**Provision of pharmaceutical care by community pharmacists across Europe: is it developing and spreading?**

Filipa A. Costa, Claire Scullin, Ghaith AL- TAANI, Ahmed F. Hawwa, Claire Anderson, Zinaida Bezverhni, Zahida BINAKAJ, Maria Cordina, Veerle Foulon, Borja GARCIA de BIKUÑA, Han de Gier, Anne Gerd Granås, Olga Grinstova, Nina Griese-Mammen, Jonas GRINCEVICIENE, Svitrigaile GrincEVICIENE, Susanne KAAE, Loreta KUBILIENE, Eduardo L. MARIÑO, Silvia MARTINS, Pilar Modamio, Giancarlo Nadin, Lotte Stig Nørgaard, Emina Obarcanin, Ivana Tadic, James McElnay, Kurt E. Hersberger, Tommy Westerlund.

Filipa A. COSTA. RPharm, MSc, PhD. Assistant Professor, Instituto Superior de Ciências da Saúde (ISCSEM). Researcher, Centre for Interdisciplinary Research (CiiEM), Consultant for Professional Strategic Planning, Portuguese Pharmaceutical Society (PPS). Lisboa, Portugal.

Claire SCULLIN. BSc, MSc, PhD. Research Fellow, Clinical and Practice Research Group, School of Pharmacy, Medical Biology Centre, Queen’s University Belfast, Belfast, UK.

Ghaith AL-TAANI. BSc, MSc, PhD. Assistant Professor, Department of Pharmacy Practice, School of Pharmacy, Yarmouk University, Irbid – Jordan.

Ahmed F. HAWWA. BSc, PhD. Visiting Research Fellow, Clinical and Practice Research Group, School of Pharmacy, Queen’s University Belfast, UK.

Claire Anderson. B. Pharm, PhD. Professor of Social Pharmacy, The University of Nottingham, School of Pharmacy, UK.

Zinaida Bezverhni. PhD, MPH, Associate Professor, Department of Social Pharmacy, State University of Medicine and Pharmacy, Nicolae Testemitanu”, str. Testemitanu 22, MD 2025, Chisinau, Republic of Moldova.

Zahida BINAKAJ. M.Sci. pharm. Pharmacist, Bosnian Pharmacist Chamber, Bosnia Hercegovina.

Maria Cordina. B. Pharm (Hons) (*Melit.)* PhD (QUB). Professor, Department of Clinical Pharmacology and Therapeutics, Faculty of Medicine and Surgery, University of Malta, Msida, Malta.

Veerle Foulon. PhD. Professor, KU Leuven – Department Farmaceutische en Farmacologische Wetenschappen, Klinische Farmacologie en Farmacotherapie, O&N II, Herestraat 49, bus 521, 3000 Leuven, 016/32.34.64.

Borja GARCIA-de-BIKUÑA. MSc (Pharm), PhD. Community Pharmacist, Foro de Atención Farmacéutica Farmacia Comunitaria, Consejo General de Colegios Oficiales de Farmacéuticos, C/ Villanueva 11, 7ª Planta. 28001 Madrid, Spain.

Han de Gier. PharmD, PhD. Professor of Pharmaceutical Care, University of Groningen, The Netherlands.

Anne Gred Granås. MSc (Pharm), PhD. Professor, School of Pharmacy, University of Oslo, Norway. Work carried out whilst at Oslo and Akershus Univeristy College, Norway.

Olga Grinstova. PhD, MPH. Department of Clinical Pharmacology and Clinical Pharmacy, National University of Pharmacy, Сharkiv, Ukraine.

Nina Griese-Mammen. B. Pharm, PhD. Head of the Division Scientific Evaluation at ABDA, ABDA – Federal Union of German Associations of Pharmacists, Department of Medicine, Unter den Linden 19 – 23, 10117 Berlin.

Jonas GRINCEVICIUS. PhD RPh. Associate Professor, Vilnius University, Department of Pathology, Forensic Medicine and Pharmacology, M. K. Čiurlionio g. 21/ 27, LT-03101 Vilnius, Lithuania

Svitrigaile GrincEVICIENE. PhD, LL.M. MD, obstetrics and gynaecology, Vilnius University, Institute of Biotechnology, Department of Biothermodynamics and Drug Design,Saulėtekio al. 7, LT-10257 Vilnius, Lithuania

Susanne KAAE. MSc (Pharm) PhD. Associate Professor, Copenhagen University, Faculty of Health and Medical Science, Department of Pharmacy, Section for Social and Clinical Pharmacy, Universitetsparken 2, Copenhagen, Denmark.

Loreta KUBILIENE. PhD, RPh. Associate Professor, Lithuanian University of Health Sciences, Department of Drug Technology and Social Pharmacy, Eiveniu 4, LT-4009, Kaunas, Lithuania.

Eduardo L. MARIÑO. MSc(Pharm), PhD. Professor, Clinical Pharmacy and Pharmacotherapy Unit, Department of Pharmacy and Pharmaceutical Technology and Physical Chemistry, Faculty of Pharmacy and Food Sciences, University of Barcelona, Av. Joan XXIII s/n. 08028 Barcelona, Spain.

Silvia MARTINS. MSc. Hospital Pharmacist, Hospital CUF- Descobertas, R. Mário Botas, 1998-018 Lisboa. Work carried out whilst at Instituto Superior de Ciências da Saúde (ISCSEM). Researcher, Centre for Interdisciplinary Research (CiiEM), Campus Universitário, Quinta da Granja, 2829-511 Caparica.

Pilar Modamio. MSc (Pharm), PhD. Associate Professor, Clinical Pharmacy and Pharmacotherapy Unit, Department of Pharmacy and Pharmaceutical Technology and Physical Chemistry, Faculty of Pharmacy and Food Sciences, University of Barcelona. Av. Joan XXIII s/n. 08028 Barcelona, Spain.

Giancarlo Nadin. PhD. Adjunct Professor of Marketing, Centrimark – Dept. of Economic and Business Management Sciences, **Università Cattolica del Sacro Cuore**,Via Necchi n.7 – 20123 Milano (MI) – Italy, Via Trieste n.17 – 25121 Brescia (BS) – Italy, <http://unicatt.it/centrimark>

Lotte Stig Nørgaard. MSc (Pharm), PhD. Associate Professor, Copenhagen University, Faculty of Health and Medical Science, Department of Pharmacy, Section for Social and Clinical Pharmacy, Universitetsparken 2, Copenhagen, Denmark.

Emina Obarcanin. PharmD, PhD. Clinical Pharmacist & Scientific Staff Member, Heinrich-Heine Universität Düsseldorf, Instute of Clinical Pharmacy and Pharmakotherapeutics, Düssleldorf, Germany. Work carried out at Faculty of Pharmacy University of Tuzla, Bosnia Hercegovina.

Ivana TADIC. Assistant Professor, Department for Social Pharmacy and Pharmaceutical Legislation, University of Belgrade – Faculty of Pharmacy, Vojvode Stepe 450, Belgrade, Serbia.

\*James McELNAY. MSc (Pharm), PhD. Professor. Clinical and Practice Research Group, School of Pharmacy, Medical Biology Centre, Queen’s University Belfast, Belfast, UK

Kurt E. HERSBERGER. MSc, PhD. Professor. Pharmaceutical Care Research Group, University of Basel, Basel, Switzerland

\*Tommy WESTERLUND. MSc (Pharm), MSc, PhD. Associate Professor. Sahlgrenska  
Academy, Section for Epidemiology and Social Medicine (EPSO), University of   
Gothenburg, Göteborg, and Faculty of Health and Society, Dept of Biomedical   
Science, Malmö University, Malmö, Sweden.

**Corresponding Authors:** Professor James C McElnay andProfessor Tommy Westerlund. Details as above.

**Conflicts of interest statement:** None declared

**Funding:** All national studies were funded locally by the researchers.

**Running Title:** The spread of pharmaceutical care across Europe

**Abstract**

*Rationale, Aims & Objectives:* Pharmaceutical care involves patient-centred pharmacist activity to improve medicines management by patients. The implementation of this service in a comprehensive manner, however, requires considerable organisation and effort and indeed it is often not fully implemented in care settings.

