Weiterbil-dung in der Arzneimittel-information

Simon Wills and Angela Emerson
Southampton University Hospitals
Jan 2009
Overview of session

- UK Medicines Information (MI) network

- Training junior hospital pharmacists in MI
  - Objectives
  - Ideas for learning activities
  - Training Workbook and MiCAL
  - Risks associated with training in MI
  - Strategies to minimise the risks
UK Medicines Information

- 16 regional centres supporting 250 local centres across UK
- Pharmacists and technicians
- National strategy set by UKMi Executive
- Support to primary and secondary care practitioners and patients
UK Medicines Information

- **Our roles**
  - Clinical enquiry answering
    - Including some specialist services (e.g. pregnancy)
  - Managed entry of new medicines
    - National and local
  - Quality assurance
    - National standards for e.g. enquiry answering
  - Supporting other information providers
    - e.g. “NHS Direct”
  - National electronic Library for Medicines (NeLM)
  - Research
  - **Training**
Clinical enquiry answering

- Across UK, the service answers about half a million enquiries annually.

At Southampton:
- 94% are about individual patients.
- 66% answered within 1 hour.
- 50% from pharmacists.
- 30% admin/dose; 17% choosing therapy;
  15% interactions; 14% side effects.
- 17% answered in writing.
Our websites

- **UKMi site** [www.ukmi.nhs.uk](http://www.ukmi.nhs.uk)
  - Our national standards and resources for information pharmacists.
  - Mostly free access.

- **NeLM** [www.nelm.nhs.uk](http://www.nelm.nhs.uk)
  - Information about medicines for professionals.
  - Mostly free access.
  - Can register for free daily news email.
Welcome to the UK Medicines Information website.

This site is designed to support the UKM network. It hosts our strategies, policies, clinical governance standards and training materials, together with minutes of meetings of the UKM Executive and its working groups.

UKM resources to support medicines management initiatives are hosted by the National electronic Library for Medicines (NeLi).

Resources for the public can be found at NHS Direct.

For UK health professionals, click on the map to search for your local medicines information centre.

MI News:
- Medicines Q&A: Finding SPEs not on the SMC [Link] NEW (14/01/2009)
- Medicines Q&A: Corticosteroids for adrenal insufficiency and risk of osteoporosis [Link] NEW (14/01/2009)
- Medicines evaluation (UKM): Botulinum toxin A (Xeomin) [Link] NEW (09/01/2009)
- Medicines Q&A: Saliva substitutes - selecting and prescribing (update) [Link] NEW (09/01/2009)
- Medicines Q&A: Managing depression during breast feeding [Link] (09/01/2009)
- Medicines Q&A: Dosing in renal impairment (update) [Link] (09/01/2009)
- Horizon scanning: Prescribing Outlook - cost calculator 2008 (registration required) [Link] (09/01/2009)
- Medicines evaluation: Icatibant [Link] (09/01/2009)
- Medicines evaluation: Retopamilin 1% ointment [Link] (09/01/2009)
- Medicines Q&A: Proton pump inhibitor use during breast feeding (update) [Link] (09/01/2009)

More >>>
Clinical Governance | Service Standards

Introduction

The UKMI standards cover the following:

A. Enquiry Answering
B. Education and Training
C. Publications
D. Clinical Governance
E. Risk Management
F. Specialist Advisory Services. (NB. These standards apply to all designated specialist advisory services listed in the UKMI directory)

- Simple list of standards A - E
- Detailed list of standards A - E
- List of standards for Specialist Advisory Services

Rolling Programme to Review UKMI Standards

- Rolling programme

Audit Toolkit

NB. This replaces the previous Assessors Pack.

The toolkit is a protocol for measuring quality of medicines information services.

- Audit Toolkit

Audit Report

- Audit Report Template
'Nobody's perfect' - we could all improve our practice 'somewhere, somehow, somewhere'. How often have you wondered:

what would happen if ....?
why did that occur ....?
how could I change this ....? 
when would be the most effective time to ....?

As MI pharmacists, we are already attuned to the huge amount of published research available at our fingertips. We often participate, sometimes unwillingly, in other people's research projects by providing information from literature searches on for example, clinical trial outcomes, drug interactions, adverse events or pharmacoconomics. Most of us can also evaluate and present the results of other people's research in an unbiased, clear and helpful way.

Pharmacy practice research seeks to understand pharmacy and the way it is practised to ensure that the pharmacist's knowledge and skills are being used to best effect in solving NHS problems and addressing the health needs of patients.

