

Collaborating organisations: SEL ICS, Station Road Surgery (Bromley)

Description:

The purpose of this mini pilot was to:

- Use validated tools to measure patient-perceived levels of shared decision-making (SDM) in Structured Medication Reviews (SMRs) to find out how pharmacists engage with patients during SMRs
- Give patients the opportunity to feedback on their experience and input into future developments and training for SMR delivery, to improve patient experience, SDM and reduce overprescribing

What problem is it trying to solve to tackle overprescribing?

- SMRs are commonly completed with a focus on targets (e.g. QoF), drugs or conditions instead of a focus on patient priorities and preferences.
- Evidence shows 50% of patients are not involved in decisions about their medicines as much as they would like to be
- Feedback from patient engagement work highlighted that patients want to be listened to and asked what matters to them
- We lack quantitative and qualitative data on the quality of SMRs delivered in South East London

Intended outcomes

- Obtain and measure patient feedback on the quality of SDM during SMRs
- Share and act on learning to improve care and empower clinicians to make changes to the way they deliver SMRs e.g. ensure patients are at the centre of decisions about their medicines promote the use of the tool in other practices to evaluate and improve the use of SDM in practice

Implementation

- The CollaboRATE and SDM-9 questionnaires were reviewed.**
 - Collaborated with KCL colleagues to identify limitations, risks and benefits of each tool.
 - Tested 5 of each questionnaire; sent electronically to patients post-SMR by Accurx text
 - CollaboRATE chosen - better response rate, 3 brief questions, validated and less ceiling effect
- 2 practices expressed interest to participate**
 - 1 participating practice with 11,000 patients, a slightly older population and in the lowest 20% of multiple deprivation.
- CollaboRATE questionnaire transferred to Google forms and link sent to patient after SMRs via Accurx text, paper copies made available but not used.**
 - Completed after 25 patient responses received
 - Face to face and remote consultations included
- Disseminate results & learning across SEL to drive change**

Outcomes

- 25 anonymous responses with all questions answered in a digital format
- All patients report at least some effort is made to involve them in decisions during SMRs
- Top score = 40% of SMR encounters rated as gold standard shared decision making
- Mean score = 3.4 (Range = 0 - 4)

There is opportunity to improve SDM and engage patients in SMR

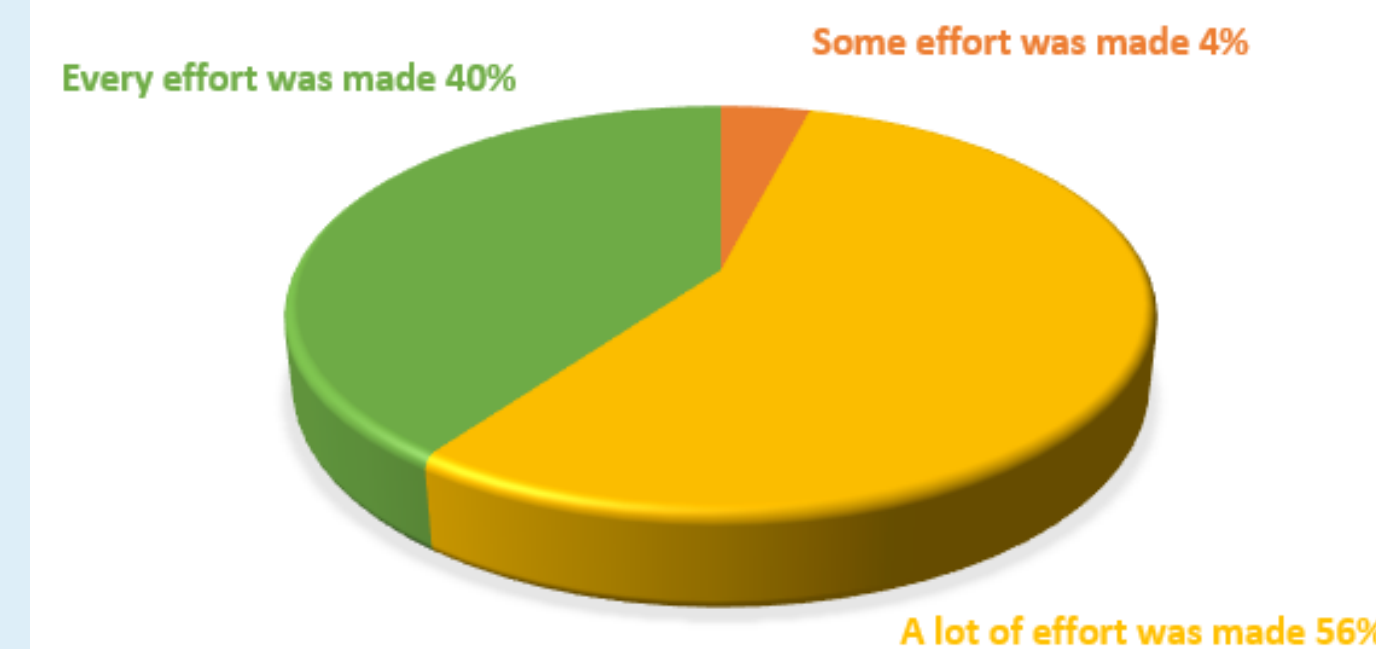
Limitations:

