

Among Pharmacists in Extended Hours Pharmacies:
Experiences from Glostrup Community Pharmacy

At a busy pharmacy operating 18 hours a day year-round, communication and professional collaboration among pharmacists can be challenging. This is how Glostrup Community Pharmacy is working to overcome those challenges.

Fateh Hatim Hakmi
Pharmacist
Email: 109fhh@apoteket.dk

Anne Thim Enok
Pharmacist
Email: 109ate@apoteket.dk

Hanne Høje Jacobsen,
Pharmacist
Deputy Manager,
Email: 109hhj@apoteket.dk

Introduction

Glostrup Community Pharmacy is a busy pharmacy open 18 hours a day, year-round. The team includes ten full-time pharmacists, five on-call pharmacists from the industry, 18 pharmacy technicians, and support staff. Long opening hours and solo shifts limit face-to-face interactions, making collaboration challenging. To address this, the pharmacy has focused on strengthening knowledge sharing and teamwork. Initiatives include enhanced use of Microsoft Teams for asynchronous communications and the creation of:

- Professional Pharmacist Forum: a 45-minute meeting every 3–4 weeks (participation can be online or in-person), focuses on daily challenges, knowledge sharing, and professional development.
- Pharmacist Regular Meetings: a 3-hour meeting, held 2–4 times a year, focuses on broader topics and strategic professional discussions.

Aim

To investigate the perceived impact of professional sparring on team cohesion and professional confidence by implementing strategies that promote effective knowledge sharing and professional collaboration among pharmacists working in isolated or staggered shifts.

Method

The method employs a descriptive approach, detailing:
A quantitative questionnaire conducted so that pharmacists, can evaluate the perceived impact of professional sparring on team cohesion and professional confidence.

Results

The answers and feedback achieved in the questionnaire indicate:

- Improved team cohesion and enhanced professional support, exemplified by specific positive statements from participants (figure 1).
- A robust framework for structured collaboration through Professional Pharmacist Forum meetings (figure 2).

- Optimized use of Microsoft Teams channels for asynchronous communication (figure 3).
- Regular pharmacist meetings fostering clarity in decision-making and uniformity in responses across the organization (figure 4).

