INTRODUCTION
To improve effective patient consultation, Dutch pharmacists have developed and tested a new consultation model (see figure 1). This consultation model is an adaptation of the Calgary Cambridge model. Calgary Cambridge is the most widely applied consultation model in medical professions. Dutch pharmacists tested the feasibility of this model in daily practice of community pharmacies.

AIM
The pharmaceutical patient consultation model has been developed to make a change in the conversation between pharmacist and patient: from talking to the patient to talking with the patient. Moreover, patient consultation aims to improve pharmacotherapeutic treatment results and compliance in patients.

PILOT
To test the feasibility of the pharmaceutical patient consultation model in community pharmacy practice 6 Dutch community pharmacy teams carried out 163 consultations (96 at first dispensing medicine consultations and 67 at continued) in 2018.
In three sessions pharmacy teams received instruction, reflected on their experiences and shared outcomes. Most important findings are: patients responded positively to the new method, consultation contributed to a better relationship with the patient and participants experienced more job satisfaction. We conclude that the model is feasible in daily practice and that the model is promising for realizing better treatment results.

CONCLUSION
• Consultation is a major change in the way of communication with the patient.
• The conversation between pharmacist and patient according to this consultation model provides the patient advice that better meets his needs and concerns.
• Consultation contributes to a better relationship with the patient.
• Consultation increases job satisfaction and strengthens the professional attitude of the pharmacy team.
• Implementation of consultation in the pharmacy team has the best chance of success if the members of the pharmacy team are aware of their motivations (intrinsic and extrinsic motivation).