‘Walk in my Shoes’
Implementing a similar project locally
‘Walk in my Shoes’ – Background

• In 2015 Lewisham Clinical Commissioning Group commissioned a ‘Walk in my Shoes’ Inter-Professional Exchange project
• 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 in an effort to build relationships, improve systems and identify solutions together
‘Walk in my Shoes’ – Results

• Forty-two general practices (100%) and 45 pharmacies (79%) in Lewisham signed up to be involved in the programme
• Medical secretaries, GPs, practice managers, prescription coordinators, pharmacists and pharmacy technicians all participated
• More than 160 exchange visits between GP practices and pharmacies take place
‘Walk in my Shoes’ – Results

• 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

• The project was shortlisted for a Health Service Journal Patient Safety Award in 2016 in the Improving Safety in Primary Care category
‘Walk in my shoes’ – hear from participants...

Available to view at: tinyurl.com/walkinmyshoesproject
Implementing a similar project

• Although this was commissioned across Lewisham CCG we are keen to work with you to implement this type of project between your practice and our pharmacy/across the LPC and LMC area [delete as applicable]

• PSNC has produced a template toolkit based on Lewisham’s ‘Walk in my Shoes’ project which we can review and use to assist with getting the project initiated
PSNC toolkit

- Community pharmacy visit checklist
- GP practice checklist
- Member of pharmacy staff/GP practice staff: reflective log
- Pharmacy/GP practice: action plan
- Pharmacy/GP practice: implementation review
Questions?