

**Buttercups Training Ltd support staff course
reaccreditation event report, Pharmacy Support
Workers, part 3, July 2024**



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Event summary and conclusions

Provider	Buttercups Training Ltd
Course name	Support Staff Course for Pharmacy Support Workers
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 <u>found here</u> .
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 the technical module **Knowledge for Assembling Prescriptions** on the b-Hive platform.

No assembly hub-specific pages for PHARM01

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.

No assembly hub-specific assessment for PHARM01

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 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, technical modules **Your Role as a HCA**, **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.

No assembly hub-specific pages for PHARM04

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 reviewing their workplace SOPs for selling medicines and recording a list of medicines at risk of abuse or misuse (Activity book: Your Role as a HCA: Activity 6) and assesses at Knows/ Knows How 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 smoothly 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 a HCA: Activity 2) 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. 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.

No assembly hub-specific assessment for PHARM04

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 a HCA 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 **Receiving and Interpreting Prescriptions, Knowledge for Assembling Prescriptions, Skills for Assembling Prescriptions** and **Controlled Drugs** on the b-Hive platform.

Assembly hub-specific pages for PHARM07:

- Technical Module: Knowledge for Assembling Prescriptions:
 - [pages] Hub and Spoke Pharmacy Service, Working in an Assembly Hub
 - Not hub-specific page but sector pop-ups: [pages] Laws Relating to Medicines, Information on a Prescription
- Technical Module: Skills for Assembling Prescriptions: [page] Receiving and Checking Prescription Data

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. Learners complete a Virtual Pharmacy scenario that involves handling prescriptions from a simulated patient, which they will receive instant feedback for the decisions they make in the scenario. This activity assesses at Does level.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include describing their workplace SOPs for dispensing emailed prescriptions (Activity book Activity 3 "Receiving and Interpreting prescriptions"). This activity assesses at Knows How level. The **summative** activities include comparing their workplace SOPs (Activity 1 "Receiving and Interpreting prescriptions") for receiving prescriptions to the examples provided in the course, then describing any differences and discussing them with their WTS. This activity assesses at Does level.

Assembly hub-specific assessment for PHARM07:

- Activity book activities 2 (benefits of the assembly hub model), 3 (lines of accountability at the assembly hub) in Technical Module: Knowledge for Assembling Prescriptions, both formative, both Knows level
- Activity book activity 2 (how to deal with error messages in prescription data) in Technical Module: Skills for Assembling Prescriptions, formative, 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 according to workplace SOPs.

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.

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

To meet NOS PHARM09, learners complete the **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions**, **Knowledge for Assembling Prescriptions**, **Skills for Assembling Prescriptions**, **Stock, Controlled Drugs**, **Clinical Governance** and **Wider Pharmacy Services** on the b-Hive platform.

Assembly hub-specific pages for PHARM09:

- Technical Module: Knowledge for Assembling Prescriptions: [pages] Working in an Assembly Hub, Assembly Hub Layout and Workflow
- Technical Module: Skills for Assembling Prescriptions: [pages] Preparing Stock for Assembly, Labelling Repackaged Stock, Assembly Process, Dispatch to Spoke Pharmacy
 - Assembly hub-specific pop-up on [page] Appliances, Endorsing and Prescription Records

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 if their POM/private prescription register is kept on paper or electronically (Activity 3 "Skills for Assembling Prescriptions"), and where their controlled drugs register is kept (Activity 4 "Skills for Assembling Prescriptions") and assesses at Knows How level. The **summative** activities include observing a pharmacist to complete a professional check (Activity Book: Skills for Assembling Prescriptions:

Activity 2), then describing how professional checks are carried out in their workplace, this activity assesses at Shows How level.

Assembly hub-specific assessment for PHARM09:

- Technical Module: Knowledge for Assembling Prescriptions: Activity Book activities 4 (technology/equipment in the assembly hub), 5 (roles in each area of the assembly hub), 6 (automation) – all formative, Knows How and Knows levels
- Technical Module: Skills for Assembling Prescriptions: Activity Book activities 5 (deblistering stock), 6 (repackaging) – formative, Knows How level

Summative assessment of PHARM09 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 accurately label and assemble medicines against a prescription according to workplace SOPs. This is assessed at Does level.