The main objective was to assess how pharmaceutical care provision within community pharmacy has evolved over time in Europe.

*Method:* A cross-sectional questionnaire-based survey of community pharmacies, using a modified version of the Behavioural Pharmaceutical Care Scale (BPCS) was conducted in late 2012/early 2013 within 16 European countries and compared with an earlier assessment conducted in 2006.

*Results:* The provision of comprehensive pharmaceutical care has slightly improved in all European countries that participated in both editions of this survey (n=8) with progress being made particularly in Denmark and Switzerland. Moreover, there was a wider country uptake, indicating spread of the concept. However, due to a number of limitations, the results should be interpreted with caution. Using combined data from participating countries, the provision of pharmaceutical care was positively correlated with the participation of the community pharmacists in patient-centred activities, routine use of pharmacy software with access to clinical data, participation in multi-disciplinary team meetings and having specialised education.

*Conclusion:* The present study demonstrated a slight evolution in self-reported provision of pharmaceutical care by community pharmacists across Europe, as measured by the BPCS. The slow progress suggests a range of barriers which are preventing pharmacists moving beyond traditional roles. Support from professional bodies and more patient centred community pharmacy contracts, including remuneration for pharmaceutical care services, are likely to be required if quicker progress is to be made in the future.

**Keywords:** pharmaceutical care; implementation; Europe; medication review; pharmacy services; medicines use

**Introduction**

Within the context of pharmacy practice, during the last two decades, increased attention has been focused on the change in the community pharmacist’s role from product-focused to more patient-focused activities. With continued efforts to improve patient health outcomes, and in response to the challenge of a patient-focused approach, the concept of pharmaceutical care was developed in the US1 and was quickly adopted as “good pharmacy practice” internationally2.

Delivery of pharmaceutical care has important demands on structure and process of the delivery of services in community pharmacies3. Different countries, according to the country-specific practice culture and systems of health delivery, have adopted pharmaceutical care services in different forms that match the local situation needs and which take into account various barriers and facilitating factors3. The concept of pharmaceutical care is complex and has continued to evolve over the years with many different definitions appearing in the literature. In an attempt to harmonise definitions, the board of the Pharmaceutical Care Network Europe (PCNE) reached a consensus on a PCNE definition of Pharmaceutical Care, stating that it “is the pharmacist’s contribution to the care of individuals in order to optimise medicines use and improve health outcomes”4.

A number of barriers have been identified internationally which have hindered the implementation of comprehensive pharmaceutical care programmes within community pharmacies, including: limited time, lack of reimbursement for the extra time required to deliver the service, high work load, inadequate competency and lack of commitment5-8. To facilitate the implementation of pharmaceutical care in the community pharmacy setting there is a need to build good relationships with general medical practitioners (GPs), to receive financial compensation for the service, to have the appropriate premises (e.g. private counselling area), to have appropriate and sufficiently trained staff, to have a high degree of co-ordinated teamwork and an ability to receive external guidance9. A conscious effort from individual pharmacists to deliver pharmaceutical care programmes and/or legislation that redefines the role the pharmacist is required to facilitate pharmaceutical care implementation10.

Although the effectiveness of pharmaceutical care delivery has been largely defined in the context of research studies11, quantification of the service provided under everyday care conditions is important. A few studies describe the influence of the policy context in the implementation of services12, whilst others focus on structural influences, such as the existence of software capable of uploading identified drug-related problems into a national database13. The usual method to assess the provision of pharmaceutical care deployed in a large number of pharmacies is by the use of survey methodology, using a validated data collection instrument. Survey methodology compromises much of the pharmacy practice research literature corpus; it is surprising, however, that only a relatively few studies have assessed the degree of provision of pharmaceutical care in community pharmacies10, 14-21.

The main aim of the present study was to assess the current degree of provision of pharmaceutical care by community pharmacists across Europe and to determine whether the degree of implementation had changed since 2006.

**Methods**

The provision of pharmaceutical care by community pharmacists across Europe was assessed through the co-operation of the Pharmaceutical Care Network Europe (PCNE, [www.pcne.org](http://www.pcne.org)). Having achieved the agreement of PCNE members from different European countries to participate, data were collected from 16 countries (Bosnia, Denmark, England, Germany, Italy, Lithuania, Malta, Moldova, the Netherlands, Northern Ireland, Norway, Portugal, Serbia, Spain, Sweden and Switzerland), with ethical approval being achieved as required by local regulation. Belgium and the Ukraine engaged with the initiative but due to logistical reasons data collection/validation was delayed and has not been included in the analysis.

*Questionnaire/Instrument*

A validated instrument, with two separate sections, was used10,14. Section A collected data on pharmacists’ demographics and pharmacy services and layout. Section B evaluated the types of services provided to the last patients using the pharmacy (5 or 10) referring to a specific time period (2 or 6 weeks) using vignettes from a slightly modified version of the BPCS. The vignettes describe different situations *e.g.* dealing with a first prescription or repeat dispensing. The BPCS comprises 34 items, which contribute to 3 domains, direct patient care activities (DPCA), referral and consultation activities (RCA) and instrumental activities (IA). This questionnaire has been previously used by researchers to assess the provision of pharmaceutical care by community pharmacists in Northern Ireland and then in a study across Europe10,15. The questionnaires were distributed late 2012/early 2013 i.e. the current survey is referred to throughout paper as 2013.

*Data collection*

The study was coordinated by Queen’s University Belfast and used PCNE to identify country coordinators. The country coordinators were responsible for determining the most effective manner to reach one pharmacist per pharmacy (i.e. pharmacist most involved in patient care activities) and they were informed on the sample size considered representative of their country, considering a confidence interval of 95%, a 3% error and a prevalence of the phenomenon (provision of Pharmaceutical care) ranging from 4.8% to 25%, according to results from the previous study10. In countries that had not participated in the previous round, the lowest prevalence was considered, unless a national study could be used as reference (e.g. Spain). The method of distribution varied from country to country according to the available resources and research practice, *i.e.* online, face-to-face or via regular post. Most countries used an online survey method (Table 1).

*Data entry and analysis*

Data entry was the responsibility of each country coordinator, guided by a standard operating procedure to ensure quality22. Data obtained from the surveyed countries were uploaded into SPSS v19 for detailed statistical analysis and sent to the study coordinator. Standard statistical methodologies were used in the assessment of the provision of pharmaceutical care by community pharmacists. Descriptive statistics were used to summarise the data of all participating countries. Multiple pair-wise comparisons were carried out to compare the total and BPCS dimension scores between the participating countries. A Bonferroni adjustment for multiple comparisons was carried out. Dimension and total BPCS scores were also compared between the countries that participated in both editions of the survey (2006 v 2013), using the Wilcoxon test10. Pharmacist and pharmacy characteristics were explored for their association with the total BPCS scores, using combined data from all participating countries. Multiple linear regression modelling was used to identify factors contributing to the level of implementation as determined by the BPCS score. Statistical significance was set at p=0.05. As in previous research utilising the BPCS survey instrument, pharmacists who achieved a top quartile total BPCS score were categorised as providers of pharmaceutical care whereas pharmacists scoring in the bottom 25% were categorised as non-providers at the country level. Therefore the cut-off values used varies across countries.

**Results**

*Response rate & practice demographics*

In eleven countries, the sample reached surpassed the estimated representative sample size. Countries below the estimates were Denmark, England, Malta, Northern Ireland and Switzerland. The response rate was considered too low for England to be valid and England was therefore removed from the comparative analysis. The remaining countries were included in the comparative analysis, however, significant caution should be used in interpretation of the data due to possible unrepresentativeness of the respondent sample (Table 1).

The responding community pharmacists were more commonly (>50%) females in all of the surveyed countries except Italy, the Netherlands and Northern Ireland. Pharmacies had been instructed that the pharmacist with the most patient contact should take the lead in the survey, resulting in >60% of responding pharmacists with more than 5 years of experience in community pharmacy in all surveyed countries.

