PANDEMIC IDENTIFIES SCOPE FOR ENHANCED COMMUNITY PHARMACY SUPPORT FOR HOUSEBOUND

SF Garfield¹⁻³, C Wheeler², M Etkind², D Ogunleye², M Williams², C Boucher^{2,3}, A Taylor^{2,3}, J Norton^{2,3}, J Lloyd^{2,3}, T Grimes⁴, D Kelly⁵ and BD Franklin¹⁻³ 1.UCL School of Pharmacy, UCL, London, UK. 2. Centre for Medication Safety and Service Quality, Imperial College Healthcare NHS Trust, London, UK. 3. Patient Safety Translational Research Centre, Imperial College, London, UK. 4. The School of Pharmacy and Pharmaceutical Sciences, Trinity College, Dublin, Republic of Ireland. 5. Health Research Institute, University of Limerick

Introduction

Housebound patients may face challenges in medicines management due to reduced household mobility and potential lack of access to healthcare. However little work has focused on the patient/family perspective.

We used data obtained from those staying at home as much as possible during the COVID-19 pandemic to fill this gap.









Methods

Interviews with people taking medicines and 'shielding' and/or over 70 years of age during the first wave of COVID-19.

Interviews conducted by telephone or video conferencing; participants asked about medicines management while staying at home.

Medicine **Omitted doses** Good communication with pharmacy staff Support from family, friends and communication of Less-effective formulations friends and community Results High levels of medicines supply max. collection, per month anxiety maximum of 1 collection/delivery No change Smooth transition Initial crisis followed by re-stabilisation Pandemic was a tipping point, exacerbating underlying challenges ent Experiences of medicines management

Inductive thematic analysis, in collaboration with patient/public representatives.



safety

issues

50 people were interviewed (16 males, 34 females; 26-93 years). Data suggested a diversity of experiences.

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Conclusions

Our findings suggest pharmacy staff can help by:

- Synchronisation of medicines supply
- Delivering medicines where possible
- Raising awareness of alternative means of communication
- Providing continuity
- Signposting any community support available.