

Evaluation of a user-driven teaching programme delivered by the community pharmacy for relatives of people with chronic diseases to achieve medication safety

Background

Older people with chronic conditions often depend on support from relatives to manage their daily medication. It is perceived as an enormous responsibility for relatives to carry out alone.

Purpose

To develop and evaluate a user-driven teaching programme delivered by community pharmacy to groups of relatives who manage the daily medication for persons ±65 years using ±5 drugs.

Method

6 relatives and 4 community pharmacists in Denmark participated through focus groups in developing the teaching programme to groups of relatives (n=10-12) comprising four sessions lasting two hours each (figure 1). The programme was tested at five community pharmacies in Denmark.

Relatives and community pharmacy staff evaluated the programme quantitatively and qualitatively through surveys and focus group interviews.

Focus group interview – development of teaching programme



The teaching programme

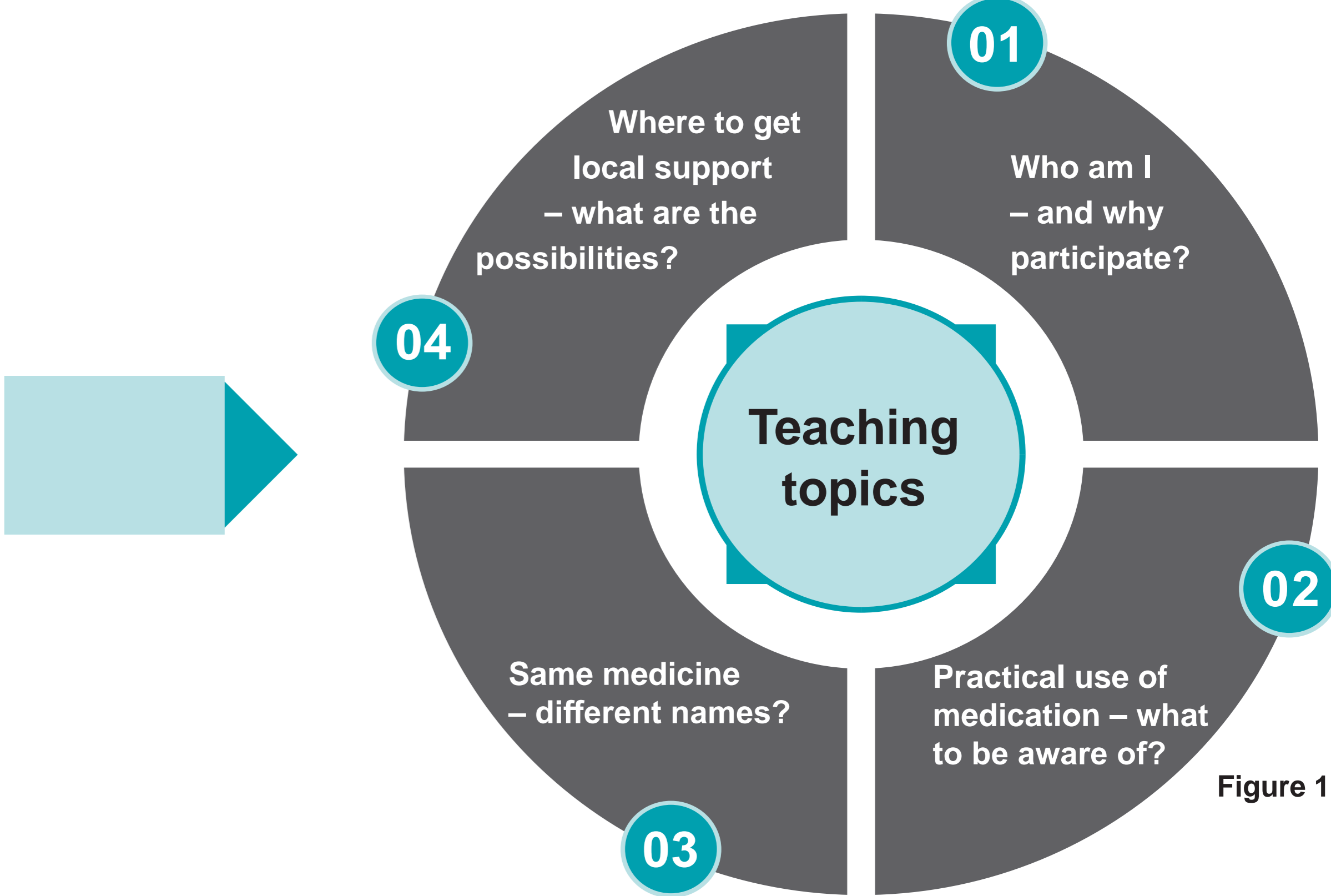


Figure 1

Results

One pharmacist and one pharmacy technician from five community pharmacies delivered the user-driven teaching programme through a period of three months to a total of 29 relatives. Figure 2 illustrates data about the participating relatives.

The relatives were very satisfied with the user-driven teaching style and programme and grateful for the opportunity to talk to other relatives being in the same challenging situation. The relatives expressed that especially sessions 1-3 were very applicable and had given them new insight and competences. According to session 4, they would have liked to be more involved in planning the content. That would have made the content more relevant to them.

The relatives gained new knowledge about how the community pharmacy could be helpful in the future.

Teaching materials supported the community pharmacy staff in delivering the user-driven programme.

Participants (relatives) in the teaching programme

- 25 female, 4 male
- Aged 49-65 years
- 22 were spouses
- The people who the relatives took care of had between 1-5 diseases and used on average 9 drugs daily
- 26 relatives had provided the medication for 1-10 years, 3 relatives had less experience

Figure 2



Picture: Focus group interview in the development

Conclusion

Community pharmacy staff can develop and deliver a user-driven teaching programme for relatives which reflect their challenges and needs to achieve medication safety. The community pharmacy staff obtained new insight into relatives' specific needs for knowledge and advice which can be used for other relatives at the community pharmacy.