It is applied research, often multidisciplinary in nature, and draws on the social, psychological and economic sciences; both quantitative and qualitative techniques are employed.

It seeks to provide useful solutions to practical problems: the best research is always useful to somebody!

Remember that the results from your research might be used to instigate changes in practice that might have a profound effect on patient care and its cost.

Therefore it is vital that the research is based on sound methodology and carried out competently. It should be based on the cornerstones of consistency, honesty, diligence and patience - what professors of pharmacy practice might call 'academic rigour'.

Sooner or later we are likely to get involved more deeply in a research project, perhaps as a collaborator with other healthcare colleagues or in generating an evidence base on which to develop our own practice. Many of us have already had some experience of research design, either at undergraduate and possibly postgraduate level. Some of us may be involved with a research project at this very moment.
National electronic Library for Medicines

Welcome to the NeLM

Search the NeLM

- Browse by Categories: National Health Service | Medical Specialty | Medicines Information | SNIFF Category
- Browse by NeLM area: Evidence | Other Library Updates | News | Health in Focus | Community Areas | Useful Links

NeLM Newsletter

Sign up today to receive the latest news from NeLM

Medicine news and library updates

Sign up for a daily round of news relevant to you.
Alternatively find out how to use our NeLM Feeds to keep an eye on what's new.

Health in focus

27/11/2008 Thinking Ahead - World AIDS Day
THINKING AHEAD is a resource document for specific health events and seasonal conditions that may have a public health impact. This edition is for World AIDS day 1st December 2009.

News

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<td>NeLM News Service</td>
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<td>NeLM News Service</td>
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NeLM Subscription

The NeLM Newsletter delivers the latest medical news, reviews and updates to you in one daily email. Subscription is optional.

Email address *(required if subscribing)*

This will be the address that the NeLM newsletter will be sent to. You may use any email address.

Your email address

Re-type your email address

Additional subscriptions *(optional)*

By subscribing to the NeLM Newsletter you will automatically get the latest News and Updates from the NeLM News Team. You can also receive the latest information from other areas of the NeLM in the same email by checking from the list below.

- Guidelines
- Drug Specific Reviews
- Drug Class Focused Reviews
- Disease Focused Reviews
- Patient Safety
- Complementary Medicine
- Medicines O & A
- Drugs in Pregnancy
- SPC Changes
- Health In Focus

Personalisation of content *(optional)*

By providing this information we will be able to customise the content of the NeLM Newsletter around your professional requirements.

Professional role

*Please select area of medical interest*

- Anaesthesia
- Bone Diseases
- Cardiovascular Medicine
- Cerebrovascular Disorders
- Complementary Medicine
- Dentistry
- Dermatology
- Ear, Nose and Throat (ENT) disorders
- Emergency Medicine
- Endocrinology
- Family planning
- Gastroenterology
- Geriatric Medicine
- Haematology
- Immunology and vaccination
- Infections
- Infections Diseases
- Intensive Care (ICU)
- Liver disease
- Menopause / hormone replacement therapy (HRT)
- Mental Health
- Neurology
- Nutrition and Metabolism
- Obstetrics & Gynaecology
- Oncology
- Ophthalmology
- Paediatrics
- Pain control
- Palliative care
- Preventative medicines
- Radiology
- Renal medicine
- Reproductive medicine
- Respiratory Medicine
- Rheumatology
- Sports medicine
- Surgery
- Travel medicine
- Urology
- Wound Management
National electronic Library for Medicines

Search the NeLM

Search

NeLM news service

Systematic review and meta-analysis of lamotrigine for bipolar depression

Source: Br J Psychiatry
Date published: 28/09/2009 14:43

Summary
by Yvette Wan

The efficacy of lamotrigine in bipolar depressive episodes has been assessed in a systematic review and meta-analysis of individual patient data from RCTs comparing lamotrigine with placebo. Data were obtained on 1072 participants from 5 RCTs and the following findings were reported:

- More individuals treated with lamotrigine than placebo responded to treatment (relative risk = 1.27, 95% CI 1.09 to 1.47, p = 0.002) on the Hamilton Rating Scale for Depression (HDRS).

- The above finding was also reflected (1.22, 1.06 to 1.41, p = 0.005) when measured on the Montgomery-Asberg Depression Rating Scale (MADRS).

