Pharmacist and patient perspectives on the use of video consultations in pharmacy in Scotland

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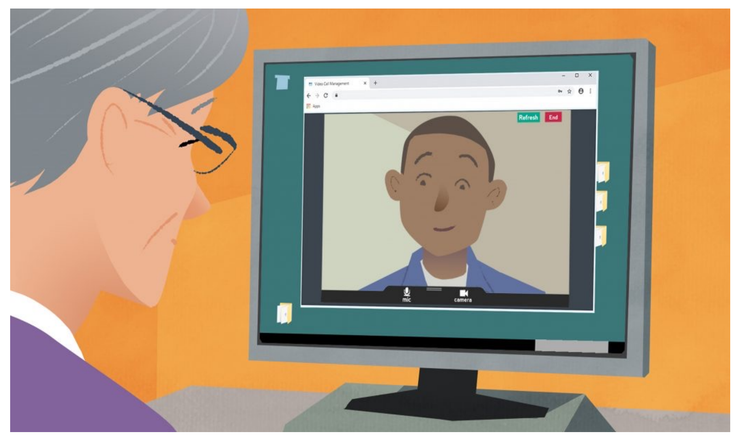
Background

Although over 80% of patients and 94% of healthcare professionals feel video consultations should be offered for healthcare appointments, use in pharmacy has been limited both before and during the COVID-19 pandemic (1, 3). Human Factors is the study of the interactions between humans, the tools and technologies they use and the complex environments in which they work (4). Applying human factors can assist in understanding the influence that each component of a system has on the use of video consultations.



NHS Near Me platform (2)

The aim of this study was to understand the factors influencing patients' and community and general practice pharmacists' use of video consultations (VCs), using a human factors approach.

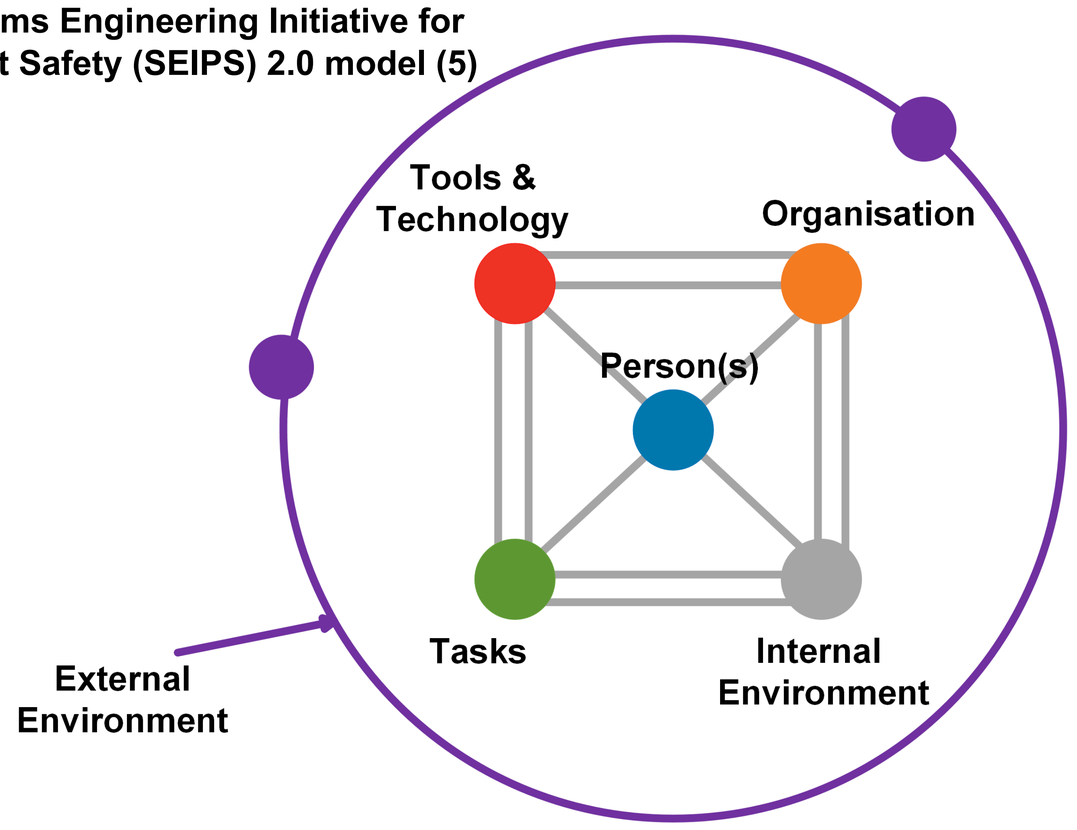
Methods

Interview schedules informed by: literature review & areas of the work system of the SEIPS 2.0 model

→ Patients and community and general practice pharmacists were interviewed

→ Interviews were transcribed verbatim, and the data underwent a framework analysis

Systems Engineering Initiative for Patient Safety (SEIPS) 2.0 model (5)



Preliminary Results

Participants	n
Patients	14
General practice pharmacists	10
Community pharmacists	6
Pharmacists working in both settings	3

n=33 participants, from 10/14 Scottish health boards, with a mix of urban and rural locations, participated

Only 2 (10.5%) pharmacists had experience of VCs with patients

Pharmacists perceived a lack of patient demand for VCs

Having access to a private workspace was an issue for some general practice clinical pharmacists

Patients were unaware that VCs were available, and lacked an understanding of the role of pharmacists overall

Inadequate staffing and difficulties fitting VCs around unpredictable workflow was an issue in community pharmacy

The clinical needs that both patients and pharmacists reported as most suitable for VCs included medication reviews, medication queries and skin concerns

Despite being aware of some existing resources and training, pharmacists expressed a need for further guidance on when VCs may or may not be appropriate to use with patients

Next Steps

Scoping review and content analysis of guidance available to pharmacists working in Scotland, on the use of VCs

References

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