

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



# Contents

Event summary and conclusions .....	1
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## Event summary and conclusions

Provider/Awarding organisation	Mediapharm
Course/Qualification name	Healthcare 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 <a href="#">found here</a> .
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.

[PHARM01](#) - Assist with the provision of a pharmacy service

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

### **Provider's commentary**

The learning for this NOS is covered across several modules of the course. These modules also build on learning gained in the foundation modules which give a generic introduction to this NOS for all support staff.

**Module 13 Communication** - gives the knowledge required to meet individual's needs through effective questioning and listening skills and supporting them through additional resources and information.

**Module 14 Laws** – explains law and processes relating to pharmacy, along with health and safety.

**Module 16 Dispensing** – which covers and understanding of the processes around dispensing activity, and the importance of following procedures and the consequences of errors.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about company policies and reflect on their own communication skills.

### **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 combined MCA/DA programme requires formal assessment and sign off at the end of the MCA component and at the end of the DA component. This is to allow for recognition of qualification for anyone who decides to end the training at MCA level. These formal assessments and sign off at MCA stage and DA stage are identical in process but with different banks of MCQs and case studies to reflect the modules in each component.

The course is assessed using a variety of methods to allow confirmation of knowledge and practical ability.

#### **Per Module**

The learner is asked to complete 'Time Out' activities throughout the module, these are completed on paper with the trainee's tutor required to check appropriate completion of the activities prior to declaring the module as complete.

The module itself has a knowledge check quiz to check for gaps before moving to the module assessment consisting of 10 MCQs randomly selected from a bank of 30. The trainee has a maximum of 3 attempts with a lock out after 2 to allow the Mediapharm mentor to give support on achieving the learning outcomes.

#### **Course (at the end of each of the MCA and DA components)**

At the end of the course after completing the module assessments there is a final assessment sat under exam conditions covering the following:

- 30 MCQs randomly selected from a bank of 120 covering whole course content. This is sat as an invigilated assessment and is aimed at knowledge assessment.
- 2 case studies randomly selected from a bank (24 for MCA, 10 for DA) covering whole course content. This activity is conducted by the trainee's tutor who has discussion points available to help them as expert witnesses to verify knowledge and understanding of the scenario presented.

Observation of practical ability by the trainee's tutor is guided by an observation checklist. The observation covers the practical aspects of the NOS and is completed over the space of at least a week. The checklist requires comment from the tutor as to how the learner shows competence, and acts as a 'declaration of competence' sign off on practical ability and knowledge covering the NOS standards by a registered pharmacy professional.

The aspects of formal assessment are quality assured in line with the Mediapharm quality assurance policy, and tutors are provided with guidance on how to conduct the different aspects of formal assessment.

See Template 2 Criteria 3 for details of the assessment strategy that we take with all accredited courses to address the relevant NOS learning outcomes.

**GPhC accreditation team use only:**

**NOS met/will be met? Yes  No**

**Accreditation team's commentary:**

**The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.**

**PHARM04 - Provide advice on non-prescribed 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**

Module 1 Working in a Pharmacy gives an introduction to medicines, how they are classified, how to assist in the supply of non-prescribed medicines using the different questioning techniques and importance of following SOPs and referring appropriately.

This builds on the foundation modules that address the GPhC core learning outcomes for all support staff.

Modules 2-12 focus on the OTC medicines categories in pharmacy and cover responding to symptoms, self-care advice and cases to refer.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and OTC medicines and products to reflect on their learning and situations they have encountered. It encourages trainees to handle OTC medicines and products, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

**Provider's commentary**

As before.

**GPhC accreditation team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

**PHARM07 - Receive prescriptions****How does the course/qualification support the trainee to achieve this NOS outcome and where the outcome is taught?****Provider's commentary**

This is taught in Module 1 Working in a Pharmacy covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

The learning also covers recognising different prescriptions, what to check for on a prescription, payments and exemptions and how to take a person-centred approach when dealing with patients with additional needs. The case study highlights common mistakes that can be made and how to improve the interaction with the patient.

Communicating effectively with the dispensary team at the point of receiving a prescriptions is also explained as a way of managing patient expectations and avoiding delays in a patient getting their medicines.

Communication is also covered in the foundation module 'Introduction to Communication'.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore prescriptions-related items e.g. prescription bags, exemption forms, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

As before.

