

English Pharmacy Board 4 March 2009

**PUBLIC BUSINESS**

## **Simulated Patient Project**

### **Purpose**

To note the presentation from Valerie de-Ruyter, Practice Project Manager on the progress of the Simulated Patient Project.

### **Strategic objective domains**

- An organisation that consistently performs as a regulator, professional representative leader and publisher

### **Action required**

The English Pharmacy Board is asked to note the update.

#### **1. Background**

The Simulated Patient Project is a joint initiative from the RPSGB and the NPA, in response to the growing emphasis put on community pharmacists in the provision of primary care. It also answers criticism voiced by reports such as the ones produced by Which? (latest one in October 2008).

The project uses a simulated patient methodology as a change mechanism to shape practice behaviour in relation to Over the Counter (OTC) medicines and in particular 'P' medicines, with the aim of improving the quality of this type of common healthcare intervention. Participation from pharmacies will be on a voluntary basis and the visits will be offered to them as a supporting tool.

#### **2. Progress since English Pharmacy Board July 2007**

In the latter part of 2006, the Aberdeen University was commissioned to carry out a pilot project looking at the feasibility of this concept and its acceptability to pharmacists and their staff in the UK. Following the positive findings of the study, the EPB agreed for the project to be progressed into its development phase in July 2007, with the aim of reaching 10% of all UK community pharmacies. (A copy of the report submitted to the English Pharmacy Board in July 2007 is attached at **Appendix A**).

A project manager was appointed in January 2009 and will be reporting on progress at the English Pharmacy Board on 4 March 2009.

Valerie de-Ruyter  
Project Manager  
Practice Team