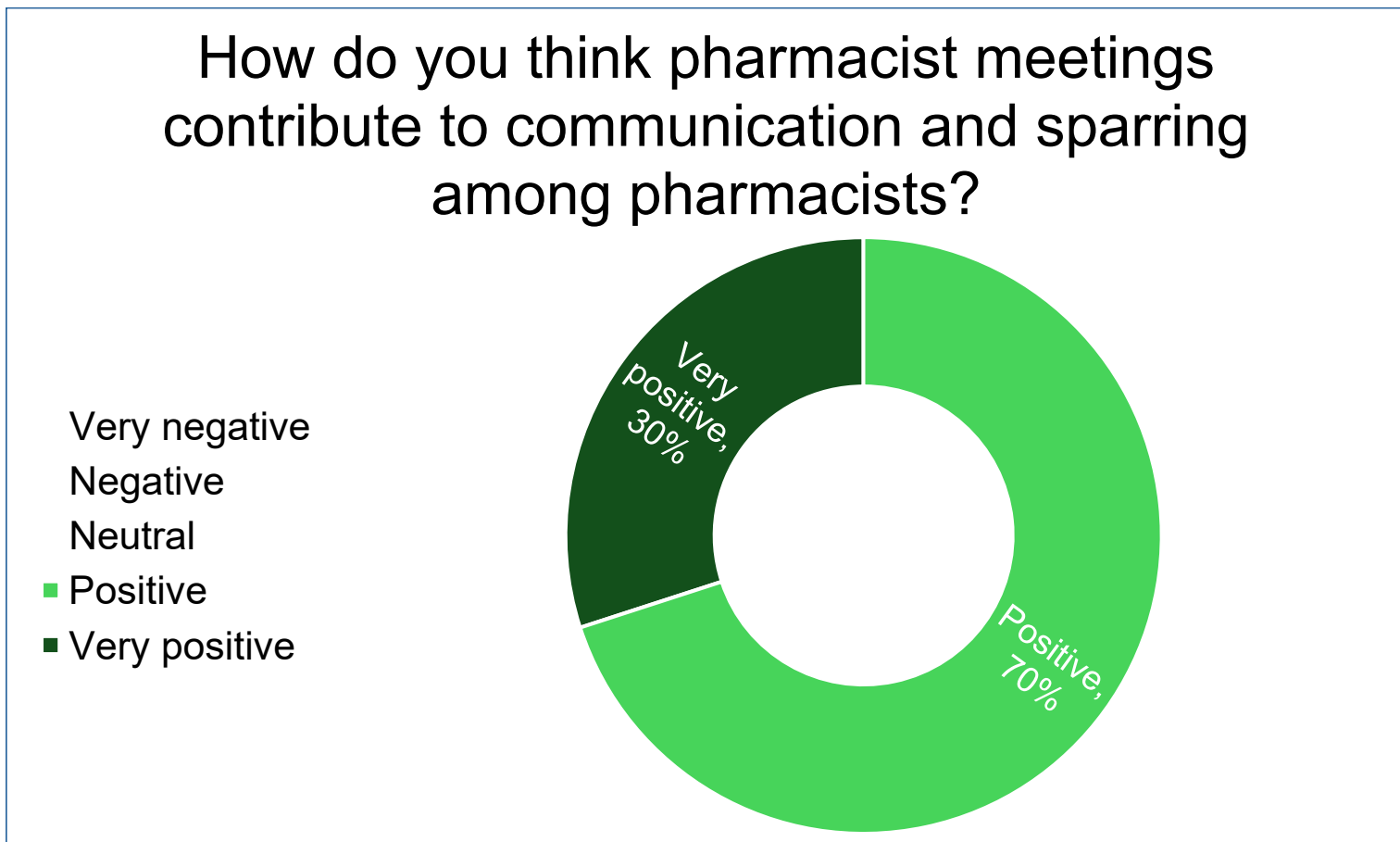
