

## Briefing for Pharmacy/LPCs: 'Walk in my Shoes'

### Suggested points to highlight to Pharmacy Contractors/LPCs about the 'Walk in my Shoes' project

- We have recently been made aware of a Lewisham Clinical Commissioning Group project called 'Walk in my Shoes', which we would like to discuss further with you.
- The 'Walk in my Shoes' project was an Inter-Professional Exchange project in which staff from GP practices were given the opportunity to visit community pharmacies and community pharmacy staff were given the opportunity to visit GP practices.
- The idea was to give GP teams and pharmacy teams the opportunity to experience life in primary care from a different perspective, and to learn with and from each other to build relationships, improve systems and identify solutions together.
- Forty-two general practices (100%) and 45 pharmacies (79%) in Lewisham signed up to be involved in the programme, and medical secretaries, GPs, practice managers, prescription co-ordinators, pharmacists and pharmacy technicians all participated in the project.
- More than 160 exchange visits between GP practices and pharmacies took place and each visit prompted many positive changes that have helped improve patient experience, reduce the likelihood of errors, increase efficiency and assist in the reduction of medicine waste. A video is available which explains how the service worked; this can be viewed at: [tinyurl.com/walkinmyshoesproject](https://tinyurl.com/walkinmyshoesproject)
- The Pharmaceutical Service Negotiating Committee has produced a template toolkit to assist community pharmacies and GP practices to replicate this type of project. The toolkit is available at: [psnc.org.uk/workingwithGPs](https://psnc.org.uk/workingwithGPs)
- The toolkit includes a:
  - checklist for community pharmacy teams to use when GP practice staff visit their pharmacy;
  - checklist for GP practice teams to use when community pharmacy staff visit the GP practice;
  - reflective log for pharmacy staff/GP practice staff which assists the member of staff to reflect on their visit to the pharmacy or GP practice;
  - action plan for pharmacy/GP practice which assists pharmacy teams and GP practice teams propose three changes to the current practice to improve working relationships with the community pharmacy or GP practice; and
  - pharmacy/GP practice: implementation review, which aims to capture the outcomes of the proposed changes to the community pharmacy's/GP practice's previous practice.
- Is this something the **[pharmacy/LPC (delete as appropriate)]** would be keen to explore further?