



## Danish Network for Community Pharmacy Practice Research and Development

PCNE Conference 2021

Rikke Nørgaard Hansen

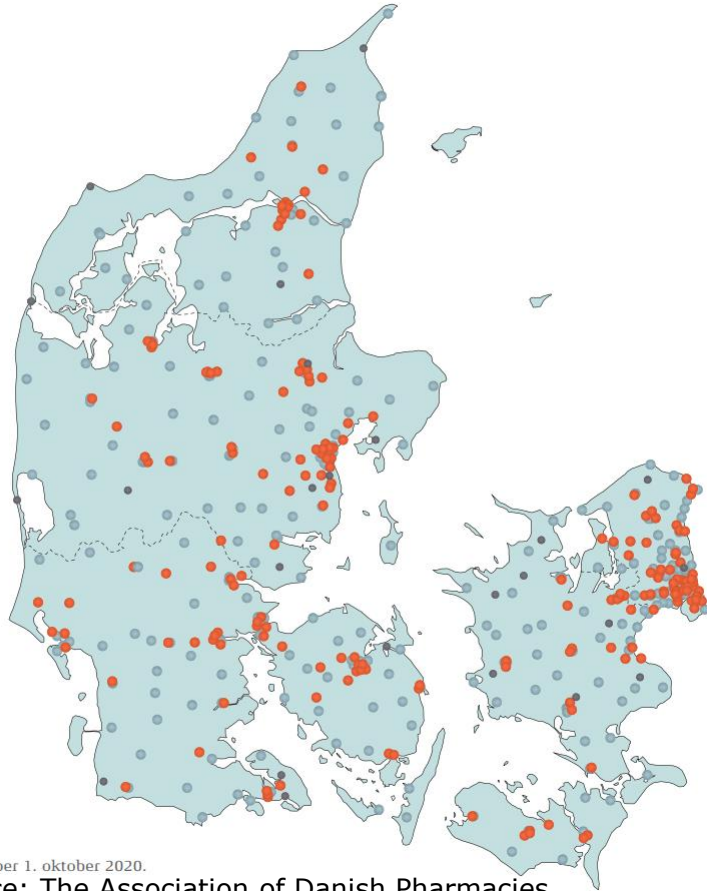
Pharmacist

Head of Research and Development

Pharmakon, Danish College of Pharmacy Practice



# Community pharmacies in Denmark



Opgjort per 1. oktober 2020.

Source: The Association of Danish Pharmacies

512 community pharmacies  
194 pharmacy owners

12 staff per pharmacy

96,500 customer visits  
222 daily prescription customers

Turnover: DKK 25 million (EUR 3.3 million)

