



Citation for published version:

Williams, M, Jordan, A, Scott, J & Jones, M 2021, 'Pharmacy professionals' views regarding the future of NHS patient medicines helpline services: A multimethod qualitative study', *International Journal of Pharmacy Practice*, vol. 29, no. S1, pp. i27-i28. <https://doi.org/10.1093/ijpp/riab015.032>

DOI:

[10.1093/ijpp/riab015.032](https://doi.org/10.1093/ijpp/riab015.032)

Publication date:

2021

Document Version

Other version

[Link to publication](#)

University of Bath

Alternative formats

If you require this document in an alternative format, please contact:
openaccess@bath.ac.uk

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

Pharmacy professionals' views regarding the future of NHS patient medicines helpline services. A multimethod qualitative study.

Matt Williams, Abbie Jordan, Jenny Scott, Matthew Jones
m.d.jones@bath.ac.uk

INTRODUCTION

- ~40% of patients who have been discharged from hospital may subsequently experience medicines-related problems [1].
- Patients often lack knowledge of their medicines following hospital discharge [2].
- Many patients report not receiving important medicines-related information [3].
- As a consequence, in the UK, patient medicines helpline services (PMHS) are available from some NHS Trusts for patients who have received care.
- However, findings suggest that, due to a lack of resources, considerable variation exists in the operation of PMHS. Also, the access, availability, and promotion of PMHS do not meet national standards regarding helpline provision [4,5]
- **AIM:** to examine pharmacy professionals' views regarding the future of PMHS, to develop recommendations for service improvement.

Research question: *What are pharmacy professionals' perceptions of the future of NHS patient medicines helpline services?*

METHODS

Invitations to participate in an online qualitative survey and subsequent semi-structured telephone interview were sent via email to pharmacy services at all Trusts that provided a PMHS ($n=117$).

Within the survey and the interview schedule was the question "How do you see patient medicines helplines at NHS Trusts developing in the future?" Only the data generated from this open-ended question were analysed for this study.

Survey data were collected via SurveyMonkey ($n=100$). Individuals interested in participating in an interview contacted the research team ($n=34$).

Interviews were audio-recorded and transcribed verbatim.