*Variations in pharmacy practice settings*

A wide distribution in the type and location of the pharmacies was noted in the surveyed countries. Pharmacy type ranged from 100% independent in Denmark, Germany and Spain to 89.6% large multiple in Serbia and 90.3% in Norway (Table 2).

It was common for one full*-*time equivalent (FTE) pharmacist to work in each pharmacy in England, Malta, the Netherlands and Northern Ireland whereas the remainder of the surveyed countries had two or more pharmacists working in each pharmacy. In Sweden, 46% of the respondents were “prescriptionists”, holding a BSc (Pharm) degree, while the remainder were pharmacists with a MSc (Pharm) degree. In all of the surveyed countries (except in Denmark, Germany, Norway, Serbia and Switzerland) there was, on average, two or fewer dispensing support staff working in the pharmacies. In half of the surveyed countries, the pharmacies on average dispensed >200 prescription items per day, while <200 items per day were dispensed in Bosnia, Germany, Italy, Lithuania, Malta, Moldova, Spain and Switzerland. A weak but significant correlation was noted between the number of prescription items dispensed per day and the number of FTE pharmacists (Spearman’s rho = 0.292; *p*<0.001) and FTE dispensing staff (Spearman’s rho = 0.328; p<0.001).

In all surveyed countries, apart from the Netherlands, less than 50% of respondent pharmacists participated in multi-disciplinary team meetings. Private consultation areas were present to a large extent in pharmacies in all of the surveyed countries, with the exception of Lithuania, Moldova and Serbia. Most of the surveyed countries, except in Lithuania, Moldova and Serbia, routinely used customised pharmacy software to assist with the dispensing process. The extent of the use of software to check clinical data, drug interactions and contraindications by community pharmacists varied across the surveyed pharmacies. In all the surveyed countries, fewer than 50% of responding pharmacists indicated that patient-level clinical data were available via a shared database with the hospital or the GP. More than 25% of responding pharmacists, however, judged that these clinical data were easily accessed if required. Responding pharmacists participated in patient-centred services such as health screening, patient monitoring, medication review, and health promotion/education to a high extent in most surveyed countries, except for Moldova. A low participation was also found for Lithuania, Sweden and Denmark, with the exception made to medication review. Italy was actively engaged in two of these services (health promotion and education) but very little in the other services. It is also worth pointing out that in the Netherlands over 90% of responding pharmacists stated that they were engaged in medication review. Medication review was the most cited service by three of the surveyed countries: The Netherlands, Germany and Denmark (Table 2).

*BPCS scores*

The BPCS scores for each country are presented in Table 3. In the Netherlands survey, one of the items in the questionnaire from the referral and consultation dimension was inadvertently missed out; it was therefore not possible to calculate this dimension score and the total BPCS score for this country.

The highest mean total BPCS scores were achieved by pharmacists from Switzerland (82.7/160) and Spain (80.2/160). Total BPCS scores achieved in Switzerland were significantly higher (*p*<0.05) than in the other surveyed countries. Moldova’s pharmacists scored the lowest mean total BPCS score (47.0/160). Graphical representations of the total and BPCS scores are presented in Figure 1. Lines have been inserted in the Figure at the BPCS scores of 50 and 70 which helps highlight the stage of evolution in each country towards comprehensive pharmaceutical care provision.

Switzerland also achieved a high mean score for the direct patient care activities dimension (41.5/85), with the Netherlands, Portugal and Germany also scoring highly in this dimension (34.8, 34.7 and 33.0/85). The lowest mean direct patient care activities dimension score was achieved in Moldova (13.4/85).

The highest mean referral and consultation activity dimension score was noted in Denmark and Spain (28.7 and 28.6/40), while the lowest score in this dimension was achieved in Moldova (16.3/40). Referral and consultation activity scores achieved in Spain were significantly higher (p<0.05) than in other countries.

The highest mean instrumental activity dimension score was noted in the Netherlands (26.6/35), while again the lowest score was achieved in Moldova (17.3/35). Instrumental activity scores achieved in the Netherlands were significantly (*p*<0.05) higher than in the other surveyed countries.

*Providers and non-providers of pharmaceutical care*

In accordance with the original questionnaire designers14, at country level, pharmacies achieving BPCS scores within the top 25% were considered providers of pharmaceutical care while those in the bottom 25% were considered non-providers (Table 4).

*Evolution of pharmaceutical care provision over time*

Total BPCS scores remained static or evolved positively, although in some cases marginally, over time for the countries that engaged (between the 2006 and 2013 surveys) i.e. Denmark, Germany, Malta, Northern Ireland, Portugal, Sweden and Switzerland. Denmark and Switzerland were the only two countries which achieved a step change in the total score achieved.

Direct patient care activity scores obtained in the 2013 study were significantly higher (*p*<0.05) than those achieved in the 2006 survey. Referral and consultation dimension scores in the present study were, however, significantly lower (*p*<0.05) than those obtained in the 2006 survey. No significant differences between 2006 and 2013 data were noted for the instrumental activity scores (Table 5).

*Factors associated with pharmaceutical care provision*

Thirteen variables were investigated as factors associated with the mean total BPCS scores achieved using combined data from all of the countries surveyed in 2013. Variables that showed a trend of association with the total BPCS score were identified through an initial multiple linear regression model. Significant variables obtained from this model were entered into a final linear regression model. A ten-variable model was constructed explaining 40% of the variability of the outcome (total BPCS score). The most influential variable in the model which was positively associated with high total BPCS scores was participation in medication review (Table 6).

**Discussion**

Patient-centred care provision has been proposed as a means to address the challenges of medication-related problems, including ensuring high medication appropriateness and medication adherence to prescribed treatments and associated life-style factors23. Pharmaceutical care has been viewed as one of the most important roles of the pharmacist and, when appropriately implemented, has been shown to have a positive impact on patient health outcomes11. The present study assessed the provision of pharmaceutical care by community pharmacists across Europe.

The pharmaceutical care concept has been in place for a considerable time (since early 1990s), and progressive evolution seems to be happening in Europe. Countries that have implemented the concept over a long period, are improving. On the other hand, it is clear that countries which until recently had more traditional roles are becoming more aware of pharmaceutical care, by their expressed desire to join the research programme and perhaps as a result of both national and international bodies investing in their full integration in Europe. It is worth noting, that although the scores for the Eastern Europe countries were quite low, there was considerable variability among them, perhaps as a result of different policy measures being adopted.

*Response rate*

The response rate to a questionnaire is an important issue, as a low rate can increase the risk of bias in the answers received24. The response rate varied from 1.6% in Spain (but since 346 pharmacies participated, the sample exceeded the minimum estimated sample size required) to 99.0% in Bosnia. The differences in the response rates between countries can be attributed to the different survey distribution methodology used (online, postal or face-to-face interview) as well as the variable involvement of national organisations able to motivate response. However, more important than the sample size is its representativeness, assessed by how number of responses compares with national data. On this aspect, it should be noted that the presence of selection bias cannot be disregarded for Sweden, judging by the proportion of pharmacists versus prescriptionists among the respondents, compared to their proportions within the community pharmacy work force. In addition a much lower response rate was achieved in Sweden in the second assessment (28.4%; 2013) than in the first survey (70.9%; 2006).

*Demographics & practice characteristics*

Community pharmacists from most European countries frequently provided additional services and used computer software routinely when dealing with individual patients. Of note there was a marked increase in the percentage of pharmacies in a number of European countries (N. Ireland, Portugal, Sweden and Switzerland) having a private consultation area when compared with findings from the 2006 study10. This provides a basis/facilitator for high quality clinical care for patients which can be seen as a positive advancement from the 2006 study.

*Provision of pharmaceutical care*

The present study showed that the mean score for the community pharmacists across the surveyed European countries was 69.3/160 (43.3%). The total BPCS scores achieved across different European countries ranged from 47.0 (Moldova) to 82.7 (Switzerland). These findings suggest that the provision of pharmaceutical care by community pharmacists still remains limited across Europe. Individual studies across other countries, including the US, Denmark, Spain, Northwest China and Jordan, have also highlighted the issue of low provision of pharmaceutical care by community pharmacists14, 16-21.

