



CASE STUDY

General Practice/Community Pharmacy Interface Programme

Background and problem recognition

With ever increasing demand driving up the pressures on the prescribing system, at a local level there are opportunities to improve relationships and galvanise communication, which will positively impact surgery, pharmacy and patient alike, whilst aligning to some of the national goals for Primary Care Home, in building relationships and partnerships.

"The prescription team and local pharmacies were both working very hard, but there wasn't a collective prioritisation of workload, or any real organisational strategy to bring the inefficiency of ordering, signing and dispensing prescriptions to an end and to develop a more robust and transparent system."

General Practice Pharmacist

The Xytal Solution

To build an improved culture of partnership, both surgery and pharmacy must first articulate the challenges they face on a daily basis and then share in a neutral environment.

These building blocks allow for internal and external improvement that combine to deliver mutually beneficial solutions, thus serving to improve the experience of patient, practice and pharmacy.

The solution is structured as a rapid four week programme:

Week 1 - Introductory WebEx.

Week 2 - In Practice session (am) Pharmacy session (pm).

Week 3 - Pharmacy & Surgery joint session.

Week 4 - Final Pharmacy & Surgery joint session.

With the advent of Primary Care Networks, there has never been a greater opportunity to standardise and set collective goals with allied health professionals.

"I believe that these improvements in communication, policy change and the development of new, more efficient ways of working has significantly improved patient care for our 22,000 patients."

- General Practice Pharmacist



People don't mind change, they don't like being changed.

- Peter Drucker