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## PHARMACY PRE-REGISTRATION TRAINEES FIRST PORT OF CALL STUDY

# General public awareness and views of community pharmacy services in Scotland: the 'First Port of Call' study

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### BACKGROUND

The recently published 'Achieving Excellence in Pharmaceutical Care: a Strategy for Scotland' urges community pharmacy (CP) to make itself the 'first port of call' for healthcare advice.

### PURPOSE

To explore the Scottish general public's awareness of CP services and their openness to consider CP their 'first port of call' for health care advice.

### RESULTS

- ★ 1847 surveys from 102 CPs
- ★ Varying ages and standards of health Respondents aware CPs:
  - ★ 'are contracted to the NHS' (88%)
  - ★ 'Pharmacists with additional qualification can diagnose and prescribe' (54%)
  - ★ 87% would likely/very likely view CP as their 'First port of Call' for common illnesses
  - ★ 72% were unlikely/very unlikely to approach CP with 'more serious symptoms'
  - ★ Intentions for 'monitor or review of regular medicines' were less clear (unlikely/very unlikely (39%) against likely/very likely (36%))
  - ★ 41% lacked an awareness of CP services in general
  - ★ 75% indicated the pharmacist 'should have access to read and update relevant parts of my electronic health record'
  - ★ Pharmacist access to electronic records would make 68% more likely to view CP as a first port of call for health issues



### METHODS

A Scotland-wide survey was administered up to 20 times in each of 119 CPs by pre-registration pharmacy graduates. It included Likert scales of attitudinal statements with items developed from existing literature.

Ethical approval had been gained.

### CONCLUSIONS

- ★ This Scotland-wide survey indicated the general public's positivity and openness to access community pharmacy services
- ★ However, being recognised as a 'First Port of Call' may require more awareness raising of pharmacist qualifications and pharmacy services

Thank you to all pre-regs and all people who took part