- Represents 1 experienced pharmacist in one practice with an older and affluent population who are digitally able
- Questions not tailored to SMRs

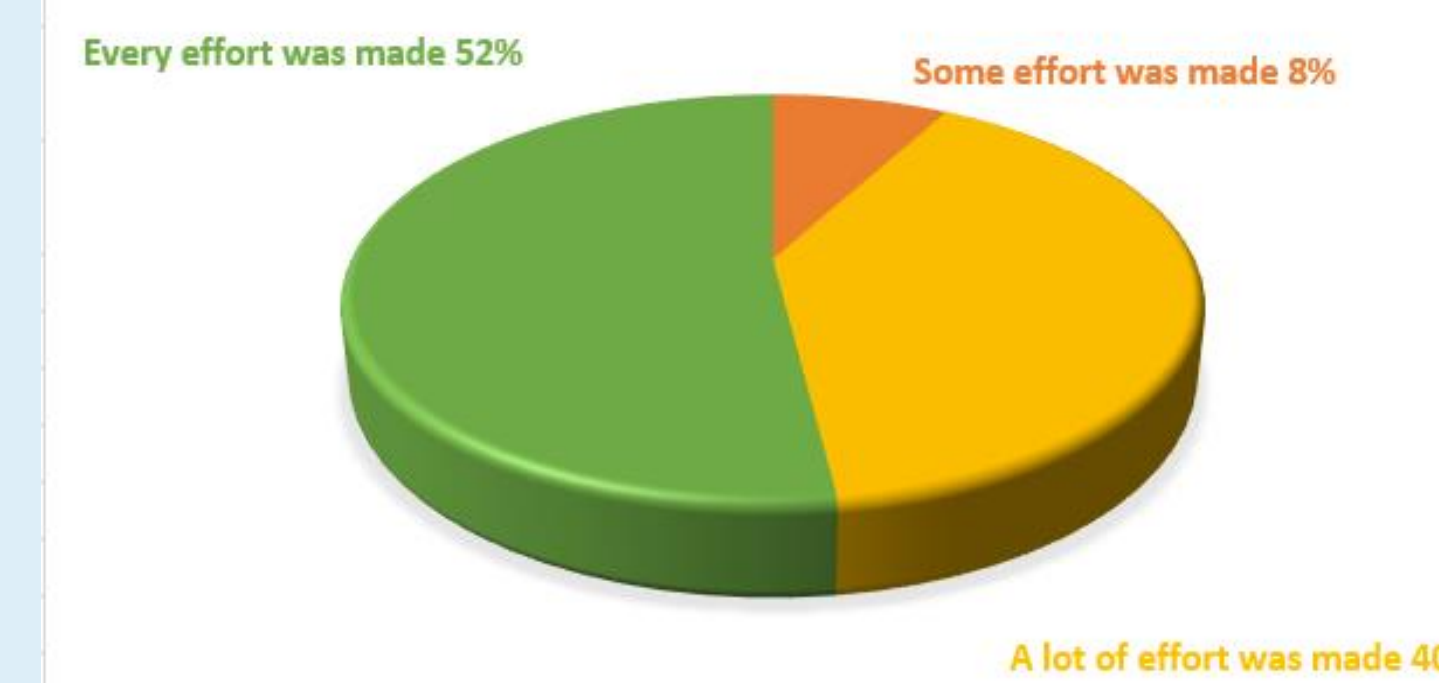
Next Steps

- Better prepare patients for SMRs.
 - The practice plan to adopt the use of resources from the 'are your medicines working for you' campaign
- Encourage other SEL practices to use CollaboRATE
 - A second Bromley practice has agreed to take part in this to provide additional data for comparison
 - Review variation with regards to level of deprivation, literacy and response rates
 - Share outcomes widely e.g. at PCN pharmacists network meeting