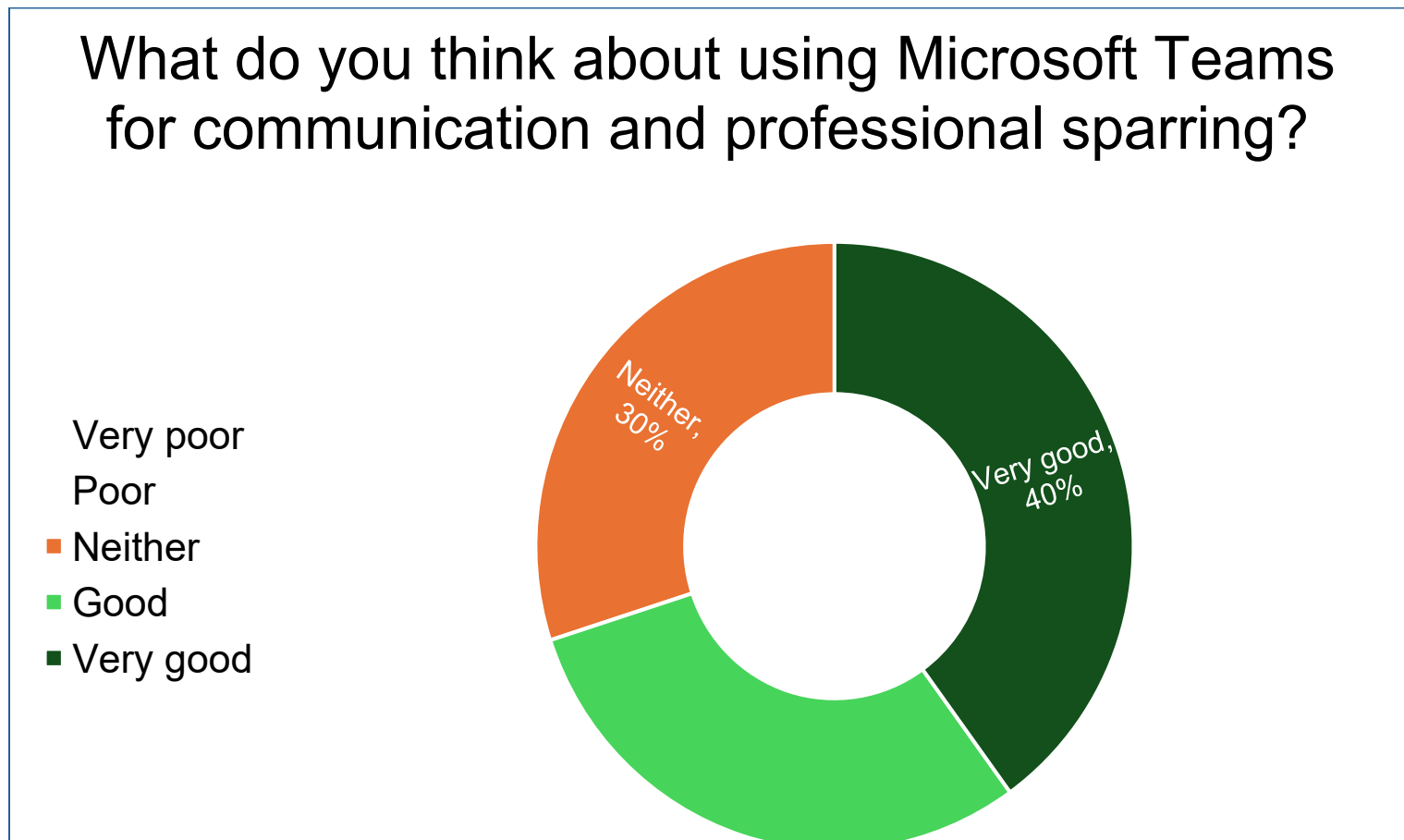
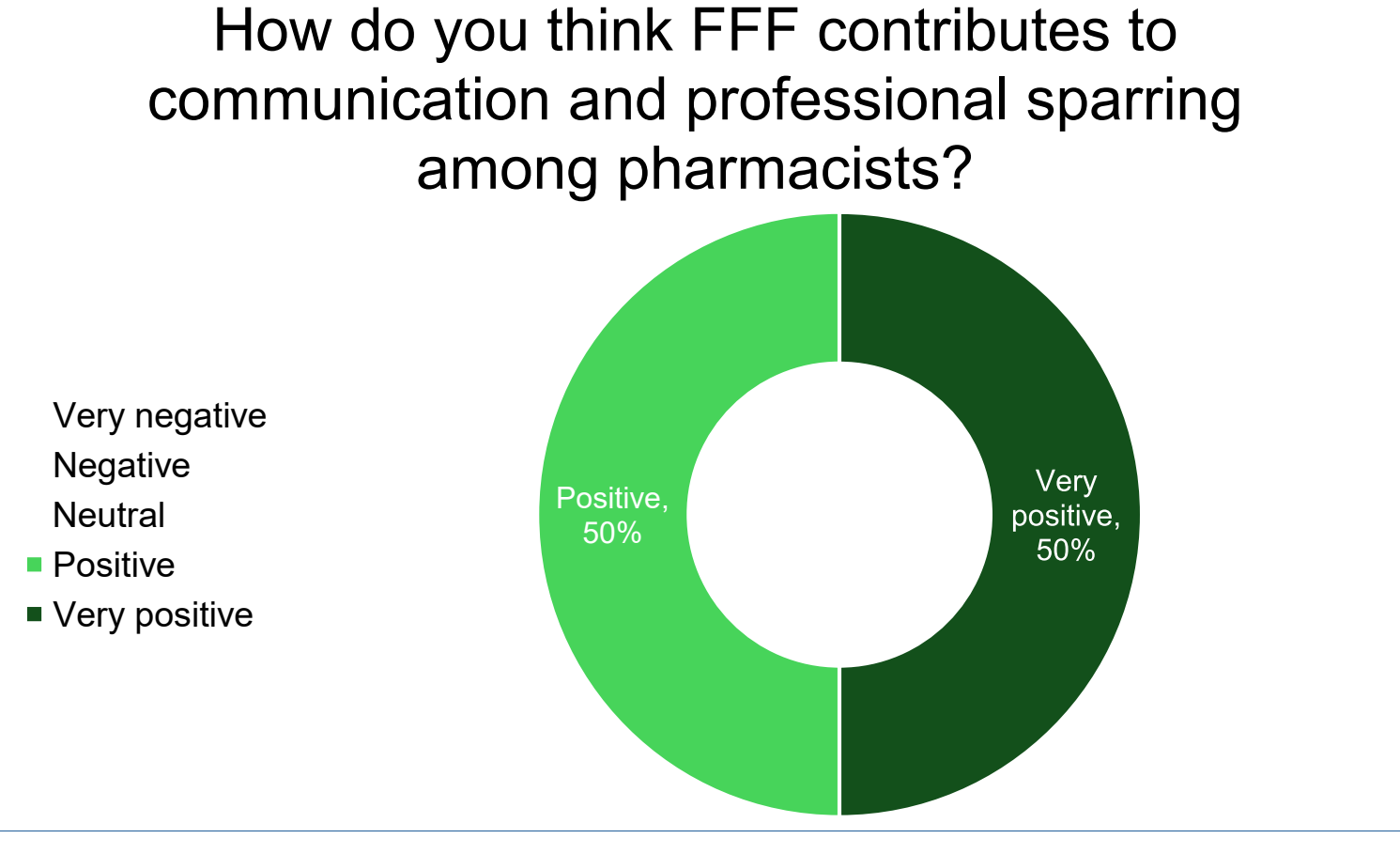
