

DEVELOPMENT AND VALIDATION OF A FRAMEWORK TO STANDARDISE CLINICAL PHARMACY SERVICES IN PRIMARY CARE

Oswaldo Cancellu, Francesca Wirth, Lilian M. Azzopardi

osvaldo.cancellu.19@um.edu.mt

SERVICE OR PROGRAM

A developed framework defined the standards for service provision and included 22 Standard Operating Procedures (SOPs) covering the following aspects:

- General documents on conducting clinical services (n=5)
- Patient review and point-of-care testing services (n=4)
- Advice and treatment for minor ailments, immunisation, and international travel (n=8)
- Ancillary documents (n=5)

A multi-language questionnaire exploring public perception of clinical pharmacy services (CPS) and a multidisciplinary focus group evaluating feasibility of these services in primary care settings informed framework development to support patient-centric care in community pharmacy practice in Malta.

An expert panel consisting of pharmacists and physicians practising in Malta and England validated the framework, **broadening the perspective** and assessing the **feasibility** of applying the framework internationally.

Framework Outline		
Standard Operating Procedures (SOP) Index		
SOP classification and number	Title	
General	1	Conducting a clinical service and informed consent
	2	Providing advice to customers
	3	Completing the Patient Medication Record
	4	Conducting a Medicines Use Review (MUR)
	5	Referral to other healthcare providers
Patient review	6	Blood Pressure measurement
	7	Weight management
	8	Glycaemic control monitoring
	9	Lipid profile monitoring
Advice and treatment	10	Smoking cessation service
	11	Eye conditions
	12	Ear conditions
	13	Sore throat
	14	Skin conditions
	15	Urinary Tract Infections
	16	International travel health advice
	17	Routine immunisation advice
Ancillary	18	Pharmacy consultation room standards
	19	Record keeping and storage requirements
	20	Dealing with customers' complaints
	21	Dealing with needle-stick injuries
	22	SOP training log

SIGNIFICANCE

The developed framework **supports standardisation** for CPS provision in community pharmacies, reinforces pharmacist contribution to patient care, and assists policymakers and other stakeholders in elaborating CPS in primary care. The step-by-step approach in this framework **promotes evidence-based practice**, **encourages systematic thinking**, and **fosters consistency** in ongoing monitoring of clinical and humanistic outcomes.

JUSTIFICATION / DOCUMENTATION

CPS promote self-care and improve safe and timely access to care. This framework **facilitates CPS implementation** through a **standardised** process for collecting patient data, recording test results performed, documenting interventions and collaborative practice. Adopting standardised procedures strengthens evidence supporting the benefit of pharmacist interventions in primary care and **ensures successful and sustainable provision of CPS**.

ADAPTABILITY

The standards for service provision and SOPs developed are **easily replicable** in settings where pharmacists provide patient care. The services included in the framework enable a systematic approach to patient care, support decision-making and do not require additional certification, allowing **adaptation to other international primary care models**.