Lack of time and resources has repeatedly been found as the main reasons for the lack of provision of comprehensive pharmaceutical care in the community pharmacy setting internationally5,6,9,25. Other studies have suggested that lack of commitment among pharmacy practitioners to pharmaceutical care as a major barrier for implementation8. Although not specifically examined in the present study, it is likely that these remain major barriers. In addition, due to the variability between results for individual pharmacies within each country, the present findings indicate a lack of standardised policies and/or procedures for the delivery of pharmaceutical care.

In order to promote a more patient centred approach to pharmacy practice, a number of motivators for the provision of pharmaceutical care have been put into place in a number of European countries in the period covered by the overall study (2006-2013)3. In Northern Ireland, for example, a number of patient-centred services have been commissioned by the nationalised health service which include a medicines management initiative, repeat prescription scheme, minor ailments scheme, smoking cessation service and advice to nursing and residential homes (HSC Business Service Organisation web site; [http://www.hscbusiness. hscni.net/services/1944.htm](http://www.hscbusiness.hscni.net/services/1944.htm)). In Portugal, pharmacists have been remunerated for the provision of additional services to patients with diabetes26. A system for the documentation of medication-related problems has been available in all community pharmacies in Sweden3,13. Reimbursement for certain elements of pharmaceutical care has been agreed in the Netherlands, Switzerland, Germany and in Great Britain27. To promote best practice, the Royal Pharmaceutical Society of Great Britain has launched an early adopter programme which specifically addressed ‘keeping patients safe when they transfer between care providers’ with a focus on medicines management across interfaces28. Such early adopter programmes, in which pioneer pharmacists initially provide and refine new care delivery approaches, promotes the application of new care models into routine practice29.

However, when compared with the results reported in the 2006 survey10, the mean total BPCS scores improved for several countries. Although differing response rates may have been at least in part responsible for the improvements in some countries, the results seem highly plausible. For instance, in Portugal, the fact that pharmaceutical care has been legally recognised in 2007 cannot be disregarded30. Moreover, in Switzerland, the introduction of remunerated medicines use review in 2010 is very likely to have driven the observed increase31. In Germany, the development of a nationwide service in medication review was launched in 2011; since then, two main studies have been rolled out, the ARMIN study, which runs in two states and is being remunerated ([www.arzneimittelinitiative.de](http://www.arzneimittelinitiative.de/)) and the ATHINA study, which currently is still not remunerated. The sharp increase observed in Denmark also seems consistent with data reported elsewhere, influenced by various ongoing projects32.

In general, Direct Patient Care Activity scores were higher in the present study, whilst the Referral and Consultation Activities decreased compared to the 2006 study. The latter finding, if viewed from an optimistic perspective, may be seen as a positive result. The decrease in referral might reflect a more active and independent approach by pharmacists in solving drug related problems and care issues, perhaps supported by system changes, increased availability of private consultation rooms and the introduction of a number of recognised remunerated services.

The differences in domain, dimension and total scores between countries represent heterogeneity in the primary care systems across Europe as well as the lack of harmonised policies and procedures for the delivery of pharmaceutical care30,33. A trend of low provision of patient assessment, documentation activities, implementation of therapeutic objectives and monitoring plans, and direct patient activities overall was noted in the surveyed European countries. This low provision is associated with tasks that are time consuming. The low level of documentation of activities is considered particularly problematic, since in the absence of documentation, follow-up is difficult, *i.e.* without benchmark data and without therapeutic objectives or monitoring plans being recorded. Moreover, lack of documentation will ultimately delay or even be a barrier for successful negotiation of remuneration, as evidence of the impact of the service cannot be gathered.

The present study confirmed that a number of pharmaceutical care activities have been implemented into daily practice including screening activities, patient counselling, medication review, verification of patient understanding and the use of a private area for patient counselling. However, many activities were lacking in countries with less developed pharmacy systems (e.g. Moldova and Lithuania). These findings are in line with the results reported across Europe in 2006 and in the earlier Northern Irish results of 199610,15.

*Providers versus non-providers of pharmaceutical care*

The present study showed that the percentage of respondents who were judged to be providers of pharmaceutical care, using the methodology suggested by Odedina and colleagues14 (top 25% of BPCS scores), was less than those deemed non-providers (bottom 25% of BPCS scores) in the European countries.

Pharmaceutical care is of course not a service delivered by a pharmacist in isolation from other healthcare professions. Participation in multidisciplinary meetings can help build professional relationships and help in the initiation of discussions about different patient cases. This type of activity has also been documented as a facilitator to pharmaceutical care, with a particular emphasis on relationships with physicians9. In addition, pharmaceutical care delivery is expected to be enhanced when related services such as health screening, patient monitoring, medication review and health promotion/education are delivered within the pharmacy. This association was noted in both the present study and the 2006 study. The importance of appropriate software cannot be overemphasised as this can aid in the decision making and in the documentation of different services. Access to medical notes/clinical information is of paramount importance in the delivery of comprehensive pharmaceutical care, and limited access to patient medical details has been identified by others as a barrier to the provision of pharmaceutical care25. Findings from the present study (having a postgraduate qualification in pharmacy and a high number prescription items dispensed in an average day) were also highlighted as facilitators to pharmaceutical care provision in a US study16. This latter study found that the predictors for pharmaceutical care service provision included pharmacists holding a postgraduate qualification, the pharmacy being located in a clinic, the pharmacy being independent and a high number of prescriptions dispensed per day16.

It should be acknowledged that the slow evolution in the provision of pharmaceutical care, is unlikely to change without significant intervention at the system level (*e.g.* new community pharmacy contracts), with adequate remuneration for patient-centred services. Gathering evidence at the national level, coupled with lobbying activities should be influential in changing policy, ultimately leading to improved practice.

*Limitations*

The different survey methodology approaches, coupled with low response rates achieved in a number of countries, represent the major limitation of this study indicating that results may not be generalizable, due to a likely selection bias. Furthermore, the provision of pharmaceutical care was self-reported and self-rated, which may lead to over reporting of good practice initiatives.

**Conclusions**

The present study demonstrated the evolution in self-reported provision of pharmaceutical care by community pharmacists across Europe, as measured by the total BPCS scores. Community pharmacists’ provision of pharmaceutical care across Europe was positively associated with participation in additional services (health screening, patient monitoring, medication review and health promotion/education); participation in multidisciplinary team meetings; routine use of pharmacy software when checking clinical data and drug-drug interactions; access to clinical data (clinical data available through shared database/easily accessed); postgraduate qualifications in pharmacy; working in a pharmacy that has a private patient consultation area; and a high number of prescription items dispensed on an average day. Scores obtained by new European countries suggest they are at a later stage of implementation. The BPCS tool has proven to be useful in detecting changes over time despite the limiting factors. New approaches to enhance recruitment into future surveys, for example, providing a reward for completion, could be used to help encourage a higher uptake, thus avoiding selection bias.

**Author contribution:** This project was initiated by James McElnay and Tommy Westerlund and the project delivery team was chaired by James McElnay. The data analysis and initial manuscript were performed by Ghaith Al- Tanni, Ahmed F. Hawwa, Claire Scullin and James McElnay; the manuscript was finalized by Filipa Alves da Costa, Kurt E Hersberger and Tommy Westerlund. The other authors were members of the PCNE BPCS Project Team who led the survey in their respective countries.

**References**

1. Hepler, C.D. and Strand, L.M. Opportunities and responsibilities in pharmaceutical care. American Journal of Hospital Pharmacy.1990;47(3):533-543.

2. International Pharmaceutical Federation, 2000-last update, FIP statement of policy on good pharmacy education practice [Homepage of International Pharmaceutical Federation], [Online]. <http://www.fip.org/www/uploads/database_file.php?id=188> (accessed 26 January 2013).

3. Farris, K.B., Fernandez-Llimós, F. and Benrimoj, S.I. Pharmaceutical care in community pharmacies: Practice and research from around the world. Annals of Pharmacotherapy. 2005; 39(9): 1539-1541.

