

A Pharmacist in the GP's court

Deirdre Criddle

Educational Visiting Pharmacist



Optimistic or plain naive???



From the diary of a visiting pharmacist

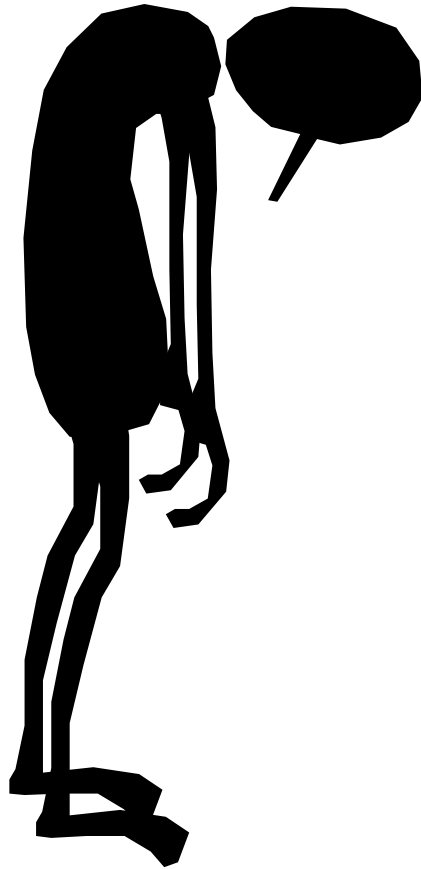
- The good....



- The bad...

- The ugly....

The Tragedies

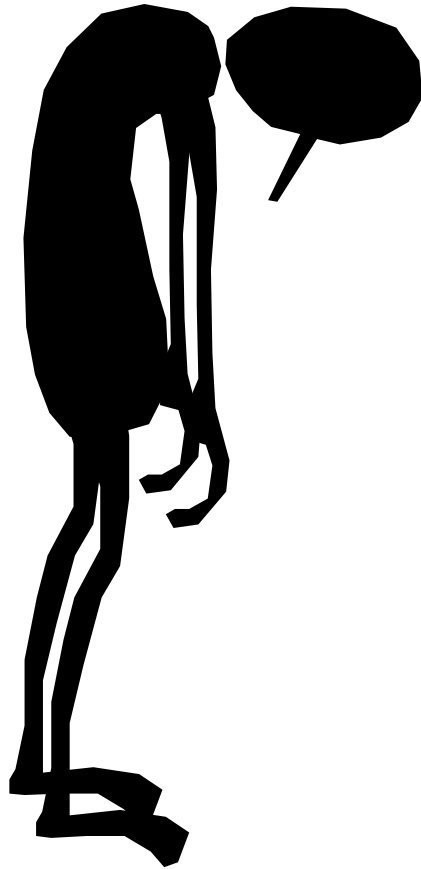


- "Who are *you*?"

Journey into General Practice

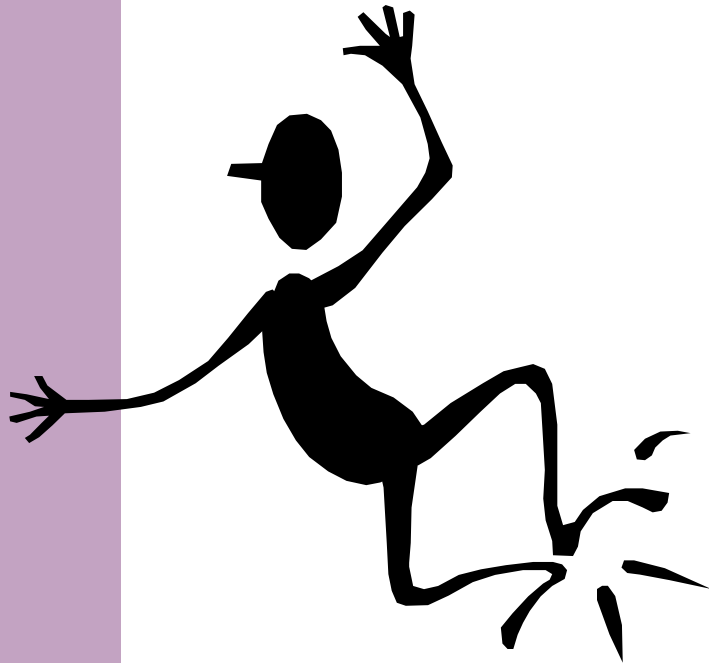
- GP 1; “What could a pharmacist possibly tell a GP about hypertension?”
- GP 2; “I dislike Divisions... what they have done to my profession..and the fact that they pay you to be here..”
- GP 3; “EBM and guidelines? Medicine is not about plugging patients into some algorithm. It is an art not a science.”

The Tragedies



- “the worst job in the world”

The Triumphs



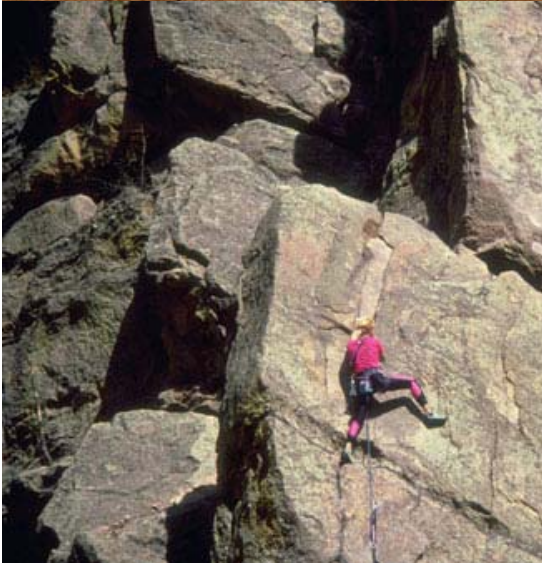
- “the relief”
- “the resource”
- “evidence-based”
- “the guidelines!”
- “the best job in the world”

Just when I thought it was getting easier....

- MMR Facilitator Program
- Support the implementation of medication management reviews



What makes a good facilitator?



Change in General Practice

- EPC, PIP, QPIP, Health Assessments, Care Plans, Case conferences, Action Plans, Management Plans, Asthma 3+, Diabetes Incentive Payments, Better Outcomes in Mental Health, CMAs DMMR, HMR, RMMR.....

GP 4;

- “All we wanted was fee for service...”
- “I hoped and prayed that all these care plans and DMMR type things would go away.”



Are we viewed as just another problem??

- HMR
- The straw that broke.....



Change

- To the fearful it is threatening because it means things may get worse.
- To the confident it is inspiring because the challenge exists to make things better - *King Whitney Jnr*



The GP Pharmacist Alliance

- This collaborative approach in patient care is focussed in the quality use of medicines.
- It is strengthened, not by the similarities in our professions, but the differences.
- You can learn a lot from people who view the world differently

Building Bridges



- Listen, learn
respond where you
can
- Build credibility
- Gain trust
- Be an advocate for
both professions
- Don't expect
miracles overnight

The facilitators creed....

- Facilitate
- Advocate
- Communicate
- Encourage
- *Face* challenges with confidence and belief
- GP 1,2,3? Success!! They still see me!