- There was an interaction (p = 0.04) by baseline severity of depression: lamotrigine was superior to placebo in people with HDRS score > 24 (1.47, 1.16 to 1.87, p = 0.001) but not in people with HDRS score 3 ≥ 24 (1.07, 0.90 to 1.27, p = 0.445).

The researchers conclude from these findings that the overall effect of lamotrigine vs placebo on depressive symptoms in the depressed phase of bipolar disorder was modest.
Search the NeLM

Depression

655 library items for depression in All Results

Filter results by:

- Date Published
  - 2009 (6)
  - 2008 (124)
  - 2007 (130)
  - 2006 (129)
  - 2005 (108)
  - More
1. Can tricyclic antidepressants cause tinnitus?

2. How should antidepressants be discontinued?
Source: Welsh Medicines Information Centre, Date published: 19/05/2008, Expires on: 31/03/2010

3. Switching between monoamine oxidase inhibitors and SSRI or tricyclic antidepressants
Source: North West Medicines Information Centre, Date published: 02/08/2007, Expires on: 31/07/2009

4. Switching between tricyclic, SSRI and related antidepressants
Source: North West Medicines Information Centre, Date published: 02/08/2007, Expires on: 31/07/2009

5. What is the antidepressant of choice in ischaemic heart disease?
Source: London Medicines Information Service, Date published: 03/06/2008, Expires on: 31/12/2009

6. What is the most appropriate antidepressant to use in epilepsy?
Source: London Medicines Information Service, Date published: 07/05/2008, Expires on: 31/03/2010
Can tricyclic antidepressants cause tinnitus?

Background

Tinnitus is a condition characterized by a ringing, buzzing or other noise in the ear that is not due to an external cause. It may be continuous or intermittent.

Answer

Tinnitus has been described following administration of various tricyclic antidepressants (TCAs). It is an infrequently reported event. For example, in 1937, a review of 475 patients taking TCAs revealed 5 who developed tinnitus during therapy (about 1% patients) (1). None of them had any previous history of otologic disorders. In these patients, the condition developed after 2–3 weeks of imipramine treatment at daily doses of imipramine ranging from 100mg to 250mg. Interestingly, the condition disappeared completely in every case despite continued use of imipramine and without any specific treatment for the tinnitus. The time from first detection of tinnitus to disappearance ranged from 2 to 4 weeks. The same authors later briefly described a sixth case of occupational tinnitus which was made worse by imipramine (2). Symptoms returned to baseline within 3 weeks despite continuing imipramine at the same dose.

An isolated case describes a woman taking 100mg imipramine daily who developed tinnitus after one week at this dose (3). When the daily dose was increased to 150mg, the tinnitus persisted initially but after 4 weeks at this dose it diminished. Therapy was interrupted for a short period (not specified), since the patient was in a clinical trial and it is implied that the tinnitus resolved during this time. When imipramine was re-introduced at 150mg daily there was no tinnitus.

A series of four patients with imipramine-associated tinnitus was described in 1980 (4). The daily doses causing this reaction ranged from 50mg to 160mg. In one case, the reaction began only 2 or 3 days after starting imipramine 50mg daily. The time to onset for the other cases is not given. In all patients, the imipramine dose was reduced and this led to abolition in three and improvement in the fourth. In this last case, changing from imipramine 75–150mg per day to doxepin 15mg per day was effective and tinnitus resolved and did not return. No details are given for resolution times, but the descriptions of each case suggest that improvement was rapid.

Tinnitus has been reported with other TCAs. In one case report, a patient developed the reaction after...
Training UK hospital pharmacists
Training UK hospital pharmacists

- Four year undergraduate degree (MPharm)
- One year pre-registration hospital placement and examination
- One to two year post-registration hospital-based rotation with further study and examinations
- UKMi standards aim to streamline training
UKMi training standards

- Standards apply to all hospital-based pre-reg and post-reg pharmacists (not undergraduates)

- Minimum of 4 weeks in MI (although in practice usually longer)

- Appropriate supervision

- Assessed against competency standards (RPSGB or UKMi Framework)

- Supported by the UKMi Training Workbook and MiCAL
UKMi training aims and objectives

- Overall aim of the training is to improve quality of patient care and reduce risk
- To ask all the correct questions when taking in an enquiry
- To search for information from paper and electronic sources
- To evaluate the information found
- To communicate the answer to the enquiry clearly
Learning activities

