

Reflective account form – mental health pharmacy

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 am a pharmacist working in a relatively new role on a psychiatric ward with patients who may not understand the importance of their medication to their wellbeing. On my early ward rounds I gained the patients trust by answering questions that they had about medication specifically about the side effects of antipsychotics. I reassured them that they were common side effects and suggest medications that would help with these side effects to encourage compliance with the antipsychotic. During the round I supported the psychiatrist recommendations of medications for the patient and explain in patient friendly language how the medication's worked and the results expected from them. - I found it particularly useful to watch how the psychiatrist interacted with the patient and encouraged them to make decisions about the medication they were taking. The psychiatrist asked a variety of questions to the patient, often testing and revisiting their symptoms, to check improvement or change. One patient for example was struggling to take their oral medications which resulted in their admission, whilst the psychiatrist and the nurse were reinforcing the importance of taking the medication regularly they did not explore why the patient was struggling to take the medication. I asked the patient why they thought this was (they kept forgetting) and suggested solutions to this such as a compliance aid. The nurse explained the practicalities of this to the patient in a ward setting. During the round the psychiatrist and the patient were then able to work together, to ensure the patient had the treatment they required in an acceptable form. From this I learnt that it is important to include the patient in the decisions and to find out what practical help can improve compliance. I feel that I would be able to take some of these skills, phrases and questions that the psychiatrist used and apply them to any patient to encourage them to actively participate in their medication choice and understand if the medication works for the patient. - I have changed my practice since attending this round, by really listening, taking on board what patients say and reading between the lines.

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)