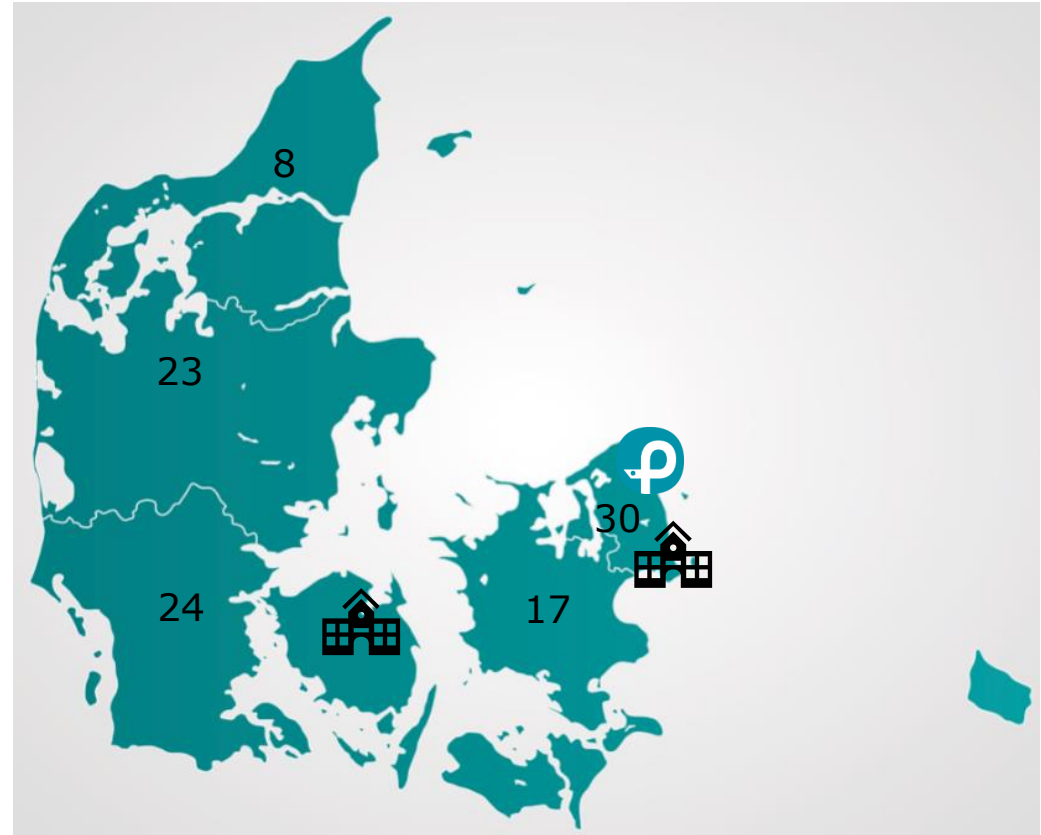
Hansen RN et. al. Integration of and visions for community pharmacy in primary health care in Denmark. *Pharmacy Practice*. January 2021.

# The network




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- Established in 2016
- 102 community pharmacies





**Community  
pharmacies and  
researchers meet**



**Discussion  
and  
collaboration**



**Ideas**



**Quality**



**Danish Network  
for Community  
Pharmacy Practice  
Research and  
Development**



**Results**



**Publication**

# The network



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- Community pharmacy owners are members
  - Pharmacists and pharmacy technicians
- Two meetings a year
- Four newsletters a year
- No financial support and membership is free