4. Allemann, S.S., van Mil, J.W.F., Botermann, L., Berger, K., Griese, N., Hersberger, K.E. Pharmaceutical Care: The PCNE definition 2013. International Journal of Clinical Pharmacy. 2014; 36 (3): 544-55

5. Van Mil, J.W.F., De Boer, W.O. and Tromp, T.F.J. European barriers to the implementation of pharmaceutical care. International Journal of Pharmacy Practice. 2001;9(3): 163-168.

6. Blake, K.B. and Madhavan, S.S.. Perceived barriers to provision of Medication Therapy Management Services (MTMS) and the likelihood of a pharmacist to work in a pharmacy that provides MTMS. Annals of Pharmacotherapy. 2010;44(3): 424-431.

7. Roberts, A. S., Benrimoj, S., Chen, T. F., Williams, K. a, & Aslani, P. Implementing cognitive services in community pharmacy: a review of models and frameworks for change. International Journal of Pharmacy Practice. 2006; 14(2): 105–113.

8. Westerlund LOT, Handl WHA, Marklund BRG, Allebeck P. Pharmacy practitioners’ views on computerized documentation of drug-related problems. Annals of Pharmacotherapy. 2003; 37:354–60.

9. Roberts, A.S., Benrimoj, S.I., Chen, T.F., Williams, K.A. and Aslani, P. Practice change in community pharmacy: Quantification of facilitators. Annals ofPharmacotherapy. 2008;42(6): 861-868.

10. Hughes, C.M., Hawwa, A.F., Scullin, C., Anderson, C., Bernsten, C.B., Bjornsdóttir, I., Cordina, M.A., da Costa, F.A., De Wulf, I., Eichenberger, P., Foulon, V., Henman, M.C., Hersberger, K.E., Schaefer, M.A., Sondergaard, B., Tully, M.P., Westerlund, T. and McElnay, J.C. Provision of pharmaceutical care by community pharmacists: A comparison across Europe. Pharmacy World and Science. 2010; 32(4): 472-487.

11. Roughead, E.E., Semple, S.J. and Vitry, A.I.. Pharmaceutical care services: A systematic review of published studies, 1990 to 2003, examining effectiveness in improving patient outcomes. International Journal of Pharmacy Practice. 2005; 13(1): 53-70.

12. Kaes, S, Traulsen, JM, Søndergaard, B, Haugbølle, L.S. The relevance of political prestudies for implementation studies of cognitive services in community pharmacies. Research in Social and Administrative Pharmacy. 2009; 5: 189–194.

13. Westerlund T, Gelin U, Pettersson E, Skärlund F, Wågström K, Ringbom C. A retrospective analysis of drug-related problems documented in a national database. International Journal of Clinical Pharmacy. 2013;35(2): 202-9.

14. Odedina, F.T. and Segal, R. Behavioral pharmaceutical care scale for measuring pharmacists' activities. American Journal of Health-System Pharmacy. 1996; 53(8): 855-865.

15. Bell, H.M., McElnay, J.C., Hughes, C.M. and Woods, A. Provision of pharmaceutical care by community pharmacists in Northern Ireland. American Journal of Health-System Pharmacy. 1998;55(19):2009-2013.

16. McDermott, J.H. and Christensen, D.B. Provision of pharmaceutical care services in North Carolina: a 1999 survey. Journal of the American Pharmaceutical Association (Washington, D.C.: 1996). 2002; 42(1):26-35.

17. Rossing, C., Hansen, E.H. and Krass, I. The provision of pharmaceutical care in Denmark: A cross-sectional survey. Journal of clinical pharmacy and therapeutics. 2003;28(4):311-318.

18. Rossing, C., Hansen, E.H., Traulsen, J.M. and Krass, I. Actual and perceived provision of pharmaceutical care in Danish community pharmacies: The pharmacists' opinions. Pharmacy World and Science. 2005;27(3): 175-181.

19. Zardaín, E., Del Valle, M.O., Loza, M.I., García, E., Lana, A., Markham, W.A. and López, M.L. Psychosocial and behavioural determinants of the implementation of Pharmaceutical Care in Spain. Pharmacy World and Science. 2009;31(2):174-182.

20. Fang, Y., Yang, S., Feng, B., Ni, Y. and Zhang, K. Pharmacists' perception of pharmaceutical care in community pharmacy: A questionnaire survey in Northwest China. Health and Social Care in the Community. 2011;19(2): 189-197.

21. Aburuz, S., Al-Ghazawi, M. and Snyder, A.. Pharmaceutical care in a community-based practice setting in Jordan: Where are we now with our attitudes and perceived barriers? International Journal of Pharmacy Practice. 2012;20(2):71-79.

22. Besterfield, D. H. 1990, Quality Control, Third edn, Prentice Hall, New Jersey.

23. Kennie-Kaulbach, N., Farrell, B., Ward, N., Johnston, S., Gubbels, A., Eguale, T., Dolovich, L., Jorgenson, D., Waite, N. and Winslade, N., 2012. Pharmacist provision of primary health care: A modified Delphi validation of pharmacists' competencies. BMC Family Practice. 2012;13:27. **DOI:**10.1186/1471-2296-13-27

24. Edwwards, P.J., Roberts, I.G., Clarke, M.J., Diguiseppi, C., Wentz, R., Kwan, I., Cooper, R., Felix, L. and Pratap, S.. Methods to increase response rates to postal and electronic questionnaires. Cochrane Database of Systematic Reviews, 2009; 3

25. Dunlop, J.A. and Shaw, J.P. Community pharmacists' perspectives on pharmaceutical care implementation in New Zealand. Pharmacy World and Science. 2002;24(6):224-230.

26. Bulajeva, A., Labberton, L., Leikola, S., Pohjanoska-Mantyla, M., Geurts, M.M., de Gier, J.J., Airaksinen, M. Medication review practices in European countries. Research in Social and Administrative Pharmacy. 2014;10(5):731-40

27. van Mil JW, Schulz M, Tromp TF. Pharmaceutical care, European developments in concepts, implementation, teaching, and research: a review. Pharm World Sci. 2004; 26(6):303-11.

28. Royal Pharmaceutical Society, 2012. <http://www.rpharms.com/getting-the-medicines-right/early-adopters.asp> (accessed 26 November 2016)

29. Posey, L.M. Proving that pharmaceutical care makes a difference in community pharmacy. Journal of the American Pharmacy Association (Wash). 2003; 43(2):136-9

30. Martins, S., van Mil, JWF, Costa F.A. The organizational framework of community pharmacies in Europe. International Journal of Clinical Pharmacy. 2015; 37(5):896-905.

31. Messerli, M, Blozik, E, Vriends, N, Hersberger, KE. Impact of a community pharmacist-led medication review on medicines use in patients on polypharmacy--a prospective randomised controlled trial. BMC Health Serv Res 2016; 16(1):145. doi: 10.1186/s12913-016-1384-8

32. Søndergaard, B. Implementation of Pharmacy Services in Denmark. FIP, 2015.

33. Van Mil, J.W. and Schulz, M. A review of pharmaceutical care in community pharmacy in Europe. Harvard Health Policy Review. 2006;7(1):155-168.

**Table 1** Response rate to 2013 BPCS survey administration across European countries

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Country | Survey methodology | Number of existing pharmacies | Prevalence considered1  (%) | Sample estimated  (n) | Respondents (n) | Response  rate (%) |
| Bosnia | Online | 100 | 4.8 | 66 | 99 | 99.0 |
| Denmark | Online | 300 | 4.8 | 118 | 90 | 30.0 |
| England | Online | 9,2252 | 9.9 | 337 | 78 | 0.9 |
| Germany | Online | 5,968 | 21.5 | 643 | 722 | 12.1 |
| Italy | Online | 17,000 | 4.8 | 193 | 807 | 4.7 |
| Lithuania | Face to face interview | 1,370 | 4.8 | 171 | 227 | 16.6 |
| Malta | Postal | 213 | 11.6 | 143 | 83 | 39.0 |
| Moldova | Online and postal | 400 | 4.8 | 131 | 315 | 78.8 |
| Netherlands | Online | 1,966 | 4.8 | 178 | 209 | 10.6 |
| Northern Ireland | Postal | 549 | 25.0 | 326 | 150 | 27.3 |
| Norway | Postal | 679 | 4.8 | 152 | 257 | 37.8 |
| Portugal | Online | 2,937 | 17.4 | 508 | 686 | 23.4 |
| Serbia | Postal | 528 | 4.8 | 143 | 374 | 70.8 |
| Spain | Online | 21,458 | 9.0 | 344 | 346 | 1.6 |
| Sweden | Online | 1,318 | 6.2 | 209 | 375 | 28.4 |
| Switzerland | Online | 1 ,757 | 22.4 | 522 | 390 | 22.2 |

1The prevalence value was obtained from results of the 2006 study. For those not participating in the 2006 study, the lowest level of implementation was used.