**GPhC accreditation team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

**PHARM09 - Assemble prescribed items**

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

**Provider's commentary**

This NOS is covered in Module 1 Working in Pharmacy, Module 13 Communication, Module 14 Laws, Module 16 Dispensing and Module 17 Stock, and builds on learning from the foundation modules.

It provides knowledge around the dispensing process referring to guidelines, SOPs and the need to work within one's limits to ensure patient safety. It gives an understanding of medicines, how to assemble and handle them safely and how to maintain medication records. It also covers stock in the context of assembling and how to minimise risk and errors.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies, process and to explore the dispensary layout, medicines, containers and the PMR.

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

**Provider's commentary**

As before.

**GPhC accreditation team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

**PHARM12 - Order pharmaceutical stock**

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

**Provider's commentary**

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in the ordering of stock. It covers the correct processes and the need to work within assigned roles. The module also covers medicines types, suppliers of stock and the use of computer systems.

The learning also includes elements from Module 14 – Laws, which explains the legal and procedural requirements, as well as relevant health and safety requirements relevant to dealing with stock. It also covers aspects of Module 13 – communication including understanding the different roles in the pharmacy and when and how to refer. The e-learning builds on learning completed during the foundation modules.

The learning uses a combination of e-learning and activities encouraging the learner to find out about company policies, process, their usual and specialist suppliers and the computer ordering system.

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

**Provider's commentary**

As before.

**GPhC accreditation team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

**The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.**

**PHARM13 - Receive pharmaceutical stock**

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

**Provider's commentary**

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in receiving and managing stock. It covers the correct processes and the need to work within assigned roles. The module also covers checking deliveries and dealing with discrepancies, paperwork, correct and safe storage of medicines and products (including health & safety) and the use of computer systems.

The learning also includes elements from Module 14 – Laws, which explains the legal and procedural requirements, as well as relevant health and safety requirements relevant to dealing with stock. It also covers aspects of Module 13 – communication including understanding the different roles in the pharmacy and when and how to refer, and Module 16 – Dispensing, which explains about the different types and forms of medicines available. The e-learning building on learning completed during the foundation modules.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies and processes, handling the paperwork involved and getting familiar with where and how stock is processed and stored once received.



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

**Provider's commentary**

As before.

**GPhC accreditation team use only:**

**NOS met/will be met? Yes  No**

**Accreditation team's commentary:**

**The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.**

**PHARM14 - Maintain pharmaceutical stock**

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

**Provider's commentary**

This NOS is covered in Module 17 Stock which provides knowledge on how to assist in maintaining stock safely. It covers the correct processes and the need to work within assigned roles. The module also covers maintaining stock level, rotating stock and date checking so that medicines supply to patient is not disrupted. It also covers tasks around keeping stock areas clean and tidy. The process around drug recall is also outlined.

The learning also includes elements from Module 14 – Laws, which explains the legal and procedural requirements, as well as relevant health and safety requirements relevant to dealing with stock. It also covers aspects of Module 13 – communication including understanding the different roles in the pharmacy and when and how to refer. The e-learning builds on learning completed during the foundation modules.

The learning is covered using a combination of e-learning and activities encouraging the learner to find out about company policies and processes and getting familiar with best practice in managing stock, including how to avoid medicines contamination and what to do with expired stock.

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

**Provider's commentary**

As before.

**GPhC accreditation team use only:**

**NOS met/will be met? Yes  No**

**Accreditation team's commentary:**

**The team agreed that this National Occupational Standard would be met based on the submission**

mapping and assurance taken from the testing of other standards and learning outcomes.

**PHARM32 - Assist in the issuing of prescribed items**

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

**Provider's commentary**

This is taught in the first module 'Working in a Pharmacy' covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

It also highlights the grave consequences of giving our prescriptions to the wrong person and gives context to why following correct procedures are central to safe practice.

The learning also covers labelling bags, owings and counselling and again where and when to involve the pharmacist. The role of electronic prescriptions is also explained as is the prescription delivery service the pharmacy may have so that other areas of handing out prescribed medicines is considered.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore related activities e.g. prescription delivery, owings, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

**Provider's commentary**

As before.

**GPhC accreditation team use only:**

NOS met/will be met? Yes  No

**Accreditation team's commentary:**

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.



