Introduction to Jockey Club PHARM+ Community Medication Service Network Project

LEE, Tommy Ka-Ho[a]; CHEUNG, Gladys Daphne[a]; LAW, Kitty Kit-Ki[a]; LEE, Marco Tsun[a]; WONG, Ian Chi-Kei[a]*

[a] Department of Pharmacology and Pharmacy, The University of Hong Kong, Hong Kong SAR, China
(Corresponding author)*

About the Project

The Hong Kong Jockey Club Charities Trust has initiated and funded the Jockey Club PHARM+ Community Medication Service Network (the Project) for five years with approved funding of over HK$415 million. Starting in 2024, the Project will establish Community Pharmacies in multiple districts to provide accessible and affordable dispensing services. It will provide medication consultation, advice on chronic diseases and minor ailments, and promote health literacy and safe use of medication. The Project is expected to serve over 110,000 individuals in need and provide training to over 5,400 professionals, including pharmacists, pharmacy students and relevant healthcare service providers within five years. It will organise public education activities to enhance public knowledge of proper medication use and raise awareness of public health. The Project's community-based medication service network will form the first line of defence in disease management to help to build a healthier community.

To achieve its aims, the Project has collaborative partners including The University of Hong Kong, The Chinese University of Hong Kong, and eight non-governmental organisations, namely Aberdeen Kai-fong Welfare Association Limited, Health In Action Limited, Haven of Hope Christian Service, Hong Kong Sheng Kung Hui Welfare Council Limited, Hong Kong Young Women's Christian Association, The Lok Sin Tong Benevolent Society, Kowloon, Pok Oi Hospital and St. James' Settlement.

Led by The University of Hong Kong and in collaboration with non-governmental organisations, the Project is committed to developing operational guidelines for Community Pharmacies, evaluating project effectiveness and promoting professional development to ensure service quality, efficiency, and consistency.

Project Objectives

- Establish Community Pharmacies to provide accessible and affordable medication support to the public, easing the economic pressures on patients in need of medication support
- Provide medication management services and offer timely support to patients and their caregivers through the development of personalised health and medication management plans tailored to individual needs
- Provide advice on health and minor ailment management, offer guidance on the use of over-the-counter medications, provide lifestyle recommendations, and make medical referrals to suitable healthcare resources when necessary
- Promote health literacy on proper medication use and chronic disease management and raise awareness on public health

What services are provided in the network community pharmacy under the Project?

The Project provides personalised medication consultation, dispensing service and referral to other

healthcare resources to support patients with chronic diseases and minor ailments. The network community pharmacies will provide:

Medication Management Services

It is a person-centered community pharmacist-led service in optimising patient's medication use and improving health outcome by focusing and reviewing on the accessibility, appropriateness, effectiveness, safety and adherence of the medication therapy.

The service aims to:

- Empower patients and/or their caregivers with better knowledge and literacy in self-management, health-related decision-making and health promotion
- To optimize and review the accessibility, appropriateness, effectiveness, safety and adherence of medication therapy of the patients
- To support patients and/or their caregivers in a holistic healthcare approach (e.g. addressing psychosocial concerns of individuals) through better utilization of other community resources

Community pharmacists help to handle enquiries and resolve difficulties in medication management, for example:

- Effectiveness and side effects of medications
- How to manage adverse drug reaction
- Tips on proper use of medications
- Consolidate medication history
- Potential drug interaction
- How to manage missing of dose
- How to schedule time to take the medications
- Whether medications be cut or crushed
- How to store the medications
- How to handle expired medications
- How to make good use of pill box and technology for health management

Self-Care & Minor Ailment Service

Minor ailments are generally defined as non-complicated medical conditions that can be reasonably self-diagnosed and self-managed with over-the-counter medications. With the support of community pharmacists, professional and reliable health advice can be provided to facilitate the management of these conditions.

The service aims to provide easily accessible, timely and affordable healthcare services for individuals with common and self-limiting health conditions, including individualized advice on use of over-the-counter medications and lifestyle modifications. It also aims to facilitate early detection and referral of conditions requiring further medical attention or support from other professionals.

