

# Exploring the views of hospital pharmacists on receiving patient feedback on their consultation skills: A qualitative interviewing study

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## Introduction



The Interpersonal Skills Questionnaire (ISQ) is appropriate for collecting feedback on pharmacists' consultation skills (CSs) <sup>(1, 2)</sup>



A feasibility study was conducted to examine collecting patient feedback on CSs of hospital pharmacists using the ISQ



As part of feasibility study, pharmacists were interviewed to explore their views with the feedback process



To explore hospital pharmacists' views on collecting patient feedback on their CSs



Objectives

To explore the feasibility of collecting feedback, identify methods used for questionnaire administration, and methods for process improvement

## Method



Six pharmacists with patient facing roles were recruited



Pharmacists collected feedback from patients within one hour of their consultation using a 3<sup>rd</sup> person whenever possible



Validated reports were produced when  $\geq 28$  completed ISQs per pharmacist were returned<sup>(1)</sup>, otherwise, abbreviated reports were issued



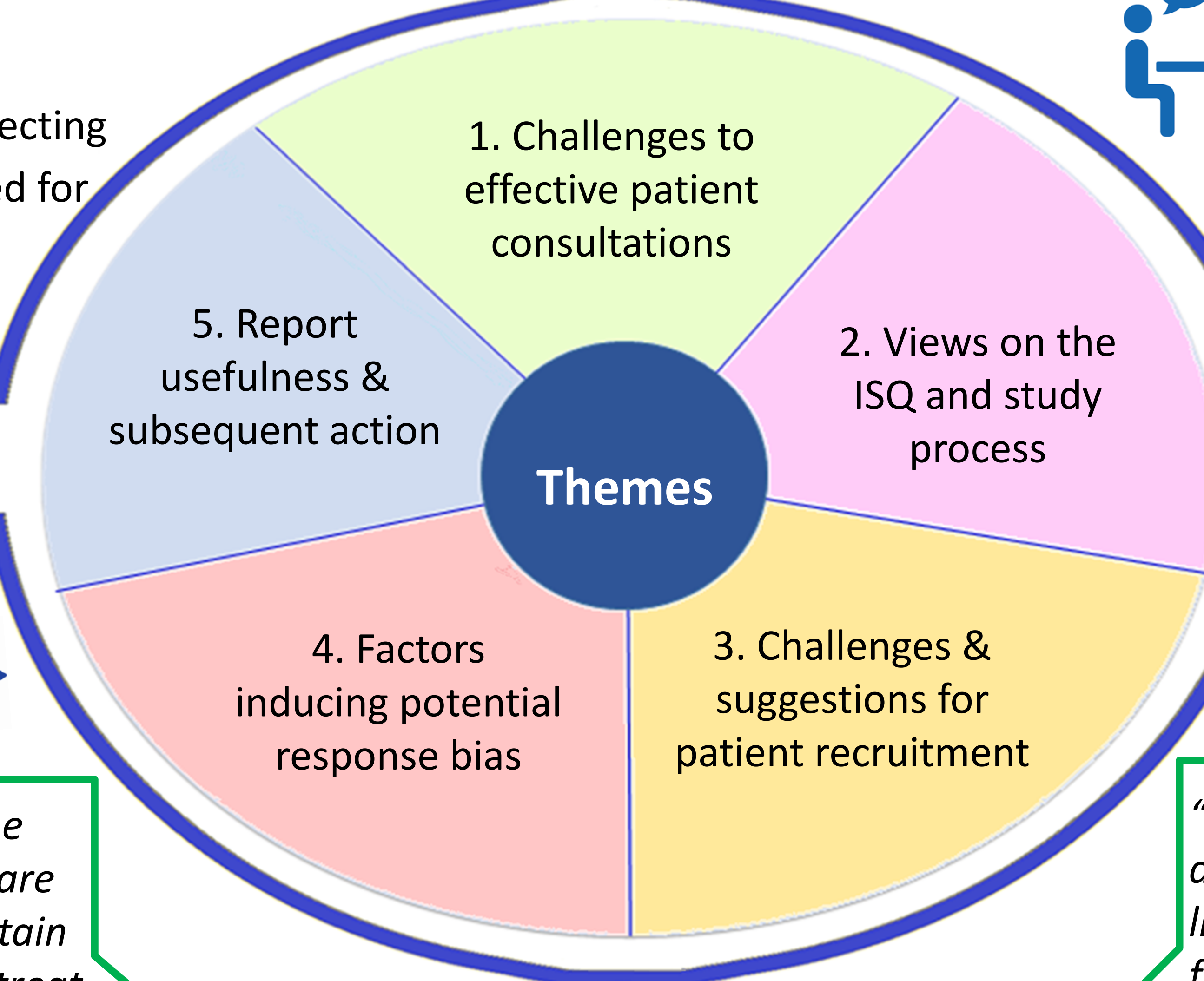
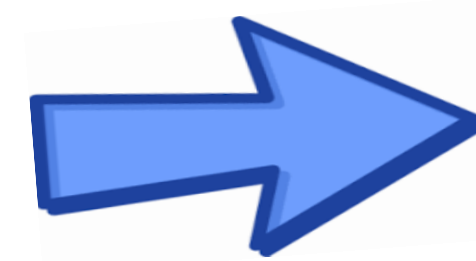
Pharmacists' interviews explored their views about patient consultations, feedback process & suggestions for the process improvement



