



Citation for published version:

Edwards, L, Gascoyne, B, Jones, M, Power, J, Spear, R & De Vries, C 2014, 'Comparison of community & hospital pharmacists' sources of information about medicines: written sources', UKMi Practice Development Seminar, Birmingham, UK United Kingdom, 12/09/14 - 12/09/14.

Publication date:
2014

Document Version
Publisher's PDF, also known as Version of record

[Link to publication](#)

Publisher Rights
CC BY

University of Bath

Alternative formats

If you require this document in an alternative format, please contact:
openaccess@bath.ac.uk

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

RUH

Comparison of Community & Hospital Pharmacists' Sources of Information About Medicines: Written Sources

Laura Edwards¹, Benjamin Gascoyne¹, Matthew Jones², Jenna Power¹, Richard Spear¹ & Corinne de Vries¹.

¹Department of Pharmacy & Pharmacology, University of Bath. ²Pharmacy Department, Royal United Hospital, Bath.

Introduction

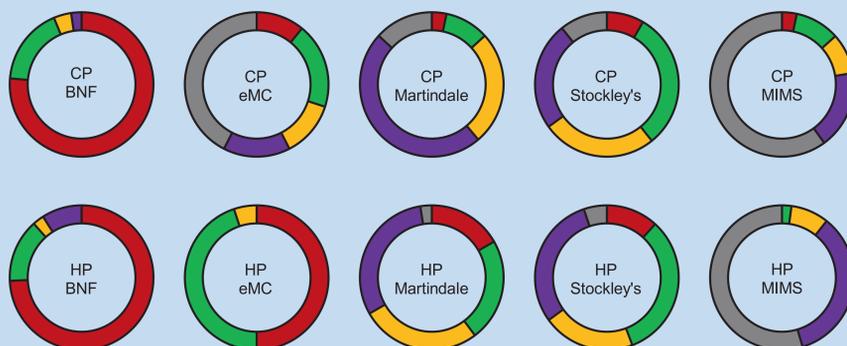
- Despite making up ~70% of pharmacists, community pharmacists (CPs) submit a small minority of the enquiries received by the UKMi network.
- Hospital pharmacists (HPs) submit a significant proportion of enquiries, despite making up ~20% of the work force.
- Newer CP services may require increased access to information about medicines, so the objectives of this study were to identify which written sources of information are used by CPs & HPs, & to explore reasons for any differences.

Method

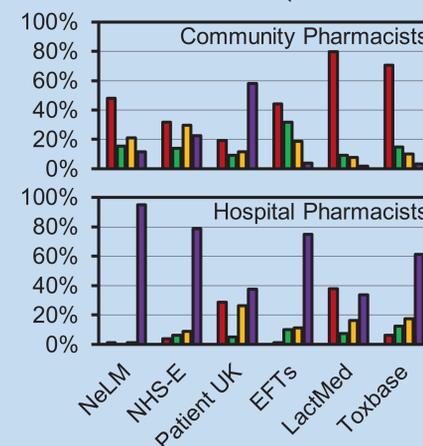
- Quantitative data were collected via a questionnaire sent to CPs & HPs across the south west of England in Autumn 2011.
- The questionnaires contained only minor sector specific variations.
- Qualitative data from telephone interviews were analysed to explore the reasoning behind individual pharmacists' decisions.

Results

- Quantitative data were obtained from 129 CPs & 80 HPs, with similar levels of professional experience in each group.
- CPs reported accessing information on medicines to answer a query significantly less often than HPs (means of 9.4 & 19.0 times/week respectively; $p=0.002$).



Comparison of frequency with which five common written information sources were used by CPs & HPs
Legend: **Daily** **Weekly** **Monthly** **Less Often** **Never**



Use of six specialist information sources by CPs & HPs
Legend: **Never heard of** **No access** **Not used** **Use**

EFTs = Handbook of Drug Administration via Enteral Feeding Tubes

- When asked where they would look for information in specific scenarios, CPs preferred “general” resources such as the BNF, whereas HPs preferred a wider range of “specialist” resources.
- CPs commonly suggested they would consult only one resource, usually the BNF.
- All HPs reported having unrestricted or only partially restricted internet access in the workplace, but 56% of CPs reported having either no internet access or access to only pre-approved websites.

“...the NMS has definitely got us chatting more to the patients, & MURs, so definitely yeah, we have to use more resources”

- Interviews highlighted the difficulties CPs face in obtaining information on medicines: they appeared less confident when using the internet or new information sources.
- CPs reported that new services had increased their need for information, but they did not have enough access to specialist sources & it was difficult to find new resources.

Discussion

- Despite a growing need for information, CPs face a number of barriers to accessing information about medicines, including limited internet access & lack of knowledge of the range of information available.
- This is reflected in their use of a narrower range of less specialist resources & might result in poorer quality answers.
- The publication of a list of “essential resources” for CPs would be a first step in addressing this issue, to support the further development of safe CP services.