

# Patient-centred Training for Pharmaceutical Good Distribution Practice in Pharmacy of Your Choice (POYC)

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## INTRODUCTION

The World Health Organization (WHO) advocates for a "responsive" healthcare system that meets people's needs by maintaining patient-centeredness. This is achieved by keeping in perspective patient's values and preferences in the delivery of care. In Malta, the Ministry of Health's Pharmacy of Your Choice (POYC) is the distribution arm for chronic medications through private community pharmacies for free on the national health system. POYC unit strives to offering quality pharmaceutical service through ensuring entitlement and Good Distribution practices of medicinal products.

## AIMS

To address training needs for pharmaceutical good distribution practice and patient-centred approach of Pharmacy of Your Choice health workforce

## METHOD

- The study is divided into Phase 1 and Phase 2.
- Phase 1 included the identification of core competencies and training needs of health workforce at POYC tasked with distribution of medicines to private community pharmacies.
- A questionnaire aimed at POYC workforce and another questionnaire aimed at POYC stakeholders were developed, validated and distributed.
- Phase 2 led to the development of an online training course which was validated and piloted.

## RESULTS

I. Themes identified through POYC Workforce questionnaire as completed from 27 out of 115 employees:

- Good Distribution Practices
- Organization and Personnel
- Philosophy of Patient-centred Care
- Training and Development

II. Themes identified from Stakeholders questionnaire (n=4):

- Efficient Patient Access
- Quality Assurance
- Fully Integrated POYC System
- Patient-centric Approach
- Consistency of Medicine Delivery
- Preparedness to handle Covid-19

The developed online course consisted of 11 modules and provides the learners with an understanding of GDP as it relates to the distribution of pharmaceutical and medical goods whilst highlighting the importance of patient-centred care practice within POYC

The course captured three main areas on how to address patient-centered needs:

### Addressing Patient-centred Needs

1. Prioritizing GDP with Patient-centred Care Philosophy
2. Community-based Patient Centric Approach in Drug Distribution
3. Implementation of an Online Platform for Training

## CONCLUSION

An online self-paced training course focusing on the themes highlighted by the POYC workforce was designed, validated and is available for training of health workforce at the POYC to strengthen pharmaceutical good distribution practices within the context of a patient-centred approach.

### Acknowledgement(s)

Pharmacy of Your Choice Staff and participants in the validation panel