

MACLURE, K., CRAIG, G., BOYTER, A., MACLURE, A., POWER, A., OSPREY, A., MCGREGOR, A. and STEWART, D. 2018.
General public awareness and views of community pharmacy services in Scotland: the 'first port of call' study.
Presented at the 47th European symposium on clinical pharmacy (ESCP 2018): personalised pharmacy care, 24-26
October 2018, Belfast, UK.

General public awareness and views of community pharmacy services in Scotland: the 'first port of call' study.

MACLURE, K., CRAIG, G., BOYTER, A., MACLURE, A., POWER, A.,
OSPREY, A., MCGREGOR, A., STEWART, D.

2018



PHARMACY PRE-REGISTRATION TRAINEES FIRST PORT OF CALL STUDY

General public awareness and views of community pharmacy services in Scotland: the 'First Port of Call' study

K MacLure¹ G Craig² A Boyter³ A MacLure¹ A Power² A Osprey⁴ A McGregor⁵ D Stewart¹

1 Robert Gordon University, Aberdeen 2 NHS Education for Scotland 3 University of Strathclyde
4 Community Pharmacy Scotland 5 Royal Pharmaceutical Society

✉ k.m.maclure@rgu.ac.uk

BACKGROUND

The recently published 'Achieving Excellence in Pharmaceutical Care: a Strategy for Scotland' urges community pharmacy (CP) to make itself the 'first port of call' for healthcare advice.

PURPOSE

To explore the Scottish general public's awareness of CP services and their openness to consider CP their 'first port of call' for health care advice.

RESULTS

- ★ 1847 surveys from 102 CPs
- ★ Varying ages and standards of health Respondents aware CPs:
 - ★ 'are contracted to the NHS' (88%)
 - ★ 'Pharmacists with additional qualification can diagnose and prescribe' (54%)
 - ★ 87% would likely/very likely view CP as their 'First port of Call' for common illnesses
 - ★ 72% were unlikely/very unlikely to approach CP with 'more serious symptoms'
 - ★ Intentions for 'monitor or review of regular medicines' were less clear (unlikely/very unlikely (39%) against likely/very likely (36%))
 - ★ 41% lacked an awareness of CP services in general
 - ★ 75% indicated the pharmacist 'should have access to read and update relevant parts of my electronic health record'
 - ★ Pharmacist access to electronic records would make 68% more likely to view CP as a first port of call for health issues



METHODS

A Scotland-wide survey was administered up to 20 times in each of 119 CPs by pre-registration pharmacy graduates. It included Likert scales of attitudinal statements with items developed from existing literature.

Ethical approval had been gained.

CONCLUSIONS

- ★ This Scotland-wide survey indicated the general public's positivity and openness to access community pharmacy services
- ★ However, being recognised as a 'First Port of Call' may require more awareness raising of pharmacist qualifications and pharmacy services

Thank you to all pre-regs and all people who took part