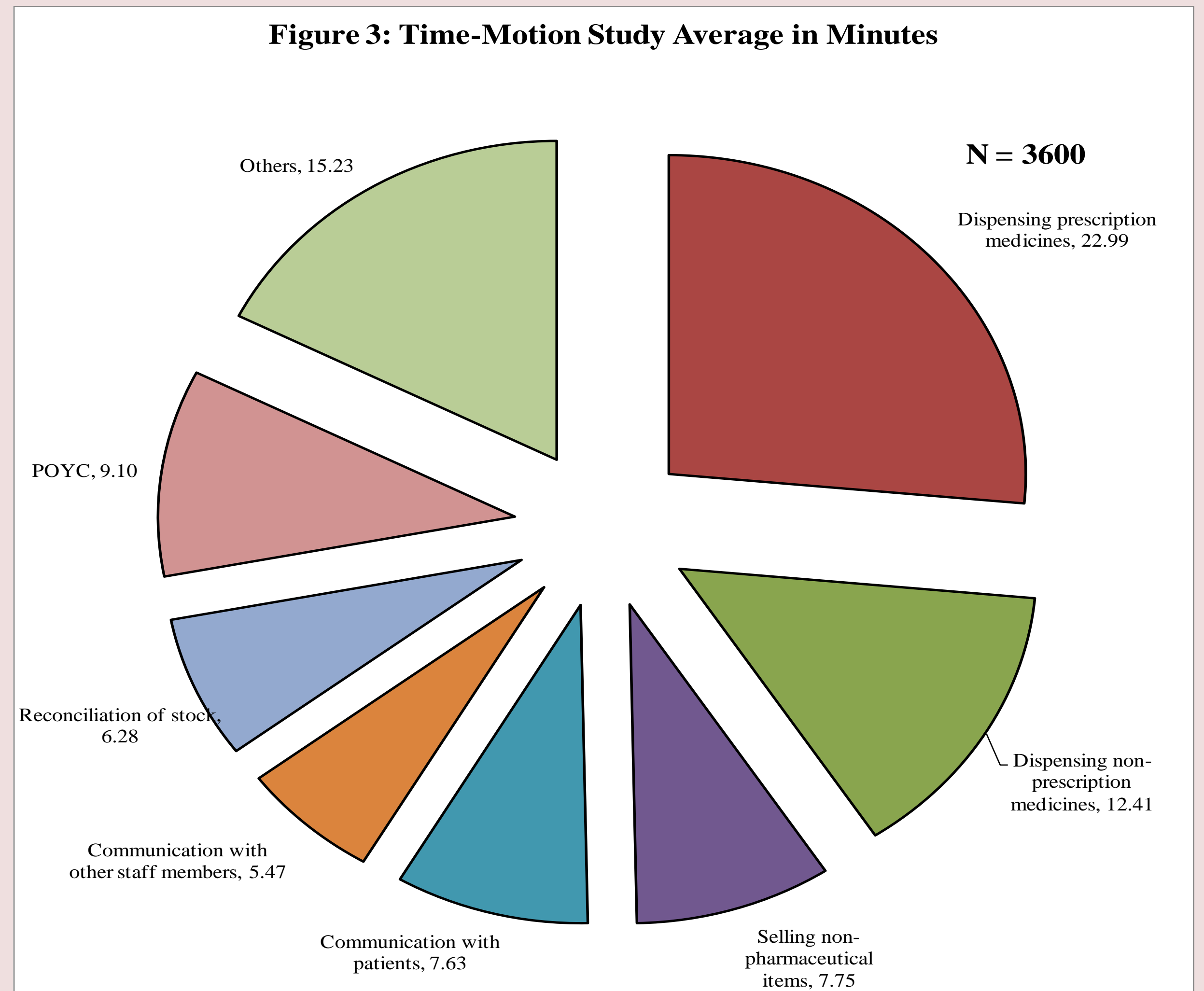
Figure 2: Observation Study



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.

Figure 3: Time-Motion Study Average in Minutes



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

¹ Hashmi, F, Hassali M, Saleem F, Babar Z. A Qualitative Study Exploring Perception and Attitudes of Community Pharmacists About Extended Pharmacy Services in Lahore, Pakistan. Value in Health. 2016;19(7).