



## PROMPPT Pain Reviews: focussed feedback guide

Name of observer/ person providing feedback .....

Name of pharmacist .....

This tool has been designed to support the delivery of focussed feedback to pharmacists, in order to guide the pharmacist towards delivering pain reviews in the spirit in which they were trained.

The four elements that form the foundation for delivering the pain review being:

- Person-centred
- Autonomy-supportive
- Collaborative
- Empowering



There are two key areas of focus in this guide; the first being the skills that comprise *listening* and the second, the elements of *explore, inform, check*.

Depending on what you and the pharmacist decides what feedback should focus on, may determine to what extent you complete each of the sections of this tool.

Notes for completing this guide:



We recommend that you make notes as you listen to and/or watch a pain review. Listen out and make a note of:

- elements of the review that went well (highlighted by the green icon )
- where they may be scope for the pharmacist to do things differently next time (highlighted by the orange icon )



If appropriate and helpful for your feedback, make a note  if you agree that the pharmacist demonstrated any of specific skills.



After the review has finished, make a note of any take home points that may help the pharmacist next time.

# Listening: using open questions, validation and empathy

1. The pharmacist uses **open questions** throughout the pain review to encourage the patients to speak their own words and express their view

Make a note of open questions used by the pharmacist that facilitated the consultation:



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If applicable, note any examples in which the pharmacist's question, or interruption closed the patient's story down:



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2. The pharmacist uses **validating statements** (reflections) to acknowledge and accepts the patient's story at face value:

Make a note of validating statements used by the pharmacist (for example, those that start *so you...*, *you feel...*, *it's as if...*, *your...*, *you...*):



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Make a note of any summaries that seemed a useful way of reiterating the main points of a discussion



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3. The pharmacist uses **empathic responses** to understand the patient's story, putting themselves in the patient's shoes, without judgement:

Make a note of evidence that the pharmacist demonstrates empathy during the consultation, especially any empathy that evoked a response by the patient suggesting that they felt understood:



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If applicable, make a note of any evidence whereby the patient does not feel understood (repeated attempts to convince or to seek validation) or where they may have felt judged:



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## Listening: Explore, Inform, Check

4. The pharmacist explored the following elements at some point through the duration of the pain review



How pain affects the things that are important to the patient

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The things that the patient does that help their pain day to day (the things that can be soothing and distracting)

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How the patient takes their opioids and other pain medicines

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The patient's personal upsides/downsides of staying on opioids

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The patient's personal upsides/downsides of reducing opioids

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Their perspective on reducing the opioids they take

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5. When providing information, the pharmacist:



First asked for permission to inform (for example, *would it be helpful if I give you some information...*)

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Then provided information in chunks with facts about other patient's experiences

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And/or related the information to what matters to the individual patient

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If applicable, make a note of any evidence where the patient may have become a passive recipient of information, where information could have been provided using fewer items, or where the patient was not clear of the relevance or content of the information received

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6. To help the patient hear and make sense and use of information, the pharmacist:



Used open questions to check understanding:

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## Making an action plan

If helpful and to facilitate feedback, consider some of the following skills that may have helped the pharmacist in the observed pain management review

Appeared to come to a joint decision *towards* making a plan to reduce opioids

Agreed a tapering plan (if a reduction was agreed)

Provided the patient with an action plan and the leaflet about tips for change

Made a clear plan with the patient how they could be in contact between appointments

Made a plan for a follow-up appointment



Make a note of the elements towards the end of the consultation that may help the patient to commit to the agreed plan

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## Take home learning point(s)

Agree with the pharmacist any take home messages that would support them to stay close to the spirit of PROMPPT. Take home points may be based around the two areas of focus and/or any other areas which appear a priority:

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