The common health conditions encountered in community pharmacy:

Categories	Examples
Gastro-intestinal Discomfort	Indigestion, heartburn, bloating, gastric reflux, constipation, diarrhea, hemorrhoid
Respiratory Tract Infections	Cold and flu symptoms such as fever, headache, sore throat, cough, runny nose, blocked nose
Nasal Cavity Discomfort	Allergy symptoms such as itchy nose, runny nose, blocked nose, sneeze
Eye Discomfort	Dry eyes, red eyes, itchy eyes, eyelid inflammation, stye
Oral Health	Mouth ulcers, gum inflammation, cold sore
Women's Health	Vaginal thrush
Skin Conditions	Athletes foot, ringworm, fungal nail infections, scalp conditions, acne, eczema, dry skin, contact dermatitis, insect bites, verrucas
Pain	Back pain, joint pain, muscle pain

Community Dispensing Service

In addition to providing reliable and affordable prescription medications to the public (including self-finance items from the Hospital Authority), over-the-counter medications and health supplies, pharmacists also assess the individual needs of the public and provide medication and health advice to help them manage minor ailment, chronic conditions, and medication usage. This enhances self-care capacity and medication safety.

Community dispensing service usually does not require appointments. Individuals can visit the pharmacy during designated opening hours without prior arrangement, or contact the pharmacy via phone to inquire about service details or confirm medication availability.

Community pharmacy provides a variety of medications and health supplies to meet the needs of different individuals in the community. Pharmacists may also offer professional advice based on individual circumstances:

- Prescription-only medications
- Over-the-counter medications (including medications to be dispensed with or without the supervision of pharmacists)
- Travel medication kits or home medications
- Smoking cessation products
- Nutritional products

- Skin care products
- Wound care and first aid products
- Medical compression stocking
- Medical devices, such as blood pressure monitors and blood glucose meters
- Diagnostic aids

Service Network Partners

There are 8 network pharmacy services providers under the Project:

- **A-Lively Community Pharmacy**
  Address: Store No. 114, G/F, Wah On House, Wah Fu Estate, Aberdeen
  Phone number: 35505460
- **Health In Action Community Pharmacy**
  Address: Room 901, Millennium Trade Centre, 54-56 Kwai Cheong Road, Kwai Chung
  Phone number: 36129515
- **PHARM+ Haven of Hope Community Pharmacy**
  Address: Shop No. G32, Ground Floor, MCP Discovery, 8 Mau Yip Road, Tseung Kwan O
  Phone number: 21562280
- **PHARM+ Hong Kong Sheng Kung Hui Community Pharmacy**
  Address: Shop 3, Cheung Ying Alley, 110 Lung Cheung Road, Wong Tai Sin
  Phone number: 21160382
- **PHARM+ YWCA Community Pharmacy**
  Address: Unit 903, Spot, 48 Lung Sum Avenue, Sheung Shui
  Phone number: 25116020
- **PHARM+ Lok Sin Tong Community Pharmacy**
  Address: Shop No. 2, G/F, The Golden Gate, 1 Plover Cove Road, Tai Po
  Phone number: 21872780
- **PHARM+ Pok Oi Hospital Community Pharmacy**
  Address: Flat 904 - 905, 9/F, Kwong Wah Plaza, 11 Tai Tong Road, Yuen Long
  Phone number: 35905766
- **PHARM+ St. James' Settlement Community Pharmacy**
  Address: 9/F, 383 King's Road, North Point
  Phone number: 21168836

Author's background
LEE, Tommy Ka-Ho *is the Pharmacist at the Department of Pharmacology and Pharmacy, the University of Hong Kong. His email is tkhlee@hku.hk*
CHEUNG, Gladys Daphne *is the Pharmacist at the Department of Pharmacology and Pharmacy, the University of Hong Kong. Her email is gdcheung@hku.hk*
LAW, Kitty Kit-Ki *is the Pharmacist at the Department of Pharmacology and Pharmacy, the University of Hong Kong. Her email is kittylkk@hku.hk*
LEE, Marco Tsun *is the Senior Pharmacist at the Department of Pharmacology and Pharmacy, the University of Hong Kong. His email is marcolt@hku.hk*
WONG, Ian Chi-Kei *is the Professor at the Department of Pharmacology and Pharmacy, the University of Hong Kong. Her email is wongick@hku.hk*