# Steering committee tasks

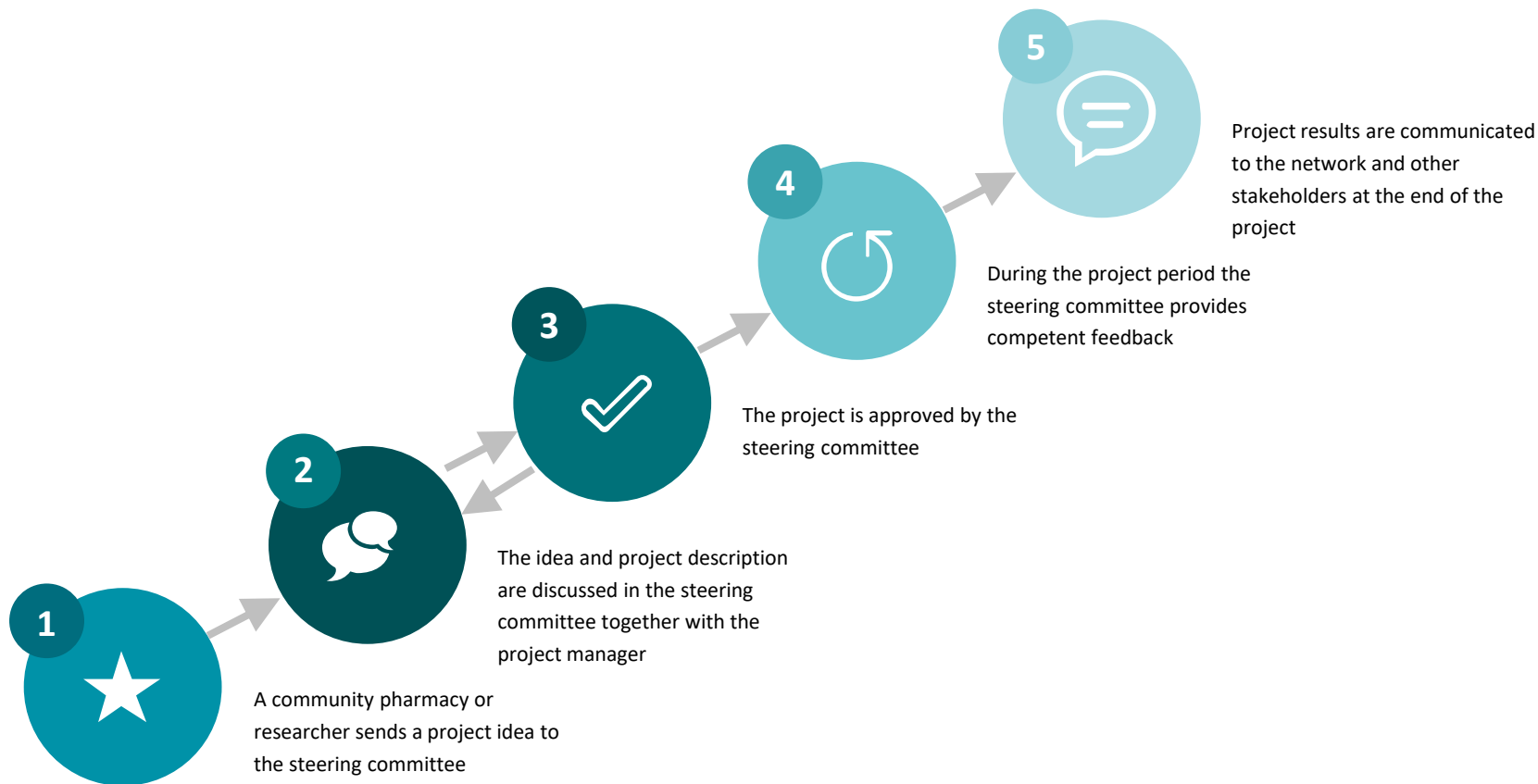


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- A meeting every month
- Review board
- Support project managers
- Arrange network meetings
- Collect information for newsletters



# Project idea process





# Netværk for Udvikling af Apotekspraksis

2020\_Formidling Netværk for Udvikling af apotekspraksis (002)\_Isnkom.pptx

## Formidling af resultater



Netværk for  
Udvikling af  
Apotekspraksis

Charlotte Verner Rossing  
Lotte Stig Nørgaard



Møde - samlet præsentation.pptx

## Hvordan laver du projekt på dit apotek?

- Susanne Overmark Bendixen  
Apoteker, medlem af styregruppen



Netværk for  
Udvikling af  
Apotekspraksis

Video (6)



Chat - spørgsmål og kommentarer (Everyone)

Anne Mette Jørgensen: Halløj kan I se at jeg er med Anne Mette, Stege - jeg kan høre jer  
Brødstrup Apotek: hej, vi kan ikke høre, derfor skifter vi  
Charlotte Rossing: Velkommen til, godt at se jer!  
Webinar Pharmakon: Men vi kan se jer :)  
Webinar Pharmakon: Anne Mette - Vi kan godt se at du er med på linjen :)  
Facilitator - Kristin R. Prindahl: Velkommen til allesammen, vi starter om nogle få minutter.  
Susanne Bendixen: velkommen til alle :)

Jeg ønsker at deltage i eller lave et projekt inden for de ...

Jeg ønsker at deltage i eller lave et projekt inden for de næste 12 måneder?



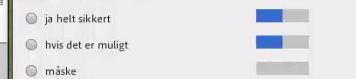
Min apoteker ønsker vi deltager i eller gennemføre pro...

Min apoteker ønsker vi deltager i eller gennemføre projekter på apoteket?!



En eller flere af mine kollegaer på apoteket ønsker at vi deltager ...

