

**MediaPharm pharmacy support staff, Accuracy
Checking Assistant reaccreditation event report,
part 3, June 2024**



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Event summary and conclusions

Provider/Awarding organisation	MediaPharm
Course/Qualification name	Accuracy Checking Assistant
Event type	Reaccreditation
Event date	14 June 2024
Approval period	September 2024 – September 2027
Relevant requirements	<u>Requirements for the education and training of pharmacy support staff, October 2020</u>
Framework used	National Occupational Standards
Outcome	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	Please refer to parts 1 and 2.
Minor amendments	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

The technical knowledge and skills content of the course/qualification must be derived from, and mapped to, an appropriate national framework for pharmacy knowledge and skills recognised in the UK.

Part 3: Role-specific learning outcomes (National Occupational Standards)

Please note, the NOS unique identifiers are hyperlinked to the relevant NOS standard.

PHARM28 - Undertake the final accuracy check of dispensed medicines and products

How does the course/qualification support the trainee to achieve this NOS outcome and where the outcome is taught?

Provider's commentary

The Accuracy Checking course is for pharmacy assistants who have at a minimum completed a dispensary assistant qualification. All accuracy checkers may only perform a final accuracy check on a prescription if it has been clinically checked by a registered pharmacist, and the pharmacy is operating under the supervision of a Responsible Pharmacist, something made clear across the course. Therefore, this course focusses on accuracy and safety and competence of an accuracy check.

The Accuracy Checking course maps across NOS PHARM28 Undertake the final accuracy check of dispensed medicines and products (**Appendix 1 – Accuracy Checking NOS map**) and builds on knowledge an assistant already has.

The purpose of the course is to build a safe framework around which an accuracy checker can practice effectively and to build a relationship of trust with the Responsible Pharmacist with which they are working. The course requires a minimum of monthly meetings between the learner and the tutor to discuss progress and respond to any issues throughout the duration of the course. There are a number of activities to complete both before they start their checking practice and also to reflect on near the end of the checking practice, Several of these require tutor input to help plan and build the relationship and effective working practices.

Learners must show competence in dispensing accurately prior to starting the course and the course itself is broken down into key sections to cover the NOS:

- **Initial reflection** to begin the process of planning how the learning will take place effectively
- **E-learning** to cover the knowledge aspects of the NOS and to ensure the learner and tutor have a developed SOP and boundaries are in place prior to practice. Topics covered include Health and safety, relevant law and dispensing including a refresher on calculation, communication skills, SOPs and dealing with near misses and errors, understanding the limitations of the role, and performing the accuracy check.
- **Accuracy checking** to allow the learner to build up experience in performing an accuracy check under the supervision of a pharmacist or qualified accuracy checking technician. As part of this, reflection is encouraged throughout on how the learner has dealt with near misses they have found, and if they have made any mistakes during the practice period the learner is asked to reflect on what led to the mistake and changes that may need making.

Two NOS are not fully covered:

- K24 – The use of medicines and the effect they have on basic human physiology
- K26 – The actions of medicines and products including drug interactions and contra-indications.

These two NOS are clinically oriented, something that is outside the scope of an accuracy checker's practice. The Accuracy Checker and the SOP they work under should be focussed on accuracy not a clinical check. This is emphasised through the learning in the course and the course materials specifically state an accuracy check must not be done unless a clinical check has been completed by a registered Pharmacist and there must be a Responsible Pharmacist signed in and supervising the pharmacy. Therefore, an Assistant completing this course would not achieve K24 and K26 of the NOS.

A Technician would meet these two standards in the NOS as they would be covered within their Pharmacy Technician qualification and so would cover the full NOS.

The difference in knowledge between an assistant and a technician is discussed in the Preparing for practice section of the course and includes an activity requiring the tutor and learner to fully discuss this and to discuss boundaries.

The learning content of the course is covered using a range of methods. Knowledge is covered using e-learning with the learner required to complete a number of activities to support planning for how the learning will be done and how experience will be gained. Accuracy Checking practice is done under the supervision of a pharmacist or qualified accuracy checking pharmacy technician. Reflection is encouraged throughout the learning process.

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

Provider's commentary

The qualification is assessed using a variety of methods:

On completion of the practice checking period of 1000 items and associated e-learning the learner's tutor will sign off that their learner is ready for final assessment. The uploaded portfolio will be checked by a Mediapharm reviewer and the assessment released.

The online accuracy checker assessment takes the form of a series of prescriptions alongside pictures of dispensed items and the learner is asked under assessment conditions to identify any errors present. The assessment pulls questions at random from a bank to ensure in the event of a resit a different assessment will be generated. Successful completion of this assessment at 100% will lead to the final stage of assessment.

A professional discussion between a Mediapharm mentor and the learner will take place as the final step towards completion. The discussion will centre around the learners experience on the course and reflection noted in the learner portfolio. The aim of the discussion is to ensure the learner understands the role and their limitations and is able to suitably reflect on their performance.

Satisfactory completion of these three elements triggers completion of the course.

The course is quality assured in line with the Mediapharm Quality Assurance policy.

GPhC accreditation team use only:

NOS met/will be met? Yes No

Accreditation team's commentary:

The accreditation team explored NOS PHARM28 during the event in regards the final accuracy check of dispensed medicines, at the 'Does' level. The provider has designed the course to ensure that learners develop and demonstrate technical knowledge and skills, mapped to specific competencies. Throughout the course, learners build a portfolio with regular monthly meetings with a supervisor

competent in checking. These meetings involve practice check-ins and the completion of monthly reflective logs, including reflections on any mistakes made. Once completed, the portfolio is uploaded to the mediapharm online system, and the course manager reviews it to determine successful completion.

After portfolio approval, the system releases a 20-item assessment conducted under exam conditions, with access controlled by a tutor's passcode. Learners have the option to take a mock test beforehand. The assessment tests their practical ability rather than their understanding of the system. The computer marks the assessment automatically, but the QA also performs a manual review, looking for and documenting any flagged errors, which may involve contacting the tutor if necessary.

Upon completing the 20-item assessment, learners are emailed a link to book a professional discussion with the QA. This conversation clears up any issues and ensures that the learner understands the course content and the importance of accuracy. Only after completing these three components - portfolio, assessment, and professional discussion - can the learner successfully complete the course.

The team agreed that this National Occupational Standard would be met based on the submission, discussions during the event and mapping.

