

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



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Event summary and conclusions

Provider/Awarding organisation	MediaPharm
Course/Qualification name	Medicines Counter 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 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.

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

The first module '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 covers 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 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

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 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 of 24 covering whole course content. This activity is conducted by the trainee's tutor who has discussion points available to help them as expert witnesses verify knowledge and understanding of the scenario presented.

Observation of practical ability by the trainee's tutor 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.

GPhC accreditation/recognition 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 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.

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/recognition 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/recognition 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.