En eller flere af mine kollegaer på apoteket ønsker at vi deltager i projekter på apoteket?



Nyhedsbreve og styregruppens referater

SHOW TIL

# Expectations

- Share knowledge and ideas
- Participate in meetings
- Initiate and participate in projects
- Communicate projects and results
- Support from pharmacy management





Pharmakon  
Kommunikation mellem apotekspersonalet og ældre borgere med anden etnisk baggrund end dansk

Covering practice at the community pharmacy

Development of new pharmacy health services

Improvement of existing tasks and services

Research projects

Practice-based projects

# Completed projects



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Communication between community pharmacies and elderly people with ethnicities other than Danish



Evaluation of the Danish Network for Community Pharmacy Practice Research and Development



A community pharmacy service for homecare – focus on medication



Customers' information seeking behavior prior to community pharmacy visits



Assessment of whether dosage of antibiotics to infants, children and adolescents is rational



Unavailable prescriptions at Danish community pharmacies: a national descriptive study



Reduction in long-term treatment with proton pump inhibitors



Collaboration between community pharmacies and general practices



From standard type 2 diabetes medication to the combination product Xultrophy



COVID-19 affecting community pharmacies - from pharmacy students' point of view



## Customers' information seeking behavior prior to community pharmacy visits: A community pharmacy survey

Lundby<sup>a, c</sup>, Charlotte Rossing<sup>d</sup>, Rikke Nørgaard Hansen<sup>d</sup>,

Six community pharmacies  
Data collection for three weeks  
2,623 customers  
14.4% sought information





















A funny quiz from Denmark

# Projects in progress



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-   Triple whammy effect – safe use of NSAID
-  Scope and practice of re-prescribing service in Danish community pharmacies
-  Towards more appropriate use of drugs – Testing models for stopping unnecessary treatment with proton pump inhibitors
-  Optimised medication counselling – a pharmacy practice research project
-  Establishing an inter-professional collaboration between hospital and community pharmacists in Denmark
-  Klikkit – a technology which supports adherence counselling
-  Narrative medicine in pharmacy practice – a feasibility study
-  Quality of pregnancy prevention in women using teratogenic drugs
-  Experiences with abuse of OTC medication in community pharmacies
-   Pharmacy customers' wishes and attitudes towards COVID-19 antibody test
-   PEP device training for patients at community pharmacies
-   Shortage of medicine in community pharmacies

# Triple whammy effect – safe use of NSAID



Idea and discussion at network meetings

One project group member stopped

12 community pharmacies


# Opportunities for the community pharmacy



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- Get, add and qualify ideas
- Find collaborators
- Discuss the different phases of the project
- Learn from other pharmacies' experiences
- Gain experience
- Run own projects
- Participate in other pharmacies' projects
- Communicate results
- Contribute to development of pharmacy practice
- Ownership

# Quotes from participating community pharmacists and researchers



"Collaboration with other community pharmacies and researchers push me out of my comfort zone and increase my competences in project management."

*Community pharmacist*

"It is very motivating in my daily job at the pharmacy to participate in projects. It gives me an opportunity to be updated about what is going on in the community pharmacy sector."

*Community pharmacist*

"Projects in the network make me feel well equipped to address the patient's needs."

*Community pharmacist*

"The network makes my research realistic and close to the pharmacies and the patients."

*Researcher*

"The data collection becomes more effective when many community pharmacies, which I have access to through the network, participate. It generates a lot of data in a short period of time."

