

VIGINETWORK: A COMMUNITY PHARMACIES-NETWORK ON PHARMACOVIGILANCE IN VENETO REGION

1)Magro L. 2)Viola E. 3)Lora R. 4)Arzenton E. 5)Opri S. 6)Gonella L. 7)Stoppa G. 8)Moretti U. 9)Leone R.

University of Verona, Italy

Pharmacists play a key role in effective pharmacovigilance (PV) programmes and their expertise is vital for the monitoring of drug safety. On the other hand, in the last years patient centricity has emerged as a core element in pharmacovigilance. VigiNetWork (VNW) links pharmacists and citizens in PV activities of community pharmacies. It started as a pilot study in Veneto Region in 2014 and has become a multiregional project in 2015. Approved and funded by the Italian Medicines Agency, to date it is going on in the following Italian regions: Basilicata, Liguria, Marche, Lazio, Puglia, Campania and Veneto. The main objectives of VigiNetWork are: to develop a constant pharmacovigilance network among community pharmacies, to promote spontaneous adverse drug reaction (ADR) reporting by pharmacists and patients, to increase interaction and communication among pharmacists and citizens and to improve pharmacists' knowledge on drug safety. Several resources have been invested during pharmacies recruiting: a short and explanatory video of the project has been created and uploaded on You-Tube and a promotional leaflet with a specific logo has been developed. Specific information and communication tools have been made available to pharmacists: information leaflets, free access to two accredited distance learning courses covering general aspects of pharmacovigilance and the new web-reporting platform called Vigifarmaco (www.vigifarmaco.it). Furthermore, they have been given personal access to the most important information tool of the project, an on-line platform (www.vigirete.it) entirely dedicated to pharmacovigilance. The website is divided into eight sections as follows: learning courses, spontaneous reporting system, news, specific medication data sheets, drug-drug interactions, power-point presentations, scientific articles and a discussion forum. On the other hand, citizens received various information material (brochures, posters, etc...) as well.

The experience of VigiNetWork in Veneto Region was promoted by the Veneto Regional Center for Pharmacovigilance and FederFarma Veneto, under the patronage of the Regional Pharmaceutical Service and of the Regional Committee of Pharmacists. To date there are 180 enrolled pharmacies (about 13% of the total pharmacies of Veneto Region, 73% in towns with more than 5000 inhabitants) employing about 550 pharmacists. The number of spontaneous reports by pharmacists went from an average of 30 annual reports between 2005 and 2013 to 199, 258 and 350 reports in 2014, 2015 and 2016 respectively. In 2016 VNW contributed to reach the highest number of reports ever sent by pharmacists in Veneto Region (about 35% of 350) and Veneto Region gained the third position for number of reports by pharmacists in Italy. Out of 124 reports through VigiNetWork pharmacists, more than 80% came through web-reporting. Compared to 2015, the website www.vigirete.it doubled the number of its visitors (571) and pages displayed (3023) in 2016. As regarding pharmacovigilance education, at the time of registration all pharmacists requested access to the distance learning courses and to date about 10% has

completed them. From 2014 the patient reporting diminished in 2015 and in 2016 (from 168 to 82 and 43 annual reports respectively), but in favour of that of the pharmacist.

As a matter of fact we should bear in mind that in the community pharmacies the communication of the ADRs originates from patients and the pharmacists add all his/her professional knowledge to the report. Therefore, in conclusion, VigiNetWork can be considered a good example of communication, information and collaboration on pharmacovigilance between pharmacists and patients.