2Link to the online survey included in general pharmacy correspondence.

**Table 2** Demographic and practice characteristics (expressed in percentages) of the responding pharmacists (across Europe, 2013)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Characteristics** | Bosnia | Denmark | Germa  ny | Italy | Lithuania | Malta | Moldova | Netherl  ands | N.  Ireland | Norwa  y | Portu  gal | Serbia | Spain | Sweden | Switzerla  nd |
| **Gender** | | | | | | | | | | | | | | | |
| Male | 46.5 | 15.7 | 49.2 | 62.9 | 5.3 | 27.7 | 7.9 | 56.0 | 51.3 | 16.7 | 27.2 | 9.1 | 35.5 | 15.2 | 42.3 |
| Female | 53.5 | 84.3 | 50.8 | 37.1 | 94.7 | 72.3 | 92.1 | 44.0 | 48.7 | 83.3 | 72.8 | 90.9 | 64.5 | 84.8 | 57.7 |
| Missing | 0.0 | 1.1 | 1.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.7 | 0.0 | 0.0 | 0.0 | 1.8 |
| **Years of experience in community pharmacy** | | | | | | | | | | | | | | | |
| **≤5 years** | 4.0 | 37.1 | 8.7 | 2.0 | 12.9 | 31.3 | 19.4 | 14.8 | 16.2 | 24.1 | 33.4 | 24.1 | 15.1 | 35.4 | 8.8 |
| **6–10** | 11.1 | 23.6 | 12.2 | 5.6 | 11.0 | 13.3 | 23.8 | 19.1 | 27.0 | 26.8 | 26.4 | 23.8 | 20.9 | 18.5 | 10.4 |
| **11–20** | 37.4 | 13.5 | 33.1 | 21.9 | 16.8 | 37.3 | 25.1 | 31.1 | 27.0 | 24.1 | 28.8 | 24.9 | 32.8 | 16.9 | 29.6 |
| **>20** | 47.5 | 25.8 | 46.1 | 70.5 | 59.4 | 18.1 | 31.7 | 34.9 | 29.7 | 24.9 | 11.3 | 27.3 | 31.3 | 29.2 | 51.2 |
| **Missing** | 0.0 | 1.1 | 1.1 | 0.0 | 31.7 | 0.0 | 0.0 | 0.0 | 1.3 | 0.0 | 2.3 | 0.0 | 0.3 | 0.5 | 1.3 |
| **Type of pharmacy** | | | | | | | | | | | | | | | |
| Independent | 43.4 | 100.0 | 53.7 | 76.7 | 17.6 | 74.7 | 7.1 | 53.1 | 52.7 | 9.7 | 78.3 | 0.3 | 100.0 | 15.7 | 35.1 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Small multiple  (5–10 pharmacies) | 56.6 | 0.0 | 8.0 | 23.3 | 3.1 | 24.1 | 9.6 | 11.5 | 8.0 | 0.0 | 21.7 | 10.2 | 0.0 | 2.7 | 5.6 |
| Large multiple  (>10 pharmacies) | 0.0 | 0.0 | 38.2 | 0.0 | 79.3 | 1.2 | 83.3 | 35.4 | 39.3 | 90.3 | 0.0 | 89.6 | 0.0 | 81.6 | 59.2 |
| Missing | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.0 | 0.0 | 0.0 | 0.0 | 2.0 | 0.0 | 0.0 | 0.0 | 0.0 |
| **Location of the pharmacy** | | | | | | | | | | | | | | | |
| Rural | 0.0 | 11.6 | 37.5 | 44.2 | 1.3 | 20.5 | 6.4 | 20.1 | 28.9 | 0.0 | 23.0 | 13.6 | 41.4 | 12.8 | 32.3 |
| Suburban | 33.3 | 14.0 | 23.0 | 23.9 | 40.5 | 20.5 | 9.9 | 22.0 | 24.2 | 0.0 | 25.7 | 11.8 | 40.8 | 9.6 | 22.6 |
| City or Town  Centre | 60.6 | 73.3 | 16.9 | 31.8 | 54.6 | 59.0 | 78.0 | 21.5 | 43.0 | 0.0 | 51.3 | 56.4 | 12.0 | 54.4 | 34.9 |
| Health Centre | 6.1 | 1.2 | 22.6 | 0.0 | 3.5 | 0.0 | 5.8 | 36.4 | 4.0 | 0.0 | 0.0 | 18.2 | 5.8 | 23.2 | 10.3 |
| Missing | 0.0 | 4.4 | 0.0 | 0.0 | 0.0 | 0.0 | 0.6 | 0.0 | 0.7 | 100.0 | 1.9 | 0.0 | 10.7 | 0.0 | 0.0 |
| **No. of pharmacists who work in the pharmacy (FTE)** | | | | | | | | | | | | | | | |
| **1** | 9.1 | 5.7 | 29.9 | 17.1 | 36.2 | 63.9 | 1.3 | 63.2 | 62.4 | 8.0 | 10.2 | 36.2 | 30.5 | 6.0 | 24.4 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2** | 19.2 | 27.3 | 48.7 | 29.5 | 36.7 | 28.9 | 10.3 | 29.2 | 28.2 | 30.7 | 34.4 | 25.5 | 41.9 | 15.3 | 56.3 |
| **3** | 16.2 | 42.0 | 15.0 | 20.9 | 14.3 | 6.0 | 62.8 | 5.7 | 5.4 | 36.5 | 28.8 | 13.1 | 19.5 | 26.7 | 15.2 |
| **≥4** | 55.6 | 25.0 | 6.3 | 32.5 | 12.9 | 1.2 | 25.6 | 1.9 | 4.0 | 24.8 | 26.6 | 25.2 | 8.1 | 52.0 | 4.1 |
| **Missing** | 0.0 | 2.2 | 1.4 | 0.0 | 7.5 | 0.0 | 0.0 | 0.0 | 0.7 | 46.7 | 4.2 | 0.3 | 0.6 | 2.1 | 0.3 |
| **No. of skilled staff in the pharmacy (FTE)** | | | | | | | | | | | | | | | |
| **0** | 0.0 | 0.0 | 2.3 | 46.8 | 24.3 | 32.5 | 93.9 | 85.6 | 9.5 | 9.2 | 7.7 | 8.0 | 21.0 | 39.4 | 0.8 |
| **1** | 20.2 | 2.5 | 23.7 | 32.1 | 39.2 | 34.9 | 4.8 | 12.9 | 31.3 | 19.1 | 22.2 | 20.9 | 38.6 | 27.2 | 7.2 |
| **2** | 44.4 | 0.0 | 33.7 | 16.9 | 24.3 | 24.1 | 1.3 | 1.0 | 27.9 | 26.2 | 31.1 | 24.4 | 27.4 | 15.9 | 19.8 |
| **3** | 15.2 | 2.5 | 22.4 | 2.9 | 4.5 | 6.0 | 0.0 | 0.5 | 16.3 | 12.8 | 21.1 | 17.7 | 10.9 | 9.2 | 24.2 |
| **≥4** | 20.2 | 95.1 | 18.0 | 1.4 | 7.7 | 2.4 | 0.0 | 0.0 | 15.0 | 32.6 | 17.8 | 29.0 | 2.1 | 8.4 | 47.9 |
| **Missing** | 0.0 | 10.0 | 1.7 | 0.0 | 2.2 | 0.0 | 0.3 | 0.0 | 2.0 | 45.1 | 3.5 | 0.3 | 4.9 | 1.1 | 0.5 |
| **Pre-registration student engaged in the pharmacy** | | | | | | | | | | | | | | | |
| **Yes** | 44.4 | 50.0 | 16.1 | 29.6 | 22.0 | 41.5 | 5.1 | 12.9 | 40.1 | 24.1 | 24.7 | 34.6 | 17.3 | 15.7 | 18.3 |
| **Missing** | 0.0 | 4.4 | 1.1 | 0.0 | 0.0 | 1.2 | 0.0 | 0.0 | 2.0 | 0.0 | 2.2 | 1.9 | 1.2 | 0.0 | 0.5 |
| **No. of prescription items dispensed per day** | | | | | | | | | | | | | | | |
| **0-99** | 75.8 | 3.3 | 19.2 | 38.8 | 78.8 | 96.4 | 15.1 | 1.0 | 7.5 | 15.7 | 9.6 | 31.6 | 31.3 | 14.9 | 35.3 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **100–199** | 15.2 | 1.7 | 37.6 | 45.8 | 15.9 | 3.6 | 71.5 | 5.7 | 25.2 | 32.6 | 35.3 | 16.1 | 38.3 | 31.0 | 28.4 |
| **200–299** | 6.1 | 0.0 | 26.3 | 13.1 | 1.0 | 0.0 | 13.5 | 16.7 | 18.4 | 29.8 | 25.9 | 11.0 | 19.9 | 22.8 | 14.5 |
| **≥300** | 3.0 | 95.0 | 16.9 | 2.2 | 4.3 | 0.0 | 0.0 | 67.6 | 49.0 | 21.9 | 29.2 | 41.2 | 10.4 | 31.3 | 21.8 |
| **Missing** | 0.0 | 33.3 | 11.5 | 0.0 | 8.4 | 0.0 | 1.0 | 0.0 | 2.0 | 5.8 | 4.2 | 5.3 | 8.7 | 1.9 | 2.6 |
| **Responding pharmacist has a postgraduate qualification in pharmacy** | | | | | | | | | | | | | | | |
| **Yes** | 52.5 | 69.6 | 54.2 | 5.5 | 2.2 | 9.6 | 0.0 | 85.2 | 8.1 | 9.0 | 20.4 | 8.8 | 37.8 | 5.9 | 58.2 |
| **Missing** | 0.0 | 23.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.3 | 0.4 | 2.0 | 0.3 | 2.0 | 0.3 | 0.0 |
| **Responding pharmacist participates routinely in multidisciplinary team meetings** | | | | | | | | | | | | | | | |
| **Yes** | 42.4 | 31.4 | 25.3 | 35.4 | 56.8 | 27.7 | 2.5 | 97.6 | 15.4 | 15.4 | 16.6 | 19.7 | 23.5 | 4.0 | 25.9 |
| **Missing** | 0.0 | 22.2 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.7 | 1.6 | 2.5 | 2.1 | 1.4 | 0.3 | 0.0 |
| **Pharmacy has a private consultation area** | | | | | | | | | | | | | | | |
| **Yes** | 68.7 | 49.3 | 82.8 | 71.1 | 6.6 | 68.7 | 1.3 | 97.6 | 72.7 | 91.8 | 92.6 | 31.8 | 77.9 | 54.0 | 85.4 |
| **Missing** | 0.0 | 23.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.4 | 1.7 | 1.6 | 2.0 | 0.0 | 0 |
| **Use pharmacy software routinely when checking clinical data** | | | | | | | | | | | | | | | |
| **Yes** | 50.5 | 15.3 | 43.4 | 7.9 | 5.7 | 48.2 | 0.0 | 100.0 | 69.8 | 51.0 | 44.6 | 30.0 | 41.6 | 49.2 | 57.2 |
| **Missing** | 0.0 | 20.0 | 0.8 | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.7 | 0.0 | 3.2 | 4.5 | 0.0 | 0.3 | 0 |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Use pharmacy software routinely when checking drug-drug-interactions** | | | | | | | | | | | | | | | |
| **Yes** | 47.5 | 69.4 | 98.8 | 56.5 | 22.9 | 56.6 | 0.0 | 100.0 | 88.0 | 98.0 | 94.7 | 29.5 | 86.7 | 78.1 | 98.5 |
| **Missing** | 0.0 | 20.0 | 0.1 | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 0.8 | 3.2 | 4.8 | 0.0 | 0.3 | 0 |
| **Use pharmacy software routinely when checking contraindications** | | | | | | | | | | | | | | | |
| **Yes** | 54.5 | 44.4 | 92.1 | 56.1 | 31.7 | 53.0 | 0.0 | 100.0 | 78.0 | 84.6 | 92.3 | 31.5 | 75.1 | 51.9 | 66.9 |
| **Missing** | 0.0 | 20.0 | 0.3 | 0.0 | 0.0 | 0.0 | 0.3 | 0.0 | 0.0 | 1.2 | 3.5 | 5.1 | 0.0 | 0.3 | 0.0 |
| **Clinical information about patients available via a shared database** | | | | | | | | | | | | | | | |
| **Yes** | 40.4 | 33.3 | 0.0 | 0.0 | 2.2 | 0.0 | 0.0 | 39.1 | 4.0 | 10.9 | 0.0 | 14.7 | 13.4 | 6.7 | 28.7 |
| **Missing** | 0.0 | 23.3 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 34.0 | 0.0 | 0.0 | 0.0 | 0.3 | 0.9 | 0.3 | 0.0 |
| **Clinical data about patients easily accessed** | | | | | | | | | | | | | | | |
| **Yes** | 49.5 | 26.3 | 63.4 | 56.6 | 38.7 | 0.0 | 3.5 | 41.8 | 46.9 | 5.4 | 37.4 | 51.5 | 25.9 | 32.9 | 34.2 |
| **Missing** | 0.0 | 36.7 | 0.0 | 0.0 | 2.2 | 0.0 | 0.3 | 67.9 | 4.7 | 12.8 | 2.2 | 13.4 | 14.2 | 0.3 | 28.7 |
| **Responding pharmacist participates in the following activities** | | | | | | | | | | | | | | | |
| **Health screening** | | | | | | | | | | | | | | | |
| **Yes** | 50.5 | 13.9 | 49.0 | 75.0 | 19.8 | 32.5 | 1.3 | 46.4 | 30.8 | 57.0 | 81.6 | 25.4 | 35.0 | 1.9 | 74.1 |
| **Missing** | 0.0 | 20.0 | 0.6 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 2.7 | 2.3 | 1.9 | 3.2 | 0.0 | 0.3 | 0.0 |

