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Integrating community pharmacy services with primary care networks

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Everyone is swamped with workload, GPs, pharmacists, hospitals. How do we all work together to ensure we don't duplicate, to make sure patients have wider access.





The listening without judgment. The trust, it's being able to share vulnerability, which I think is the hardest.

We have been very lucky to have access to GP patient records, which has revolutionised the way we practice in our community pharmacy. We feel a lot more integrated with the primary care team, improving standards of care, outcomes and workload.

Integrated technology which enables pharmacists to view patients' medical records and write into notes enables pharmacists to work more successfully together with GP practices to treat latent tuberculosis, provide a more comprehensive minor ailments service, provide high quality medicines use reviews and collaboratively manage patients with long term conditions.

Using integrated technology in the pharmacy, the pharmacist is able to check the patient's history, X-rays, possible drug contraindications, blood tests and liver function test results. He can also book follow-up GP appointments for the patient if necessary and send referrals to other healthcare providers. He can order the blood tests himself, thus saving GP practice time.



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