## Providing experience of online asynchronous consultations for pharmacy students

Using the Patients Know Best (PKB) platform as an example of digital health provision

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Step 1: Identify student need

Attended a conference presentation outlining use of PKB for medical students

Made contact with presenter and discussed options with them and others using PKB in Higher Education

Lengthy governance process to ensure longevity

PKB is not-for-profit platform allowing NHS access and patient support from providers

Step 2: Set up partnership with PKB team

Discussed value with MPharm teaching team

Step 3: Plan student activities

NHS and GPhC priorities around team work and communication

Used existing communications activities adapted for online use Launch in winter 2019

Step 4: Evaluation from VLE quiz responses

1<sup>st</sup> year students act as patients for 3<sup>rd</sup> year students acting as pharmacists. 2<sup>nd</sup> year patients for 4<sup>th</sup> year

Team activities around explaining medicine and responding to symptoms. Lectures to all years

Generally useful and well received. Some students Jeft others to do work

Step 5: Make changes for 2020-21

"Patients" registered themselves reducing staff workload. Used responding to symptoms and lifestyle advice as topics individually

Appreciation of PKB functionality; experience of being a "real pharmacist"; a greater appreciation of the patient's perspective; increased confidence with online consultations; development of research skills; presentation of information in simple terms

written communication and pharmacy knowledge

Students developed online 88% engagement with 52% of students reporting conversations

Step 6: Evaluate responses to VLE auizzes



Plan to expand for 2021-22 to include real patients recruited via PKB

Further information from Bob Morris bobmorrislimu@gmail.com Patients image courtesy Kent Community Health. Thanks to Alice McCloskey and team for support