

The education increases the participants possibility to act in relation to their disease.

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## Background

We experience that our customers don't know basic things about their disease, self-care and their medical treatment and therefore not always have the possibility to act appropriately in relation to their disease.

## Method

We chose 5 topics:  
 - High blood pressure  
 - Chronic pains  
 - COPD  
 - Osteoporosis  
 - Psoriasis.

The education lasted 2 hours for every topic with maximum 20 participants pr. session. A pharmacist or a pharmacist made the education material and held the education sessions.

The topics all addressed knowledge of the disease, self-care related to the disease and the medical treatment.

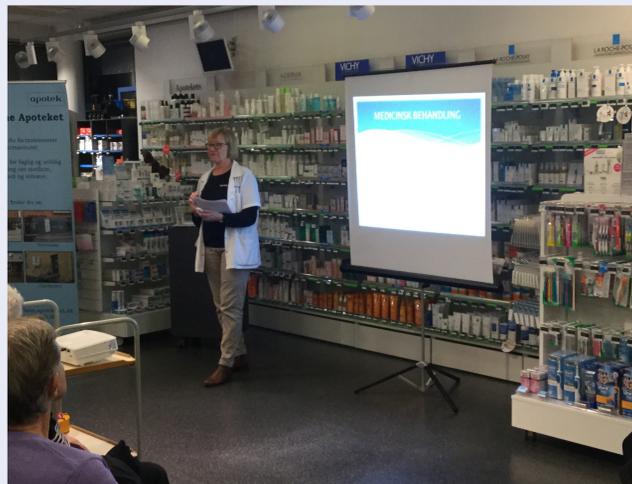
Afterwards the participants got a quantitative questionnaire to evaluate their benefit of the education. The questions were evaluated on a scale of 1-4, where 4 is full satisfaction. It was possible to write comments.

In relation to the topics the Patient Associations, Physiotherapist and Osteopaths were represented with a smaller presentation.  
 The following patient associations were represented:  
 - The Heart Association  
 - The COPD Network  
 - The Osteoporosis Association

## Aim

We want to give our customers more knowledge about their disease, their medicine and dress them to provide self-care and get a better understanding to act in relation to their disease.

We also want to examine how the participants receive our education.



Evening at the pharmacy

## Conclusion

The education had increased the participants knowledge of their disease, medicine and self-care.

The response was very positive.

The participants were very satisfied with the pharmacy and this kind of education.

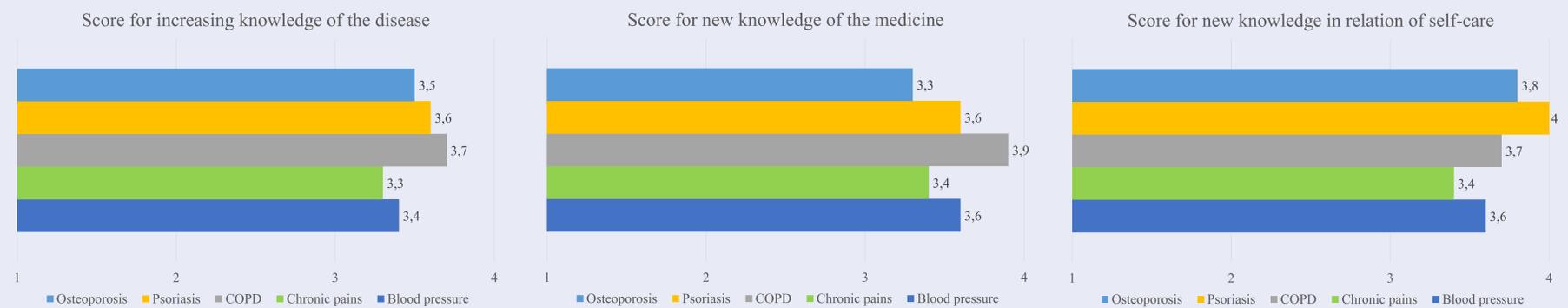
This type of sessions is a very good way to pass on the pharmacy's knowledge of diseases, medicine and self-care.

## Results

We had 70 participants divided on the 5 sessions.  
 We handed out 70 questionnaires.  
 The response rate was 100 %.

One of the questions we asked the participants, scored 100 % full satisfaction:

*"Is it a good idea that the pharmacy makes this type of events?"*



Some of the statements from the participants is showed below.

*"Fine initiative to educate in topics, which is so general prevalent, but which the doctor doesn't have time to tell about"*

*"Good event, held in easy understandable language"*

*"A really good evening, with a lot of good knowledge – THANK YOU"*

**References and acknowledgements:**  
 The education material was made with basis in the education material for Pharmacists and Pharmacist from Pharmakon, Denmark: "Learn, train and read".

Thanks to our Colleagues Pharmacist Dorthe Bach Henriksen and Christine Holm Wester for helping with the education sessions. Thanks to The Osteoporosis Association, The COPD Network and The Heart Association and thanks to Thomsens Physiotherapy and Osteopathy Randers, Denmark.