Interviews were transcribed verbatim and analysed thematically

## Results

Five main themes emerged



The median age (IQ) of pharmacists was 27 years (25, 31)

*"the only thing I find difficult is when maybe patients can't communicate so ... if people are really really deaf it's really difficult to maintain their being confidential with also trying to treat them with respect" (P-A)*

*"I think that's quite a good way to get a quick feedback...within like ...an hour or half an hour or two hours... cause I think they interact with so many different people...so I think trying to get that immediate feedback is better" (P-F)*

*"the only time I was able to do it is when I visited the ward with my technician...but the number of times where we were both there was...very small so that part I found particularly difficult" (P-D)*

*"it highlighted a couple of areas that I figure I need to focus on nothing dramatic came out that I was sort of oh my goodness I didn't know this about myself from how I was interacting, there was also some pleasing outcomes as well to make me yes I will continue the way I approach things" (P-F)*



*"I had a patient that was very upset and I didn't know how to handle that situation...I feel like a lot of my practice now is wait until you find whatever problem it is and then reflect on it and then learn" (P-B)*

*"I thought it's quite simple questionnaire to fill out which is good to patients it wasn't too long...if you did something too long they probably won't wanna fill it in" (P-C)*

*"We were already quite squeezed for time.....I mean like during your working day ....So to find time to do that was very labour intensive" (P-B)*

*"there were times when I thought I got a feeling they're not going to want to wait around...or they're not going to want to kind of answer it so I didn't hand it out...yes sometimes you just get a feeling...they when you're handing out medication they're literally like ok great bye" (P-E)*

## Conclusions

- This is the first study to gather pharmacists' views on collecting patient feedback on their CSs
- Collecting patient feedback on hospital pharmacists' CSs is feasible, however, not for all pharmacists
- Pharmacists were positive to the idea of patient feedback, and most viewed the ISQ as a relevant feedback tool that fits the purpose of collecting patient feedback and of providing pharmacists with individualised feedback reports
- Recommendations were given to amend certain aspects of the study to make it more practical and acceptable in the future, e.g. assigning a third person to facilitate feedback collection
- Limitations included conducting the study in a single hospital with a small number of pharmacists

## References

1. Al-Jabr, H., Twigg, M. J., Scott, S., Desborough, J. A. Patient feedback questionnaires to enhance consultation skills of healthcare professionals: a systematic review (2018), Patient Education and Counselling, 101, (9), 1538-1548
2. Al-Jabr, H., Twigg, M. J., Desborough, J. A. Exploring what patients think when answering the Interpersonal Skills Questionnaire (ISQ): a 'think-aloud' study (2018), Research in Social and Administrative Pharmacy, 15, (5), 619-622