



Working Beyond the Practice Walls: Pharmacy Collaboration That Changes Outcomes

Transforming patient care through effective teamwork strategies

Apex PCN



Working Beyond the Practice Walls



PCPA Primary Care
Pharmacy Team
of the Year

WINNER

APEX PCN
Pharmacy Team

Award-Winning Approach

The APEX PCN Pharmacy Team's PCPA award validates the impact and reproducibility of this innovative approach.

Integrated Care Focus

Integration across primary care and secondary care enhances safer prescribing and better patient outcomes, focusing on a population health management approach.

Leadership and Culture

Leadership, culture, and collaboration are core enablers for improved prescribing and patient care alongside high staff retention.

Shared Alerts = Safer Care



Shared Alerts Enable Safer Care

Shared alerts across care teams support earlier, proactive interventions by improving risk visibility and collective responsibility.

Meaningful and Actionable Signals

Effective alerts focus on meaningful, actionable information embedded into workflows, avoiding alert overload and improving care quality.

Sustainable Implementation

Including alerts in staff induction ensures consistent use and sustainability despite team changes and rotations.

Cultural Shift to Team Responsibility

Shared alerts promote a culture shift from reactive firefighting to collective safeguarding of patient safety as a team effort.

Collaboration Improves Outcomes



Data driven

Looking at population health data, high level of prescribing identified in specific cohorts. Collaboration across primary and secondary services enhances outcomes especially for complex and vulnerable patient groups.

Aligned Deprescribing Efforts

Unified deprescribing strategies reduce variation and improve safety in high-risk prescribing across age groups.

Building Trust and Momentum

Sharing clinical rationale and aligning priorities builds trust, making deprescribing a shared, cooperative endeavor.

Practical Collaboration Benefits

Collaboration is a practical strategy that improves consistency, safety, and outcomes in multi-service care delivery.

Measurable Clinical Impact



Reduction in Antipsychotic Use

A 42% decrease in antipsychotic medication use was achieved in dementia patients after structured clinical reviews.

Decrease in Z-Drug Prescribing

There was a 50% reduction in Z-drug prescriptions, with many patients shifted to PRN use and planned discontinuation.

Lowered Anticholinergic Burden

Medicines contributing to high anticholinergic burden were reduced by 40%, improving patient safety and cognition.

Improved Patient Outcomes

These medication reductions led to fewer falls, better cognition, less sedation, and enhanced quality of life.

Culture



Values: Compassion and Growth

A compassionate and inclusive team culture enhances patient safety by fostering open communication and safer decisions.

Psychological Safety and Belonging

Investing in psychological safety and belonging encourages staff to speak up and share concerns early.

Cultural Celebration and Respect

Celebrating cultural events and mutual respect strengthens morale, retention, and daily collaboration.

Embedding Culture for Wellbeing

Embedding inclusive cultural principles supports staff wellbeing and pairing with growth mindset that improves patient outcomes