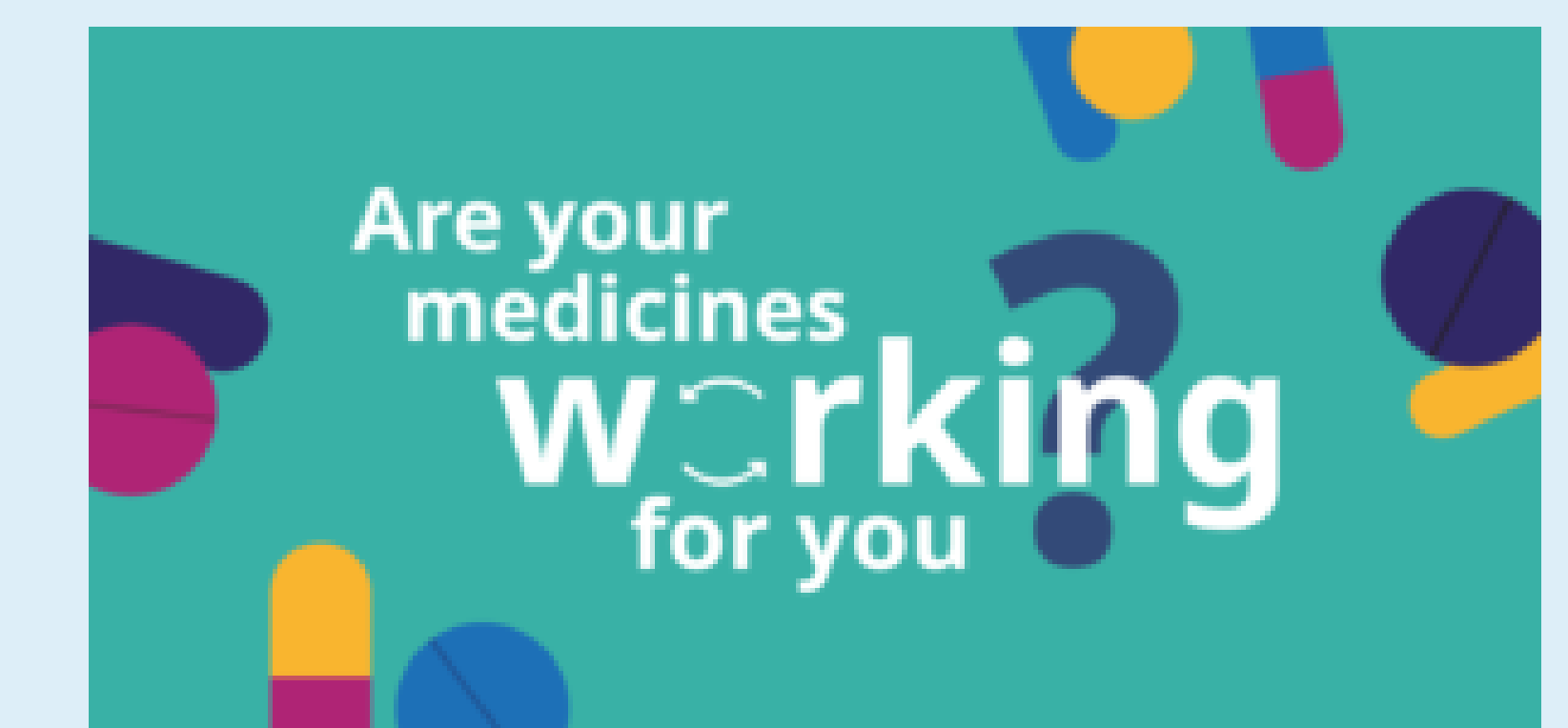
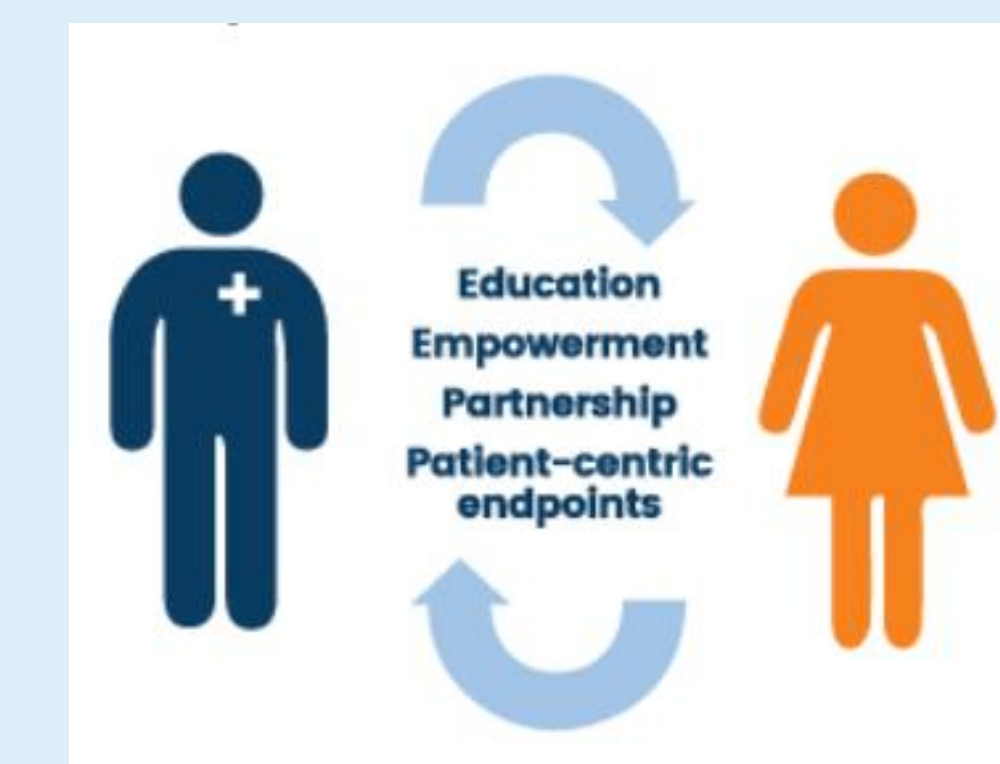
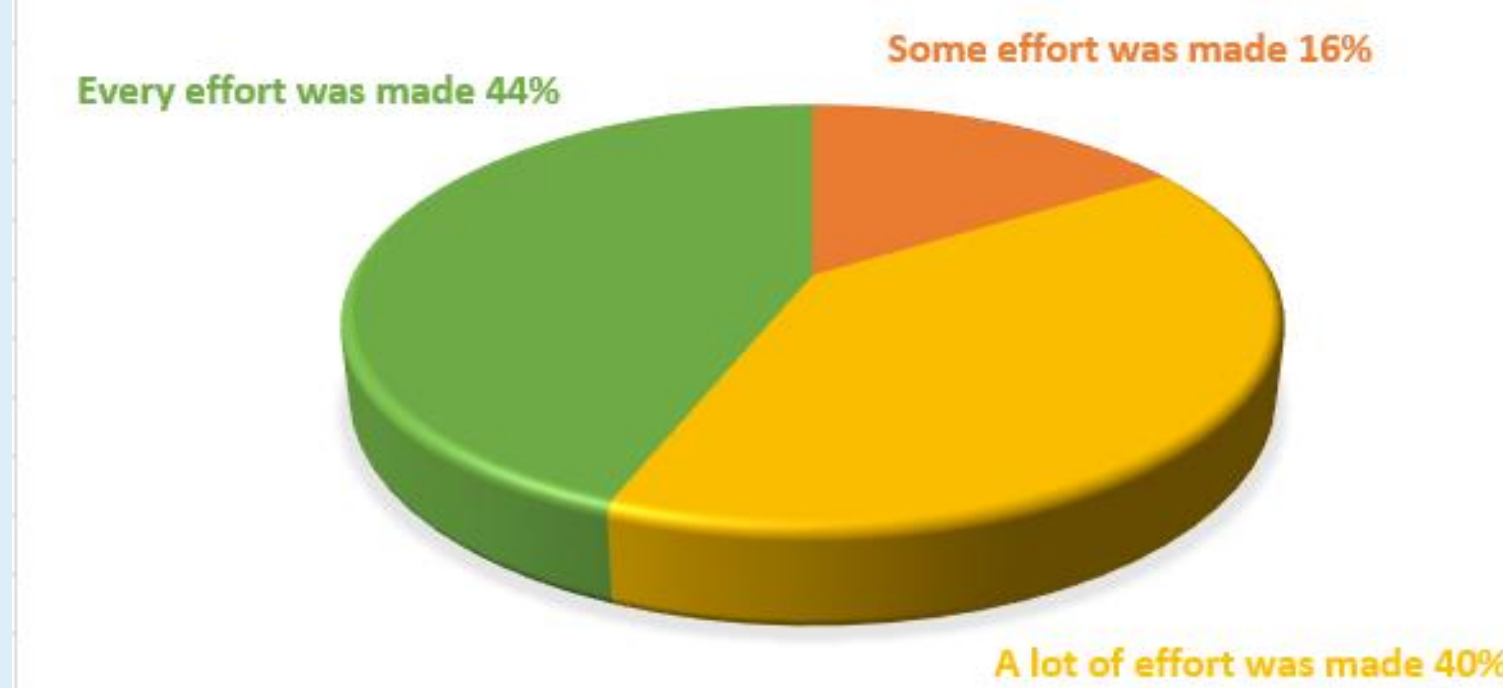
1. How much effort was made to listen to the things that matter most to you about your health issues?



2. How much effort was made to help you understand your health issues?



3. How much effort was made to include what matters most to you in choosing what to do next?



Top Tips:

- Ascertain whether patients are familiar with electronic questionnaires and provide paper questionnaires for those not computer literate. Paper copies may be more time consuming to administer but may cater for certain practice populations. Consider asking family or carers to help with electronic forms.
- The initial patient engagement work is important. Advertise and discuss with patients and carers to get them thinking ahead of time, so they are prepared to respond during the SMR.
- Share outcomes and learning at practice meetings and with other practices, act on learning and inform future practice