

The Range of Change

Evaluation is important to BCPP. Collecting data from participants and analysing it has allowed us to see the impact BCPP projects are having. Below is a sample of feedback from 135 projects over 2 ½ years.

>>>Outcomes in numbers...

- Confidence in going to the pharmacist for advice
- Increased from 61% to 82%
- Regularly visiting the pharmacist for advice
- Increased from 26% to 39%
- My health is usually excellent
- Increased from 44% to 51%
- I have a good understanding of how to improve health
- Increased from 62% to 83%

92% agreed they have a better understanding of what a pharmacy can offer.

>>>Overall outcomes reveal...

- Improved accessibility and responsiveness regarding engagement in local services, particularly of more disadvantaged groups
- Change in use and better understanding of pharmacy and associated services
- Perceived improvements in health and understanding of how to take responsibility for health

We also use a standard general health questionnaire (GHQ) that gives an indication of psychological wellbeing. 39% of respondents indicated poor psychological wellbeing at the start of the project but we were amazed this dropped to 14%.

CDHN is a member led regional voluntary organisation. Our mission is to end health inequalities using a community development approach. For more information on CDHN visit our website www.cdhn.org.

To become a member contact Ruth Murphy on T: 028 3026 4606 or E: ruthmurphy@cdhn.org

Funding now available!

Level 1 funding is for those interested in developing ideas and a community pharmacy partnership. It consists of a maximum of £2000 for a project that can last up to 9 months.

The closing date for Level 1 funding is Thursday 21st February 2013

Level 2 funding is for those with established partnerships who have a clear vision of what the project wants to achieve. It consists of a maximum of £10,000 for a project that can last up to 2 years.

The closing date for Level 2 funding is Thursday 18th April 2013

Please keep in mind that we offer support in developing your partnership, ideas and application. Contact us if you are thinking of becoming involved. Application packs can be downloaded from www.cdhn.org/bcpp. For further information call us on T: 028 30 26 46 06. We are here to help!



COMMUNITY DEVELOPMENT
AND HEALTH NETWORK

This programme is funded by:



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LiteBite



The Newsletter of the Building the Community Pharmacy Partnership



HELLO AND WELCOME!

Welcome to "Lite Bite", a newsletter brought to you by the Community Development and Health Network (CDHN) through its Building the Community-Pharmacy Partnership (BCPP) programme.

In this issue we continue to convey the message of BCPP through stories from our BCPP projects. Here we showcase several BCPP projects from the community side as well as giving the pharmacists perspective in being involved in a BCPP project. We hope this edition gives you an insight into BCPP projects at work and information on new rounds of funding. Remember, CDHN are here to help you develop your ideas into community-pharmacy partnership projects that will work to meet local needs using a community development approach. If you require support or have any comments or suggestions, please contact us.



Seated: Volunteer, Surestart, Emma Devenney, Pharmacist and Joanna Legg, programme coordinator

All's Well In Dunluce....

Over several months, a group of women were brought together by Surestart and Dunluce Family Centre to get well! W.E.L.L (Women Educated to Love Life) was designed in partnership with Bradley's pharmacy when thirteen women were identified to overcome issues they faced. Some issues included bereaved parents, mental health problems, domestic violence and drugs misuse. The aim was to develop the existing relationship between the local community pharmacist who sits on the Steering Group and to educate and advise the ladies about their health so that they could make informed choices for themselves and their families.

The women were given ownership of the project, deciding on the topics close to their

heart. Through team building exercises and meeting up regularly, the relationships grew among the women and with the pharmacist. It also created a warm, welcoming atmosphere where confidence was evidently growing.

Through their learning, the women worked hard to develop a resource box. This box reflected on the learning from the project and included information on smoking, drugs and stress management. To represent smoking, the women decided to put in a "quit pack", which is available from the HSC and the "tar in a jar", a visual representation of how much tar gathers in the lungs over a year, based on someone with a 20-a-day habit. The stress management factor of the box included a relaxation CD, stress ball and stress monitor. Alcohol was represented by a wine glass showing the units for men and women, a spirit measure, and beer goggles that demonstrated what happens to our coordination after consuming the

equivalent to a bottle of wine. The final aspect of the box, drug awareness was reflected by pictures of illegal drugs to help people recognize what each drug looks like, information on legal highs and a directory of drug services so that people know where to go for help.

On two occasions, once for public and once for the press, four of the women presented their resource box, displaying how much their confidence had grown. This was confirmed in their evaluation forms which revealed that 100% of respondents felt they had a say in what was talked about, felt they played a part in the sessions, that they have a better understanding of what the pharmacist can offer and that they were in control of their health. One woman said

"through a routine health check I found out I had an underlying health problem that is now being treated."