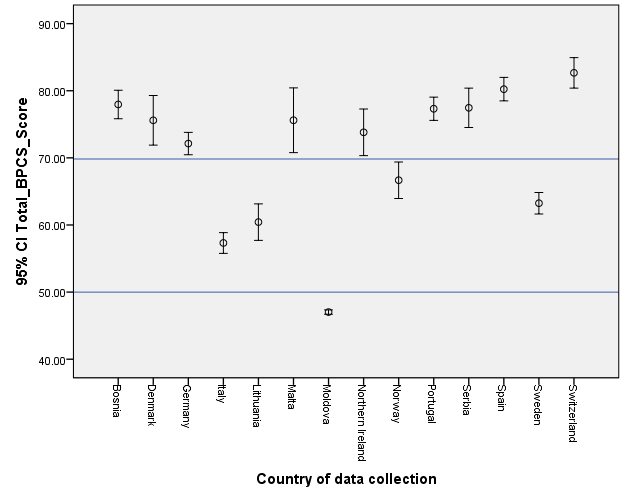
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Patient monitoring** | | | | | | | | | | | | | | | |
| **Yes** | 44.4 | 9.7 | 52.0 | 19.6 | 15.0 | 42.2 | 0.0 | 18.2 | 26.4 | 62.8 | 28.9 | 30.1 | 46.0 | 4.0 | 66.9 |
| **Missing** | 0.0 | 20.0 | 1.0 | 0.0 | 0.0 | 0.0 | 0.0 | 0.0 | 1.3 | 1.6 | 3.2 | 3.2 | 0.0 | 0.3 | 0.0 |
| **Medication review** | | | | | | | | | | | | | | | |
| **Yes** | 53.5 | 37.5 | 65.1 | 11.2 | 12.3 | 13.4 | 0.0 | 94.3 | 66.0 | 29.4 | 41.8 | 68.3 | 60.1 | 10.2 | 64.6 |
| **Missing** | 0.0 | 20.0 | 0.4 | 0.0 | 0.0 | 1.2 | 0.0 | 0.0 | 2.0 | 3.5 | 3.1 | 2.1 | 0.0 | 0.3 | 0.0 |
| **Health promotion/education** | | | | | | | | | | | | | | | |
| **Yes** | 58.6 | 27.8 | 58.4 | 79.3 | 29.5 | 73.2 | 1.3 | 30.1 | 90.6 | 41.7 | 69.4 | 76.6 | 77.2 | 22.7 | 86.4 |
| **Missing** | 0.0 | 20.0 | 0.6 | 0.0 | 0.0 | 1.2 | 0.0 | 0.0 | 0.7 | 1.9 | 2.3 | 2.7 | 0.0 | 0.3 | 0.0 |

