

Reflective account form – locum practice

1. Provide us with a reflective account of how you met one or more of the standards for pharmacy professionals. We will tell you which standard(s) to choose from each year.

I work as a community pharmacist locum mainly during out of hours in various locations and it can sometimes be difficult to communicate with patients on how to access medical care because of their perceived barrier of availability and unfamiliarity with the location or operations in the area.

The typical users of my services are patients or their carers but they are often reluctant to make phone calls even when their case requires same day attention.

In terms of meeting the standard on 'effective communication', rather than just giving them a contact number or description of the address I always take a few minutes to explain how it works and the time scales and what to expect. I also reassure them that the service is here to help. This makes them more receptive and willing to access care and they often return with a prescription proving that they did actually access care. In cases where they are unable to make the calls or have difficulty in communicating, I offer to make the calls on their behalf.

I had a scenario where a relative came on behalf of a customer. After listening, I decided to speak to the patient in person and concluded that a referral was required. I made the patient comfortable in the consultation room until we had made contact with appropriate centre. The whole process lasted over an hour and I had to discuss with the out-of-hours personnel at certain points in the discussion to clarify some issues. This was difficult for the patient who was in pain and could not communicate too well in English. I had to continually reassure the patient and requested for an interpreter who spoke to the patient. An appointment was scheduled for later in the day.

There is a description of your area(s) of practice

There is a description the typical users of the service(s) you provide

There is a description how you are meeting one or more of the standards for pharmacy professionals, illustrated with real example(s)