- Handling ‘real’ enquiries
- UKMi Training Workbook
- MiCAL
- Role play
- Coaching
- Shadowing
- MI team training sessions
Developing the Training Workbook

- In 2002 existing training material
  - Out-of-date
  - Inadequate
  - Varied across the UKMi network

- New training material
  - Enable self-directed learning and small group tutor-led sessions
  - Support pre-reg and post-registration pharmacists
  - Easy to update
  - Record of achievement/competence /feedback
Developing the Training Workbook

- Workbook paper-based format (cf computer-based programme)

- Proposed structure
  - 4 introductory sections
    - How to use the Workbook
    - Structure of UKMi
    - Enquiry answering techniques
    - Searching for information
  - 20 tutorials on selected clinical enquiry types
Developing the Training Workbook

- Tutorials based around most common clinical enquiry themes including:
  - Pregnancy
  - Breast-feeding
  - Drug interactions
  - Adverse drug reactions
  - Parenteral drug
  - Compatibility
  - Drugs in liver disease
  - Drugs in renal disease
Developing the Training Workbook

Most tutorials - standard structure

- Essential background information about the topic
- Suggested questions to ask an enquirer
- Suggested information resources to use
- Exercises to test understanding (self-directed and tutor-led)
- Real examples of questions and answers
4. Drugs in Pregnancy

General Principles

- Agents or factors that cross the placenta to cause congenital malformations are defined as teratogens (from the Greek *teratos* meaning monster). This strict definition is often relaxed to include any agent that directly or indirectly, causes structural or functional abnormalities in the foetus or child after birth when administered to a pregnant woman. Teratogens do not cause abnormalities in all foetuses exposed at the critical period. For example thalidomide, which is a highly teratogenic drug, caused abnormalities in less than half of all foetuses exposed during the critical period.

- The incidence of major congenital malformations in the general population is estimated to be between 2-3%. Over 75% of these malformations are of unknown aetiology; only 1-2% are thought to be due to drugs.

- Exposure to a drug during the pre-embryonic phase of pregnancy, which lasts until the 17th day after conception, will either result in survival of the intact embryo or death. This is sometimes referred to as the ‘all or nothing principle’. If most cells are affected the pregnancy is spontaneously miscarried. If only a few cells are damaged the embryo is normally unaffected. Most women will have not have missed their first period and not even realise they are pregnant.

- The embryo is most vulnerable to teratogens during the embryonic phase, from days 18 to 55, when the cells differentiate and the major organs are formed. If differentiated cells are
Drugs in Pregnancy

Questions to Ask an Enquirer

- Assess whether prospective or retrospective exposure (i.e., is the woman actually pregnant now, or planning to become pregnant?).
- Identify the drug, indication, dose, frequency, route and the duration of exposure.
- How many weeks pregnant was the woman when she first started taking the drug?
- How many weeks pregnant is she now?
- Has the woman had any previous pregnancies and what were the outcomes?
- What drug has the woman taken during previous pregnancies for any similar condition?
- Has the woman taken the drug in question during a previous pregnancy?
- Is there a family history of malformations or history of recurrent abortions?
- Have any investigations been performed (e.g., ultrasound scans)?
- For chemical exposure enquiries additional questioning may be needed to establish substance involved, approximate quantities, duration of exposure per day, protective measures taken etc.

Example Sources to Use in Answering Enquiries
Example Sources to Use in Answering Enquiries

- Drugs in Pregnancy and Lactation (Briggs, Freeman and Yaffe, Lippincott Williams and Wilkins 2005) an in-depth textbook that has individual monographs for each drug.
- Medical Disorders in Obstetric Practice (De Swiet, Blackwell Science 2002) a comprehensive textbook on the management of medical disorders in pregnancy.
- Drugs During Pregnancy and Lactation (Schaefer, Elsevier Science 2001) written by members of the European National Teratology Information Service, this useful textbook considers drugs by therapeutic class and makes practical recommendations.
- Check your in-house enquiry archiving database.
- Medline/Embase.
- Reprorisk/Reprotox via Micromedex.
- SPCs often contraindicate drug use in pregnancy, but manufacturers’ Medical Information Departments may be able to offer more information particularly on very new drugs where published literature is often lacking.
- The National Teratology Information Service in Newcastle can assist with the answering of enquiries relating to any aspect of drug and chemical exposure in pregnant women or women wishing to become pregnant. Visit the password-protected website (www.spib.axl.co.uk) or phone them direct, but only after a thorough search.
Using the Workbook in practice