\*In Spain: “Near to health centre”

**Table 3** Respondents’ scores for the modified BPCS across different European countries (2013)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Country | Total BPCS Score  (Mean ± SD) | Direct Patient Care activities  (Mean ± SD) | Referral and consultation activities  (Mean ± SD) | Instrumental activities  (Mean ± SD) |
| Bosnia | 78.0 ± 10.6 | 29.4 ± 8.5 | 24.3 ± 2.5 | 24.3 ± 2.2 |
| Denmark | 75.6 ± 12.9 | 26.3 ± 12.8 | 28.7 ± 5.1 | 20.8 ± 2.7 |
| Germany | 72.1 ± 22.7 | 33.0 ± 16.5 | 20.4 ± 5.5 | 18.9 ± 3.9 |
| Italy | 57.3 ± 22.4 | 19.6 ± 14.8 | 17.0 ± 5.7 | 20.8 ± 6.0 |
| Lithuania | 60.4 ± 20.8 | 23.1 ± 14.9 | 16.7 ± 5.6 | 20.6 ± 4.9 |
| Malta | 75.6 ± 22.1 | 29.3 ± 16.0 | 22.6 ± 6.2 | 23.7 ± 4.2 |
| Moldova | 47.0 ± 2.1 | 13.4 ± 1.4 | 16.3 ± 1.3 | 17.3 ± 2.1 |
| Netherlands\* |  | 34.8 ± 3 |  | 26.6 ± 3.3 |
| N. Ireland | 73.8 ± 20.7 | 29.2 ± 14.8 | 20.2 ± 5.2 | 24.1 ± 4.0 |
| Norway | 66.7 ± 20.1 | 25.1 ± 15.2 | 19.3 ± 4.6 | 22.5 ± 4.2 |
| Portugal | 77.3 ± 21.5 | 34.8 ± 15.1 | 20.5 ± 5.5 | 22.2 ± 4.7 |
| Serbia | 77.5 ± 25.5 | 32.1 ± 16.8 | 21.5 ± 6.6 | 24.0 ± 4.5 |
| Spain | 80.2 ± 14.8 | 30.8 ± 18.3 | 28.6 ± 5.7 | 20.4 ± 4.9 |
| Sweden | 63.2 ± 15.7 | 24.8 ± 11.1 | 18.3 ± 4.5 | 20.2 ± 4.0 |
| Switzerland | 82.7 ± 22.8 | 41.5 ± 16.5 | 20.0 ± 5.8 | 21.2 ± 4.2 |

**\* Total score cannot be computed for the Netherlands, due to a missing item in the Referral and consultation activities survey**



**Figure 1** Total score for the modified BPCS across different European countries (2013)

**Table 4** Summary of providers and non-providers of pharmaceutical care across the European countries surveyed (2013)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Country | Range of total BPCS score | Score range in individual country for providers (top 25%) | % of providers (top 25%) in individual country | Score range in individual country for non-providers (bottom 25%) | % of non-provider (bottom 25%) in individual country |
| Bosnia | 46 – 127 | 106 – 127 | 1.0 | 46 – 66 | 8.2 |
| Denmark | 52 – 108 | 94 – 108 | 14.3 | 52 – 66 | 24.5 |
| Germany | 22 – 150 | 118 – 150 | 4.5 | 22 – 54 | 22.5 |
| Italy | 15 – 132 | 102 – 132 | 3.7 | 15 – 44 | 31.7 |
| Lithuania | 17 – 117 | 92 – 117 | 5.7 | 17 – 42 | 20.7 |
| Malta | 35 – 146 | 118 – 146 | 3.6 | 35 – 62 | 28.9 |
| Moldova | 41 – 55 | 52 – 55 | 7.4 | 41 – 44 | 30.3 |
| N. Ireland | 33 – 133 | 108 – 133 | 8.1 | 33 – 58 | 19.3 |
| Norway | 23 – 136 | 108 – 136 | 2.9 | 23 – 51 | 21.6 |
| Portugal | 30 – 143 | 115 - 143 | 5.2 | 30 – 58 | 19.3 |
| Serbia | 25 – 158 | 124 – 158 | 5.8 | 25 – 59 | 25.7 |
| Spain | 48 – 123 | 104 – 123 | 8.0 | 48 – 67 | 18.5 |
| Sweden | 21 – 117 | 93 – 117 | 4.3 | 21 – 45 | 12.8 |
| Switzerland | 15 – 136 | 105 – 136 | 17.4 | 15 – 46 | 5.9 |

\* The Netherlands are not included in the table because the overall score could not be calculated

**Table 5** Comparison of BPCS scores restricted to countries participating in both editions

|  |  |  |  |
| --- | --- | --- | --- |
| **Country overall BPCS score** | **2006** | **2013** | **p-value\*** |
| Denmark | 50.6 | 75.6 | **0.0376** |
| Germany | 70.8 | 72.1 |
| Malta | 74.1 | 75.6 |
| Northern Ireland | 74.0 | 74.1 |
| Portugal | 76.5 | 77.5 |
| Sweden | 62.9 | 63.2 |
| Switzerland | 73.2 | 82.7 |
| **Mean** | **68.9** | **74.4** |

\*Mann-Whitney test (1-tailed p-value)

**Table 6** Final variables included in the linear regression model relating to total BPCS score across all

European countries surveyed in the current edition

|  |  |  |  |
| --- | --- | --- | --- |
| Variable | B (Std. Error) | 95.0% Confidence Interval for B | *p* value |
| (Constant) | 47.903 (0.586) | 46.755–49.051 | <0.001 |
| Participation in Medication review | 9.901 (0.605) | 8.716–11.086 | <0.001 |
| Routinely using pharmacy software to check clinical data | 9.182 (0.589) | 8.028–10.336 | <0.001 |
| Participation in Patient monitoring | 7.663 (0.628) | 6.432–8.894 | <0.001 |
| Routine Participation in local multi-disciplinary team meetings | 6.821 (0.621) | 5.605–8.038 | <0.001 |
| Participation in Health promotion/education | 5.333 (0.575) | 4.206–6.460 | <0.001 |
| Routinely using pharmacy software to check contraindications | 3.611 (0.588) | 2.458–4.763 | <0.001 |
| Having access to clinical data (either through shared database or being easily accessed) | 2.823 (0.530) | 1.784–3.862 | <0.001 |
| Having a postgraduate qualification in pharmacy practice/clinical pharmacy | 2.922 (0.639) | 1.670–4.174 | <0.001 |
| Having a high prescription volume | 0.005 (0.001) | 0.002–0.007 | <0.001 |
| Pharmacy with a private consultation area | 1.787 (0.600) | 0.611–2.963 | 0.003 |