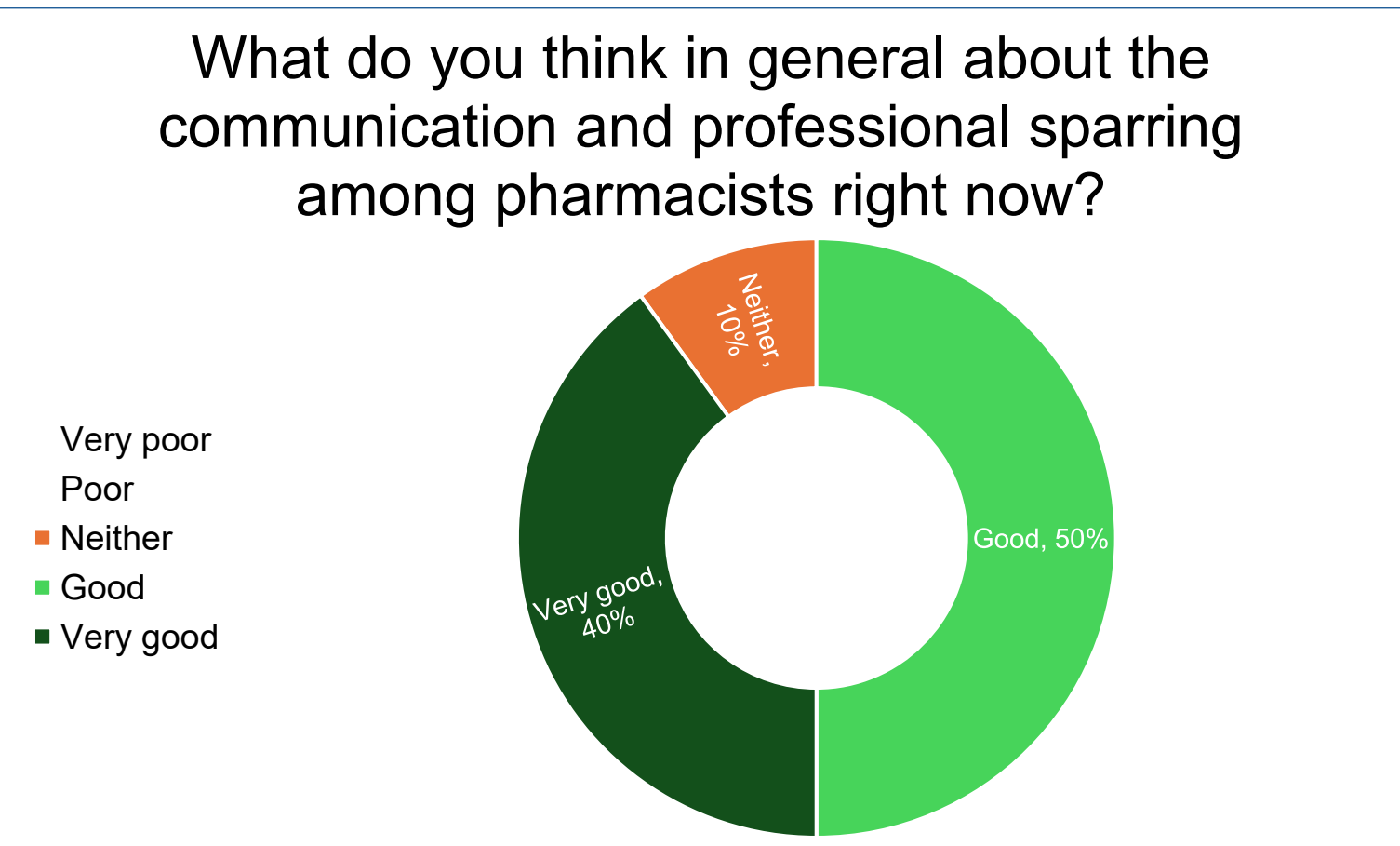


