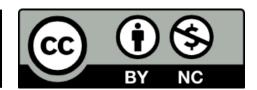
MACLURE, K., CRAIG, G., BOYTER, A., MACLURE, A., POWER, A., OSPREY, A., MCGREGOR, A. and STEWART, D. 2018. General public awareness and views of community pharmacy services in Scotland: the 'first port of call' study. Presented at the 47th European symposium on clinical pharmacy (ESCP 2018): personalised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

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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

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## **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.

## **METHODS**

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

**Ethical approval had been** gained.

## **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

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

pharmacy services

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