- UKMi training standards require:
  - Pre-reg pharmacists to complete first 7 tutorials
  - Post-reg pharmacists to complete next 7 tutorials

- Students aim to complete 1-2 tutorials weekly in the workplace either independently or in small groups
- Tutor gives feedback on exercises and answers trainees’ questions
- Supplement with real enquiries to support learning
- Complete and document performance review against agreed competency standards

- Next edition of Workbook due 2009
Supplements to the Workbook

- Quick question guide (see handout)

- Tutor’s Guide
  - Support guide to training in MI
    - Planning your time with trainees
    - Interacting with trainees and checking their work
    - Suggested training programme
  - Covers common problem areas
    - Trainee doesn’t like answering the phone
    - Too slow
    - Too confident
    - Doesn’t document enquiries properly
  - Next edition due 2009, lead centre Wessex
Medicines Information Computer Aided Learning (MiCAL)

- Complements Training Workbook
- Enables a blended learning approach (different learner styles)

- Content
  - General MI knowledge and skills (critical appraisal, searching, writing and referencing)
  - 26 additional practice enquiries to test questioning, searching, appraisal and communicating the answer
  - MiDatabank Trainer
MiCAL + MiDatabank Trainer

Username
Password
MI Centre

Please enter your username and password

MiCAL v8  © Copyright 2008 CoAcS Ltd and London MI Service (Northwick Park)
MiDatabank v2.1  © Copyright 2004 - 2008 CoAcS Ltd
<table>
<thead>
<tr>
<th>Enquiry</th>
<th>Description</th>
<th>Due Date</th>
<th>Enquirer</th>
<th>Comments</th>
<th>Allocated To</th>
<th>Taken By</th>
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<td>1</td>
<td>Atorvastatin And Erythromycin - Clinical Significance Of The Interaction?</td>
<td>31/01/2009</td>
<td>Butler Caroline</td>
<td></td>
<td>SS</td>
<td>DW</td>
<td>02/09/20</td>
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<td>2</td>
<td>Carbamazepine - Various Adverse Effects</td>
<td>31/01/2009</td>
<td>Pinder Alan</td>
<td></td>
<td>SS</td>
<td>JR</td>
<td>04/09/20</td>
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</tbody>
</table>
Atorvastatin and erythromycin - what is the significance of the interaction? BNF says to avoid concomitant use.

Enter the question or background information of the enquiry.

Title: Atorvastatin and Erythromycin - Clinical Significance of the Interaction

Name: John Booker
NHS No: 19323F932
Hospital No: 
Age: 53
Sex: M
Wt: 
Ht: 
Cr: 
Notes: Medical Details: Admitted for exacerbation of angina (now under control), but developed a chest infection (susceptible to erythromycin). Has true allergy to penicillins (suffered breathing difficulties last time exposed to penicillin)
3.5.1.5 Erythromycin

1) Interaction Effect: increased atorvastatin exposure and an increased risk of myopathy or rhabdomyolysis
2) Summary: The coadministration of clarithromycin with atorvastatin significantly increased atorvastatin exposure (Ams et al, 2002a). Clinically significant rhabdomyolysis has been cited in case reports of patients treated concomitantly with atorvastatin and clarithromycin (Sié et al., 2003a; Ming & Gill, 2003). Similar to clarithromycin, erythromycin is a known inhibitor of cytochrome P450 3A4, for which atorvastatin is a substrate. The concomitant administration of erythromycin and atorvastatin has the potential to increase the bioavailability of atorvastatin. Coadministration of erythromycin and atorvastatin may increase plasma concentrations of atorvastatin by approximately 40% (Prod Info Liptor(R), 2004).
3) Severity: major
4) Onset: delayed
5) Substantiation: probable
6) Clinical Management: Avoid concomitant use of atorvastatin and erythromycin where possible, or use together with greatest caution. Consider alternate antimicrobial therapy where appropriate. If concomitant therapy is necessary, monitor CK level when erythromycin is added to, changed during, or discontinued from concomitant treatment with atorvastatin. Monitor for symptoms of myopathy or rhabdomyolysis (myalgias, muscle stiffness and weakness, darkened urine).
7) Probable Mechanism: inhibition of cytochrome P450 3A4-mediated atorvastatin metabolism
Consider stopping statin for duration of antibiotic, or monitor for symptoms of myopathy during and after course of antibiotic, or use alternative antibiotic.