*Researcher*

"My research is now visible for more community pharmacies. That gives me plenty of new ideas which can develop pharmacy practice further"

*Researcher*

# Get an opportunity to develop community pharmacy practice



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- Obtain substantial amounts of data in a short time
- Build a bridge between research and practice
- Community pharmacies that are really interested
- Relevant projects

# What has been challenging?

- Few practice-based projects
- Facilitating a discussion between meetings
- The review process of practice-based projects
- Communicating about the status of ongoing projects



# Next step – integration of good results



## Continue the work

91% (N=32) think the network works very well



## More communication of results

Visibility of project progress and results



## More discussion of results

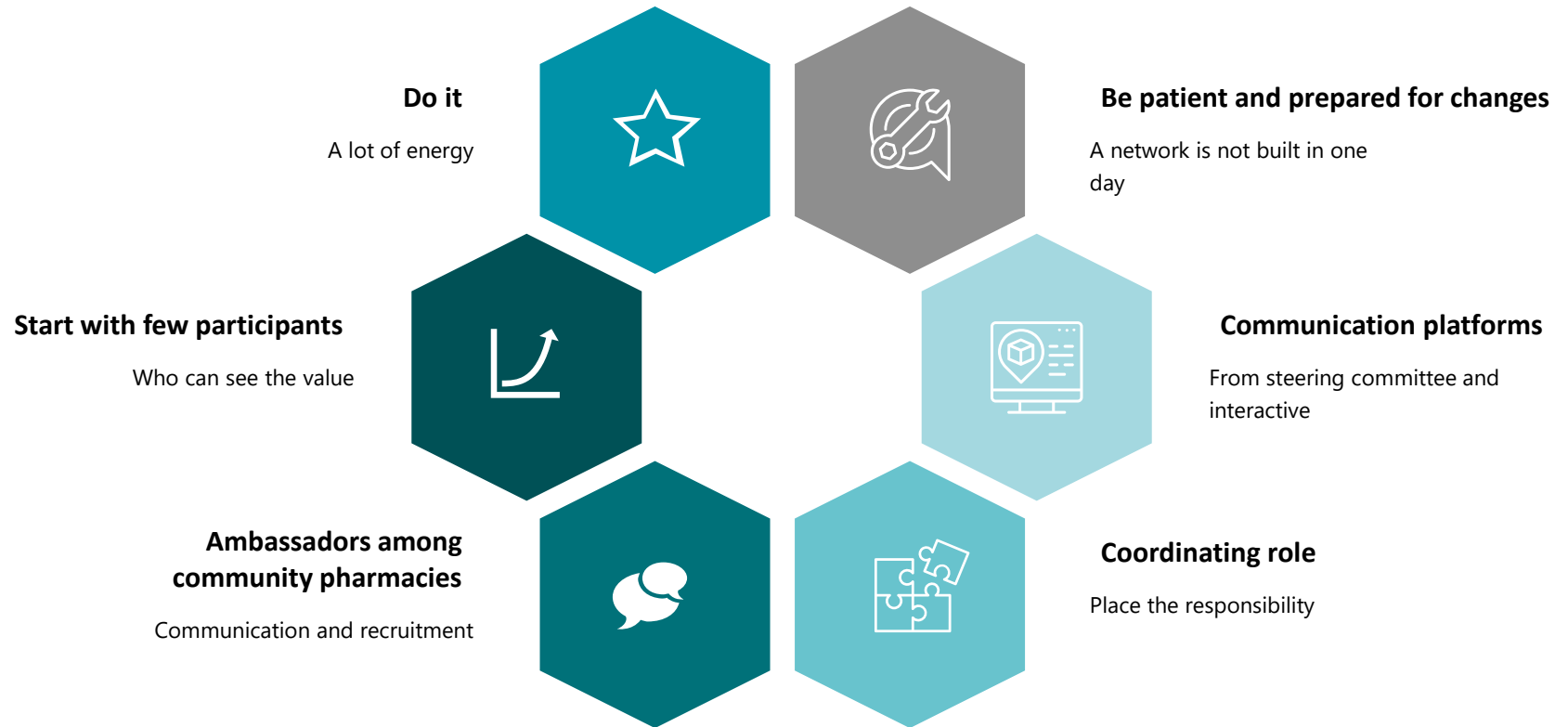
How to use it in practice?



## More pharmacy technicians

Largest staff group in Danish community pharmacies

# If you want to initiate a network like this





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# Thank you for your attention

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