

Responding to the *Which?* Report Event

The need to improve the quality of the management of over-the-counter OTC consultations in the community pharmacy setting has been identified by the Consumer Association, *Which?* in several studies, the most recent of which was published in 2013. Similar studies undertaken by academic researchers have shown similar results.

In order to address this, NHS Education for Scotland (NES) and Community Pharmacy Scotland (CPS) co-hosted a '*Responding to the Which? Report*' event on 22nd June 2016 at the Royal College of Physicians, Edinburgh. Forty key stakeholders from across Great Britain attended the meeting, the purpose of which was to share the results of a NES 3-year research Scottish programme (TRiads-P) looking into and developing solutions to improve the quality of over-the-counter consultations.

Chaired by the Chief Pharmacist for Scotland, Professor Rose-Marie Parr, patient and public representatives, as well as delegates from the General Pharmaceutical Council (GPhC), Royal Pharmaceutical Society (RPS), chemist contractors, educators and superintendent pharmacists, amongst others, discussed the research that had been undertaken since the *Which?* report in 2013. The event also benefited from the attendance of Jo Pearl, Senior Researcher, responsible for the 2013 *Which?* report. The afternoon session focused specifically on using the research evidence from TRiads-P to discuss the way forward for improving the quality of management of over-the-counter consultations.

Initial feedback from the event was very positive with participants indicating their wish to form a coalition to develop and take forward the potential solutions identified and discussed. Event lead, Dr. Mags Watson from the Health Services Research Unit, University of Aberdeen, commented that it was encouraging to see so many stakeholders participate in this meeting, to observe their engagement with the research results and their desire to achieve quality improvement for this service.