--Sam Smith 06/01/2009 12:10:05--
MiCAL

- Complements Training Workbook
- Enables a blended learning approach (different learner styles)

- Content
  - General MI knowledge and skills (critical appraisal, searching, writing and referencing)
  - 26 additional practice enquiries to test questioning, searching, appraisal and communicating the answer
  - MiDatabank Trainer

Training in MI: what are the risks?

- Using enquiries about real patients
- Balance between minimising the risk and maximising the trainee’s learning experience
- IRMIS report September 2008

- ‘Inadequate analysis and search combined with high workload, urgent deadlines and inexperienced staff answering enquiries, continue to be the most frequently occurring cause of errors. In some cases the reporter noted a lack of robust checking procedures or failure of the checking process as contributing to the error’.
Training in MI: what are the risks?

- You are the MI pharmacist in charge of a busy MI centre answering over 30 enquiries daily with 2 other experienced MI pharmacists.

- You are responsible for 2 trainee pharmacists who are halfway through their 6 week MI training programme and are starting to take enquiries over the telephone, undertake their own research and evaluation, and communicate their answers back to enquirers.

- Consider where errors may occur and what strategies can be used to minimise risk.
Risks associated with training in MI

- Numerous and forever changing

- Relate to
  - Receiving the enquiry
  - Undertaking the research
  - Evaluating the information and communicating the answer
Receiving the enquiry

- **Minimising the risks**
  - Role play prior to receiving ‘real’ enquiries (Workbook and MiCAL)
  - Using the Quick Question Guide
  - MI pharmacist listens to the trainee receiving the call (telephone technology, data protection)
  - MI pharmacist checks that the enquiry is entered correctly into MI Databank and countersigns it
  - Timely feedback to the trainee on questioning skills
  - Ensure that trainee’s clinical pharmacy knowledge is developed and maintained
Undertaking the research

Some examples....

- Incorrect/out-of-date resources used
- Correct resources used incorrectly (i.e. not searched properly)
- Insufficient resources used (i.e. conclusions drawn prematurely)
- Enquiry that is too complex allocated to the trainee
- More than one MI pharmacist checking an individual enquiry
- Not being able to disregard irrelevant information
Undertaking the research

- Minimising the risks
  - Search strategies
  - Training in search techniques throughout placement (Workbook and MiCAL)
  - Ensure enquiries are suitable to be answered by trainees (MI pharmacist allocates appropriate enquiries)
  - Very careful checking of enquiry and feedback to trainee
  - Ensure the same MI pharmacist supervises the trainee throughout the whole enquiry if possible (saves time too)
Standard Search Pattern: Drugs in Breastfeeding

**SPC (on eMC)**
Drug (incl Generic name, Brand & Manufacturer): 
Data last updated:

**Hale** (Medication and Mothers’ Milk)

**Schaefer** (2nd edition, 2007)

**Briggs** (8th edition, 2008 + paper updates)

**Lee** (1st edition, 2000)

[**Drugs in Lactation website**](#)

[**Drugs and Lactation Database (LactMed)**](#)

[**IDIS Web**](#)
(Star search terms)

[**Medline**](#)
(Dialog: Star search terms & dates searched)

[**Embase**](#)
Evaluating information and communicating answers

- Incorrect interpretation of the information found
- Not all the relevant points included in the final answer
- Answer too complex to be communicated verbally (written answer may be more suitable)
- Answer communicated in inappropriate language (e.g. too technical for a patient)
- Answer communicated incorrectly
- Trainee attempts to answer follow-up questions alone
Evaluating information and communicating answers

- Minimising the risks

  - Training on evaluation, especially information that is conflicting
  - Training on how to prepare and communicate the answer (role play, Workbook, MiCAL)
  - Careful checking of answer by MI pharmacist before it is communicated
  - Follow-up questions anticipated and MI pharmacist and trainee agree boundaries
  - MI pharmacist on hand to intervene in phone call if necessary
  - Give answer in writing if complex/legal implications
Training in MI: minimising the risks

- Undertake **regular** risk assessment (proforma on UKMi website)

- Clear standard operating procedures (e.g. how trainees’ work is checked)

- Clear responsibility (trainees must have a named supervisor at all times)

- Learning from mistakes
Summary

- Training in MI
  - Challenging but rewarding
  - Support tools and templates
Finally...

- We can all learn from each other!
  - Maybe 1 or 2 pharmacists would like to work with us for a year?
  - Handout with our contact details if interested.

- Any questions?