

**Buttercups Training Ltd support staff course
reaccreditation event report, Medicines Counter
Assistants, part 3, July 2024**



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Event summary and conclusions

Provider	Buttercups Training Ltd
Course name	Support Staff Course for Medicines Counter Assistants
Event type	Reaccreditation
Event date	9 July 2024
Approval period	November 2024 – November 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.

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

To meet the requirements of NOS PHARM01, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and technical modules **Your Role as an MCA** and **The Wider Role of Pharmacy** on the b-Hive platform.

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

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include reflecting on a referral they have made to another healthcare professional (Activity Book: Teamwork and Person-Centred Care: Activity 10) and thinking about what constitutes good customer service. This activity assesses at Does level. The **summative** activities include describing their responsibilities in the event of a complaint and describing how to report health and safety matters in their workplace (Activity Book: Teamwork and Person-Centred Care: Activity 11). This activity assesses at Does level.

Summative assessment of PHARM01 overlaps with the Part 1 learning outcomes which are assessed by a **witness testimony** by their WTS following observations in the workplace, including demonstration of good communication skills, effective teamwork, awareness of SOPs, workplace health and safety and referral procedures, and handling a complaint.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation/recognition team's commentary:

Based on the provider's written submission, the team judged that this learning outcome was met.

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

To meet the requirements of NOS PHARM04, learners complete **Core Module 2: Teamwork and Person-Centred Care**, technical modules **Your Role as an MCA, The Wider Role of Pharmacy, Pain and Analgesia, Coughs and Colds, Gastrointestinal Problems, Travel and Summer Health, Ear, Eyes and Mouth, Skin, Hair and Feet, Women's Health and Men's Health** and **Healthy Lifestyles** on the b-Hive platform.

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

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include finding out which sources of information they have access to in the pharmacy (Activity book: The Wider Role of Pharmacy: Activity 11) and assesses at Knows level. The **summative** activities include observing a trained colleague when using the 2WHAM questioning technique in response to a request for an OTC medicine, then describing how effectively they have interacted with the patient and how they have applied the 2WHAM questioning technique, such as using it in a different order (Activity book: Your Role as an MCA: Activity 1) and assesses at Shows How level.

Summative assessment of PHARM04 includes scenario-based multiple-choice questions (MCQs) in a Final Test, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to use the 2WHAM questioning technique effectively and make referrals to the pharmacist as appropriate. Learners sign an "e-learning competency" on the b-Hive platform, which is a declaration to confirm that they have read the relevant workplace SOPs, such as the sales of OTC medicines protocol. Each clinical module has a **Virtual Pharmacy** scenario which allows the learner to interact with a simulated patient on the relevant clinical topic and receive instant feedback for the decisions they make in the scenario.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation/recognition team's commentary:

The team tested this outcome at the event. The course staff explained that the outcome is introduced in the Your Role as an MCA module which emphasise communication skills and the need to refer to pharmacists where appropriate. The b-Hive platform is used to highlight 'red flag' symptoms. Assessments include Virtual Pharmacy tasks and witness testimonies at the 'does' level.

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

To meet the requirements of PHARM07, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care** and technical modules on **Handling Prescriptions** and **The Wider Role of Pharmacy** on the b-Hive platform.

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

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include scenario-based activities for receiving prescriptions (Activity book: Handling Prescriptions: Activity 10 (a to d)) and assesses at Knows How level. The **summative** activities include finding out how to respond to a patient's request for an emergency supply of their medicines (Activity book: Handling Prescriptions: Activity 1), and finding out if their pharmacy offers a repeat prescription collection service and delivery service (Activity book: The Wider Role of Pharmacy: Activity 1) and both assesses at Knows How level.

Summative assessment of PHARM07 includes scenario-based multiple-choice questions (MCQs) in a Final Test, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive prescriptions following workplace SOPs. Learners sign an "e-learning competency" on the b-Hive platform, which is a declaration to confirm that they have read the relevant workplace SOPs, such as the SOP for receiving prescriptions. Learners complete a **Virtual Pharmacy** scenario that involves handling prescriptions from a simulated patient, where they will receive instant feedback for the decisions they make in the scenario.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation/recognition team's commentary:

Based on the provider's written submission, the team judged that this learning outcome was met.

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

To meet NOS PHARM32, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Handling Prescriptions** on the b-Hive platform.

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

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include scenario-based activities for handing out prescriptions (Activity book: Handling Prescriptions: Activity 10 (a to d)) and assesses at Knows How level. The **summative** activities include listing the medicines that they are not permitted to hand out and which need to be referred to a more senior colleague (Activity book: Handling Prescriptions: Activity 5) and assesses at Knows How level.

Summative assessment of PHARM32 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to hand out prescriptions for a range of dosage forms and counsel the patient appropriately following workplace SOPs. Learners sign an "e-learning competency" on the b-Hive platform, which is a declaration to confirm that they have read the relevant workplace SOPs, such as the SOP for handing out prescriptions. Learners will complete the **Virtual Pharmacy scenario** on handling prescriptions, where they will interact with a simulated patient and receive instant feedback for the decisions they make in the scenario.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation/recognition team's commentary:

Based on the provider's written submission, the team judged that this learning outcome was met.