Guiding Light of Support

NIAMH (The Northern Ireland Association for Mental Health) is the largest and longest established independent charity focusing on mental health and wellbeing services in Northern Ireland. Delia Devlin, Centre manager, at Niamh Rosewood Beacon Centre, Omagh provides support for adults who have a diagnosis of severe and enduring mental ill health.

Delia recognised that members focused on their mental/emotional health and at times the physical aspects of health were being overlooked. This is where BCPP came in. Delia applied for Level 1 BCPP funding as she felt that building a relationship with the local pharmacist would help raise awareness among the group on health issues leading to a healthier environment and lifestyle for members.

Patrick and Brendan from Brookmount Pharmacy designed five sessions with the group covering topics such as heart health, managing medicines, relaxation, stress management and weight management. A natural development was the 1-1 sessions that took place after each session indicating the trust that was building between the members and the pharmacist. An outing to the pharmacy, aided the group in becoming more aware of the support and services that could be found in the pharmacy.

“ This is our first time working with a pharmacist and the relationships clients made with the pharmacist were very beneficial. Two members are now being treated for high blood pressure and two for high cholesterol they didn't know they had.

We definitely want to continue this way of working ”

FROM THE OTHER SIDE OF THE COUNTER...

Having heard ramblings of BCPP within the pharmacy world, Clare Murray decided to take a closer look. As a pharmacist with Boots, Beersbridge, Clare could see first hand that her community may benefit from a programme focusing on mental health. Clare became involved with the community organisation; Oasis in Belfast and from this, Healthy Body, Healthy Mind was born. Here Clare shares her experience.

“ I can now speak confidently to doctors about signposting and recommend BCPP to them and CPN'S as something for their patients to become involved with ”

>>>Why did you think there was a need for the project?

I recognised people need more help than a tablet, and with social isolation impacting on mental health it was important to bring people together. When people are diagnosed with a mental health problem or given a diagnosis of any description, there is a lot for them to take in. They may feel unable to focus or ask questions they are concerned about. This is where the pharmacist comes in – patients can have a think about questions they want to ask such as: Will I be on this medication for life? What are the side effects? What can I do to help myself?

>>>Tell me your story & your learning from BCPP

During my studies, I had no community development training but through working with Oasis, CDHN/BCPP, I recognise the impact that knowledge has. I have developed my skills and knowledge to engage customers to help them feel more in control of their health. I can now signpost people and share their journey of empowerment and learning through community engagement.

This approach, validated by NICE guidelines, also makes it professionally very rewarding. My skills set have developed and I **have**: more knowledge on health topics and **have** been able to develop a style of delivery that encourages engagement and debate.

The reason I became a pharmacist was to help people and to make a difference. Being involved with BCPP has been both exciting and rewarding and I now know the local community better and get to see the need first hand.

I never thought for one minute that I would have been able to lead a two hour session in front of a group of 16 people.

>>>What was it that made your partnerships so successful?

Firstly, I would have to give praise to Boots for allowing me the time out to do the project.



Oasis is an amazing charity, is well respected by health professionals and I am happy to have my name associated with them. I work really closely with Jill and Barbara at Oasis and we share the same goals and vision.

The relationships built through the project have helped give participants confidence. They can speak more openly to me and now see the pharmacy as a safe environment, where they are not threatened and judged, and that pharmacists have a role in helping customers feel in control of their health.

>>>Who benefitted from this project?

- A lady got into full time work as the project helped develop her social skills and confidence
- Some of the participants formed their own ladies group after building friendships
- A few who were going through a very difficult time and were in deep despair have benefitted from pharmacy support in the management of their medication.
- Recognising high blood pressure, one participant was sent to hospital with angina

>>>How do you value your experience?

11 out of 10!

“ I NOW HAVE A GREATER UNDERSTANDING OF COMMUNITY DEVELOPMENT AND FEEL I HAVE HELPED TO REACH OUT TO OTHER PEOPLE ”



Clare Murray



Coyle's Cottage - Rise Above

Coyle's Cottage Women's Group partnered with Louise Kelly from Kelly's Pharmacy, Stewartstown for their BCPP Project, Rise Above. On the first session the pharmacist and the women came together to identify health issues affecting members of the group. Following this, the programme was structured around 5 sessions covering topics such as insomnia, diabetes, healthy eating, weight loss, stress management and mental health. With the progression of the programme came a developing relationship between the women and the pharmacist and enabled them to gain a better understanding of the services that Louise could provide in the pharmacy.

Many within the group had disabilities and chronic illnesses and so being able to discuss various matters affecting them with the pharmacist and the rest of the group was very helpful. The pharmacist was keen to give advice on medication, lifestyle factors and provided ideas on what they could do to help their condition.

During the healthy eating and weight loss sessions, some suggestions of going on short walks and swimming were ideas that were well received by the group. This allowed them to keep active without paying expensive fees and many of the members even lost weight by the end of the programme.

“ Getting to know more about the role of the pharmacist, forming links with other organisations and the social aspect of the project had a very positive effect on the group ”