Figure 1: Communication and professional sparring among pharmacists at Glostrup Community Pharmacy

Figure 2: Contribution of Professional Pharmacist Forum (FFF) meetings

Figure 3: Contribution of usage of Microsoft Teams

Figure 4: Contribution of regular pharmacist meetings

Feedback regarding regular Pharmacist meetings:

"We have more time to discuss things; there is a good agenda"

Feedback regarding usage of Microsoft Teams:

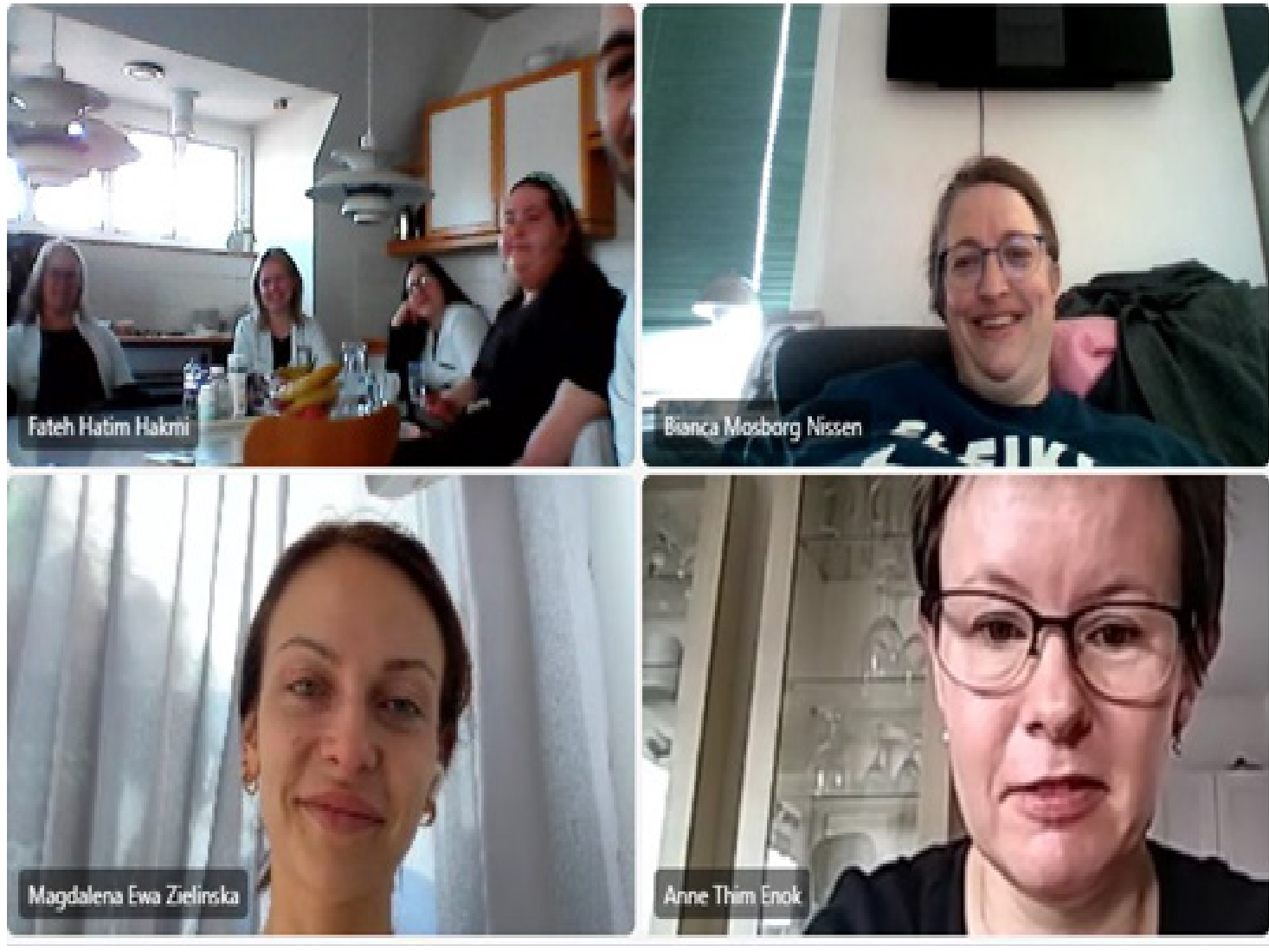
"We can communicate broadly and get answers/clarifications quickly. It's easy to find things here, as they are "right at your fingertips" on your phone"

