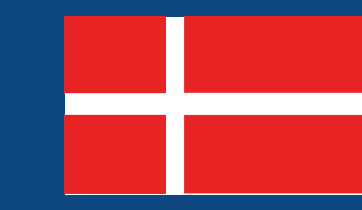


A Pilot Project from Glostrup Community Pharmacy



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

Magdalena Ewa Zielinska
Pharmacist
109mez@apoteket.dk

Lisbeth Mogensen
Pharmacist
109lm@apoteket.dk

Introduction

Patients with disease-related malnutrition often require nutritional supplements as part of their treatment. In Denmark, reimbursement may be supported through a nutritional prescription.

Challenges

- Correct use of nutritional supplements is essential to achieve the intended effect.
- Patients may have limited knowledge of how and when to use the products.
- Doctors and dietitians often have limited time for detailed counselling.

Opportunity

- Community pharmacies have extensive experience with structured counselling services, such as the New Medicine Service (NMS).
- This experience can be applied to nutritional support.



Aim

To develop a standardised counselling service for patients using nutritional supplements, inspired by the NMS model, to improve understanding and compliance.



Methods

The project included three main steps:

1. Development of a structured counselling framework and documentation process.
2. Competence building for pharmacists, pharmacy technicians and students through targeted training.
3. Pilot implementation with evaluation of patient satisfaction and perceived impact.

Results

The pilot project resulted in three key elements:

1 Structured counselling framework



Figure 1: Structured consultation card used to guide nutritional counselling

- A flexible question-based consultation guide was developed.
- The guide covers dietary intake, symptoms affecting nutrition, functional status and weight development.
- It supports individualised counselling while ensuring a systematic approach.
- The consultation card documents key findings, goals and recommendations.

2 Competence development

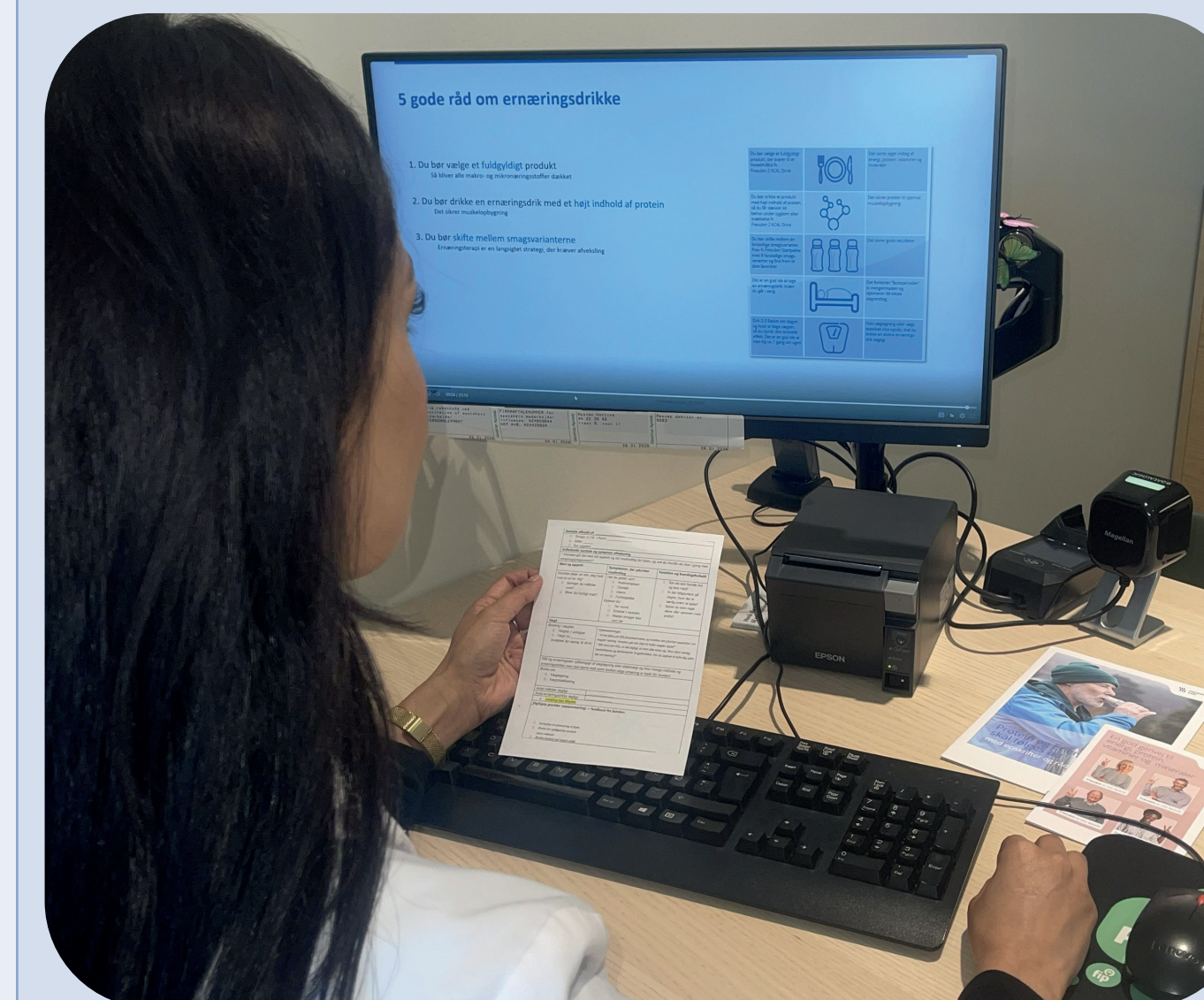


Figure 2: Pharmacy staff completing training modules as part of the competence building

- A targeted training programme was developed for pharmacy staff.
- Two educational modules were created covering disease-related malnutrition and nutritional supplements.
- To date, 27 pharmacy staff members have completed the training programme.
- The training materials can be further developed into a scalable e-learning solution.

3 Pilot testing in community pharmacies

"I was very happy with the consultation, and it increased my motivation to take the nutritional drinks as recommended."



Figure 3: Nutritional counselling session conducted in a community pharmacy using the structured consultation framework

- Initial pilot testing was conducted in community pharmacies.
- Early patient feedback indicates high satisfaction with the service.
- Patients found the counselling relevant and useful, reporting better understanding of nutritional needs and product use.

Conclusion

This pilot project demonstrates that a structured counselling service for nutritional supplements is feasible in community pharmacies.

The service may:

- Support systematic and professional patient counselling.
- Improve patient understanding of nutritional supplements.
- Strengthen pharmacy staff's clinical contribution.
- Enhance the quality of patient interactions.

Next steps include:

- Expanding staff training across the pharmacy.
- Integrating the service into routine pharmacy practice.
- Strengthening collaboration with local general practitioners.



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