

## Peer discussion form – community pharmacy

### 1. Please give the name, contact details and the role of your peer on this occasion\*:

Name	XXXXX
Role	XXXXX
Organisation	XXXXX
Telephone	XXXXX
Email	XXXXX

\*If you took part in a group peer discussion, please only provide details for one person from the group.

### 2. Describe how this peer discussion changed your practice for the benefit of the people using your services.

I chose another pharmacist store manager to be my peer because she has more experience in the role. My peer discussion helped me think about prioritising my workload to better support patients' with services. I was feeling that I did not have time to complete asthma LES reviews and CMS interventions with patients that I felt would have benefitted from these services. This was partly due to the manager workload I was juggling and it was taking away from spending quality time with my patients.

As a result of the discussion, I now know how another store manager prioritises workload. This made me reflect on my own working environment and I realised that I was perhaps doing too many things myself and not coaching. Having identified a need to change to benefit my patients, I have since set aside a time frame where I look at managerial related jobs. I am also now coaching my healthcare assistant with her dispenser training and have support from my technician.

Already, I have had time to talk to one of my patients about his inhaler technique through the new asthma LES and have documented several CMS new medication interventions.

There is a description of why you chose your peer(s)

There is a description how the process of peer discussion has benefited your practice

There is a description how the process of peer discussion has benefited the people using your services, illustrated with an example