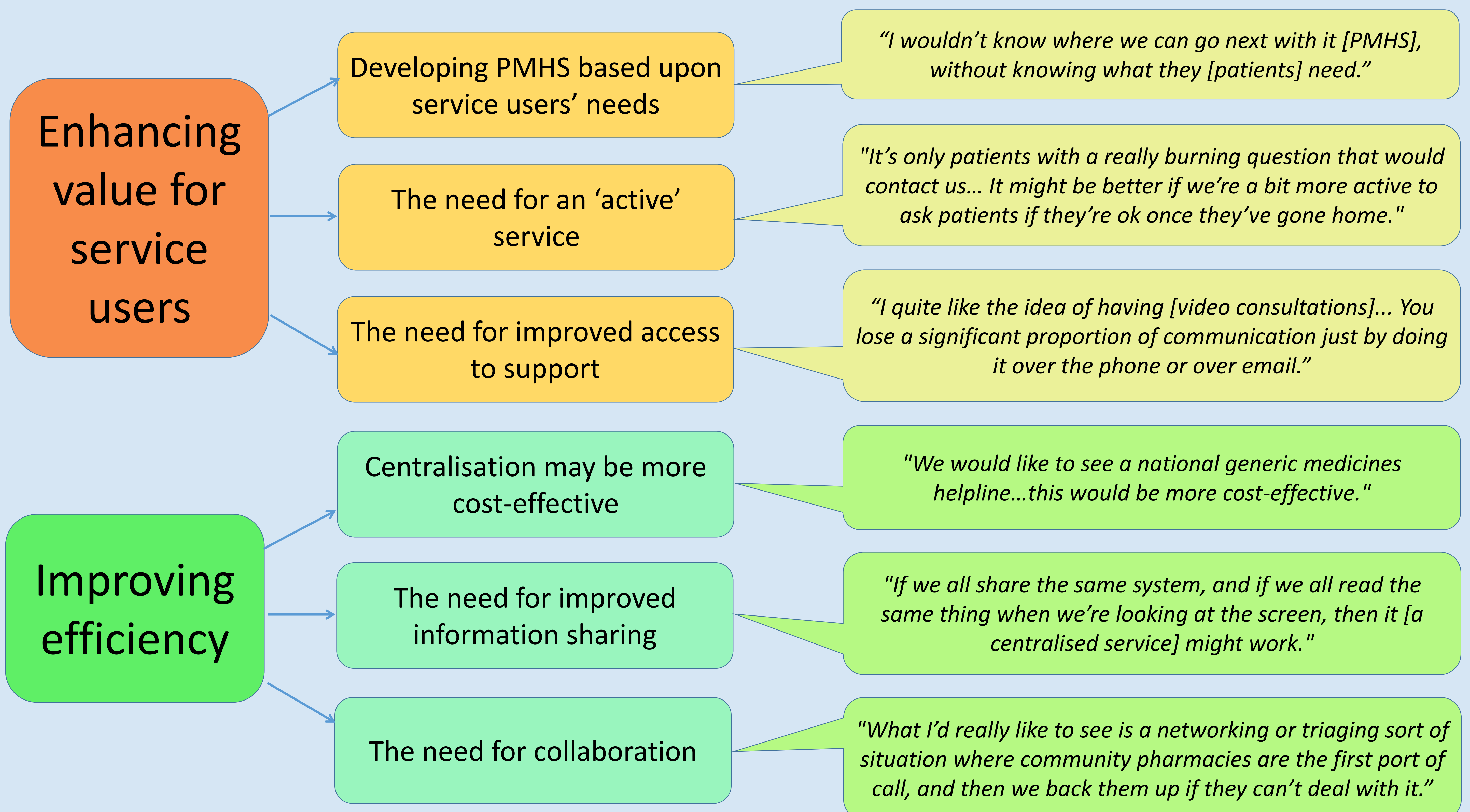
Braun and Clarke's inductive reflexive thematic analysis was used to analyse the data [6].

RESULTS

MAIN THEMES

SUB-THEMES

QUOTES



CONCLUSIONS

PMHS are perceived as likely to become centralised in the future (i.e., provided regionally or nationally).

However, this is dependent upon patients' information being shared between hospitals and the centralised PMHS.

Recommendation: providers could establish other methods of access, such as email and video consultation.

Recommendation: establish how PMHS and Transfer of Care Around Medicines [7] fit together, to avoid duplication of effort.

Future research: establish the best way to support all patients/carers with medicines following hospital discharge.

REFERENCES

- [1] Lee D, Mackridge A, Rodgers R, Morecroft C, Kraska J. Patients' need for information and support with medicines after discharge from hospital. *Pharmacoepidemiol Drug Saf.* 2016;25:16-17.
 [2] Holloway A. Patient knowledge and information concerning medication on discharge from hospital. *J Adv Nurs.* 1996;24:1169-1174.
 [3] Care Quality Commission. 2015 Adult Inpatient Survey. Statistical Release. London, UK: Care Quality Commission; 2016.

- [4] Williams MJ, Jordan AL, Scott JA, Jones MD. Operating a patient medicines helpline. A survey study exploring current practice in England using the RE-AIM evaluation framework. *BMC Health Serv Res.* 2018.
 [5] Williams M, Jordan A, Scott J, Jones MD. Pharmacy professionals' experiences and perceptions of providing NHS patient medicines helpline services: a qualitative study. *BMC Health Serv Res.* 2020.
 [6] Ritchie L, Lewis L. *Qualitative Research Practice: A Guide for Social Science Students and Researchers.* 2nd ed. London: Sage Publications Ltd.; 2014.
 [7] Feinmann J. Building vital connections between hospital and home. *Pharm J.* 2019;249.