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An exploration of key stakeholders' perspectives on the implementation of ehealth policy in community pharmacy in Scotland

K MacLure B Addison V Paudyal D Stewart

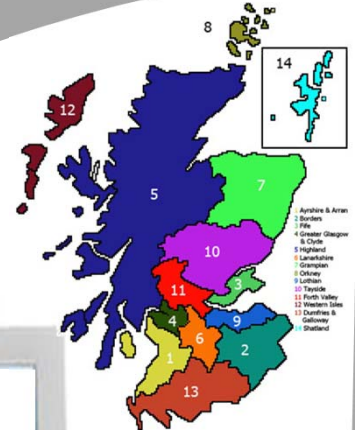
✉ k.m.maclure@rgu.ac.uk ~ School of Pharmacy & Life Sciences, Robert Gordon University, Aberdeen

BACKGROUND

Convergence of policies and compatibility of ehealth technologies aims to facilitate collaborative health and social care in providing integrated, person-centred, patient care with community pharmacy offering extended and accessible services.

AIM

To explore and describe key stakeholders' perspectives on the implementation of ehealth policy in community pharmacy in Scotland



Interviews based on eHealth policy documents:

- ✉ **eHealth Strategy** 'improve communications across the healthcare team'
- ✉ **Quality Strategy** 'focus on outcomes and real benefits delivered rather than technologies'
- ✉ **2020 Workforce Vision** 'making more and better use of technology and facilities to increase access to services and improve efficiency'
- ✉ **Prescription for Excellence**
- ✉ **Health & Social Care Act**
- ✉ **Review of NHS Pharmaceutical Care of Patients in the Community in Scotland**

METHOD

RESULTS

Thirty audio recorded interviews lasting up to 35 minutes conducted between November 2014 and March 2015

Dear colleague
We have identified you as a key stakeholder in the implementation of ehealth community pharmacy in Scotland and would like to interview you on this subject. Attached is an interview schedule and you will also have the option to review the interview transcript. If you would like to suggest more potential participants for study...

NHS Directors and Assistant Directors of Pharmacy (n=12), IM&T Leads (n=5), Community Pharmacy Champions (n=5), Scottish Government (n=2), pharmacy group representatives (n=4) managing directors of pharmacy multiples (n=2)

Analysis indicates both optimism and realism around the aspirational, policy-driven implementation of ehealth in community pharmacy

INTRODUCE ONE EHEALTH TECHNOLOGY TOMORROW?

most mentioned single, shared health record while others would welcome truly electronic transfer of prescriptions, mobile technologies/devices, greater wi-fi coverage/access and clinical mailboxes

DISCUSSION

Unique insight into policy-driven progress with ehealth implementation. Key stakeholders perspectives on the impact for practice of access, capacity and information governance relate directly to safe, effective patient-centred care; education and training needs; staff-patient perceptions.

'ACCESS' at least read access to shared, patient health record; access levels appropriate to health and social care professional

'CAPACITY' upskilling pharmacy team recognising individual learning styles; new ways of working to release capacity from dispensing process to promote patient-facing roles

'INFORMATION GOVERNANCE' as many questions as answers: many mentioned data protection, code of ethics or NHS contract; one noted 'everybody ticks the boxes but actually do they understand what they're ticking?'

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2. Scottish Government (2013) Everyone Matters: 2020 Workforce Vision. Available from: <http://www.scotland.gov.uk/Publications/2013/06/5943>