Dear

Re: ‘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

We would be really keen to implement a ‘Walk in my Shoes’ project between our pharmacy and the GP practice. 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

If this is of interest to you, please could you contact me on the above phone number or email address so we can arrange a meeting to discuss this project further.

Yours sincerely