Perceptions and experiences of hospital clinical pharmacists relating to suboptimal pharmaceutical care: qualitative studies using the Theoretical Domains Framework

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Background/Introduction
Pharmaceutical care describes the delivery of clinical pharmacy services & has been defined by the Scottish Government in “Prescription for Excellence” as: “a model for pharmacy practice which requires pharmacists to work in partnership with patients and other health and social care professionals to obtain optimal outcomes with medicines and eliminate adverse events where possible”

Whilst there have been many studies on the quality of other pharmacy services there have been fewer that have focussed on pharmaceutical care delivery. This research aims to look at how hospital clinical pharmacists perceive suboptimal pharmaceutical care, where it can be described as a continuum:

Methods
This study is qualitative, looking at the “lived experience” of pharmacists who are delivering pharmaceutical care to patients. In the first phase, five focus groups were held with a total of 20 hospital clinical pharmacists from NHS Lothian. The focus group method was adapted, with participants asked to record statements onto post-it notes that best described suboptimal pharmaceutical care in the areas of medicine reconciliation and medicines review. Each session was audio recorded to get additional verbal quotes.

Results

Examples of Focus group output

Quotes from focus group participants: top 5 domains

“Sometimes you can’t document actions on the patient record – there’s no computer available”

There’s no clear understanding of our role in the MDT

I’d maybe not be sure of a drug and not have time to look it up or ask someone else

I didn’t actually see the patient and they had an NG tube and that affected their care issues

I don’t always get to see my priority 1 patients because there’s just not enough time

Environment/Resource | Social/professional role | Knowledge | Skills | Intentions

Conclusion: Suboptimal pharmaceutical care can be identified by hospital clinical pharmacists in relation to the services they are providing. The theoretical domains framework can be used to map the examples, and can help to identify behavioural determinants

References
1. References

Next Steps: One to one interviews with hospital clinical pharmacists in NHS Lothian looking at their experiences of providing and/or encountering suboptimal pharmaceutical care. The interviews will be mapped to the theoretical domains framework and thematic analysis used to identify behavioural determinants