Feedback regarding Professional Pharmacist Forum meetings:

"I think it's great that we can exchange professional knowledge and competencies and discuss how to handle difficult situations in everyday work. This is especially important for new pharmacists so they can learn from the more experienced ones"



"It's a balance. We shouldn't use it too much either. But it should be used when sharing messages that are important to get across"



"What I like about the pharmacist meetings is that there are different viewpoints and opinions on matters among all of us. We are different, and we handle things in our own ways, so you can actually learn from each other as well as get suggestions for solutions to uncertain cases"

"We can always get help in urgent situations from other colleagues at any time of the day. I think that's great!"

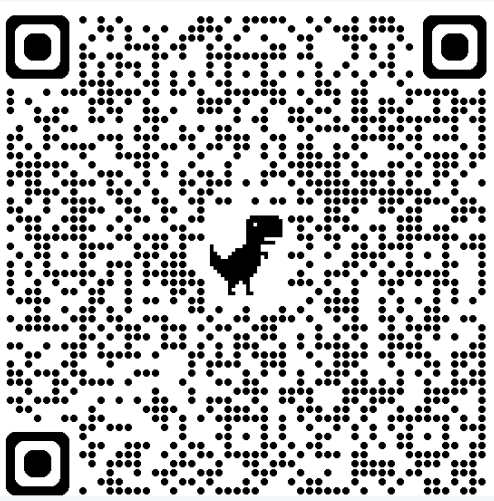
"We streamline our workflows so that communication is consistent across all pharmacists. It's also good that we have the opportunity to discuss our different perspectives and, in that way, learn from each other"

Conclusion

The implementation of structured collaboration initiatives – including the Professional Pharmacist Forum, regular pharmacist meetings, and targeted use of Microsoft Teams – has significantly strengthened team cohesion, improved decision-making clarity, and ensured consistent professional support across all working hours. Positive feedback from pharmacists confirms that these strategies foster a stronger collaborative culture and make professional expertise readily accessible, even during solo shifts. These results demonstrate that extended-hours pharmacies can overcome barriers to collaboration through structured, multi-channel communication, and the approach offers a transferable model for other pharmacies seeking to enhance professional knowledge sharing and support.

QR-code

QR code:
Scan the QR code to see the summary of the questionnaire
(Please use web-browser translate function to see it in English)



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