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 teaching develops from prescription checks and labelling, to the reduction and reporting of errors. Assessments include activity book assessments and witness testimonies at the 'does' level.

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

To meet NOS PHARM12, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and the technical modules on **Handling Stock** and **Skills for Assembling Prescriptions** on the b-Hive platform.

Assembly hub-specific pages for PHARM12:

- Technical Module: Skills for Assembling Prescriptions: [page] Receiving and Checking Prescription Data (see Assessment mapping, Activity 3 is about the impact of ordering incorrect 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

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the Stock module 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 the ordering cut-off times for their suppliers and when items will arrive if they are ordered after the cut-off time (Activity Book: Stock: Activity 4) and assesses at Knows How level. The **summative** activities include observing a colleague responsible for managing stock to order stock (Activity Book: Stock: Activity 2), then read the relevant SOPs and be observed by their WTS to carry out this task. This activity assesses at Does level.

Assembly hub-specific assessment:

- Technical Module: Skills for Assembling Prescriptions: [page] Receiving and Checking Prescription Data – Activity Book activity 3 (impact of ordering incorrect stock), formative, Knows level

Summative assessment of PHARM12 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 order pharmaceutical stock according to workplace SOPs.

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.

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

To meet NOS PHARM13, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, technical modules **Handling Stock** and **Controlled Drugs** on the b-Hive platform.

No assembly hub-specific pages for PHARM13

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 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 including finding out how to check and adjust stock levels when receiving stock (Activity Book: Handling Stock: Activity 6) and

assesses at Knows How level. The **summative** activities include describing how their dispensary ensures the stock received is genuine and fit for purpose (Activity Book: Handling Stock: Activity 7) and assesses at Knows How level.

No assembly hub-specific pages for PHARM13

Summative assessment of PHARM13 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 pharmaceutical stock according to workplace SOPs.

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. Learners study the processes for receiving stock, which extends to discrepancies, delayed and damaged stock, drug alerts, and the cold chain. Assessments include activity book tasks and witness testimonies at the 'does' level.

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

To meet NOS PHARM14, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and technical modules **Knowledge for Assembling Prescriptions**, **Handling Stock** and **Controlled Drugs** on the b-Hive platform.

Assembly hub-specific pages for PHARM14:

- Technical Module: Knowledge for Assembling Prescriptions: [page] Stock Storage at Assembly Hub
- Technical Module: Handling Stock: Controlled Drug Schedules, Storing Stock, Controlled Drug Registers, Destruction of Controlled Drugs

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 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 including finding out who is responsible for performing stock checks on controlled drugs and how frequently they are performed (Activity Book: Controlled Drugs: Activity 4) and assesses at Knows How level. The **summative**

activities include observing a trained colleague respond to a drug recall or drug alert, then describing who is responsible and the procedures they follow (Activity Book: Handling Stock: Activity 16) and assesses at Shows How level.

Assembly hub-specific assessment for PHARM14:

- Technical Module: Knowledge for Assembling Prescriptions, Activity Book activities 7-10 (holding stock in the assembly hub, stock for MDS and compliance aids), all formative, Knows level
- Technical Module: Handling Stock, Activity book 11 (stock with special storage requirements at the assembly hub), Knows How level

Summative assessment of PHARM14 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 maintain pharmaceutical stock according to workplace SOPs.

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.

PHARM15 - Supply pharmaceutical stock

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 PHARM15, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, and technical modules **Handling Stock** and **Controlled Drugs** on the b-Hive platform.

Assembly hub-specific pages for PHARM15:

- Technical Module: Handling Stock: [page] Appliances

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 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 including a scenario-based activity on how to contact manufacturers to source a product that is out of stock (Activity Book: Handling Stock: Activity 14) and assesses at Knows How level. The **summative** activities include

describing the procedure for responding to urgent requests for stock in accordance with workplace SOPs (Activity Book: Handling Stock: Activity 15) and assesses at Knows How level.

Assembly hub-specific activity:

- Technical Module: Handling Stock: Activity Book activity 3 (find out if your assembly hub supplies appliances), formative, Knows level

Summative assessment of PHARM15 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 supply pharmaceutical stock according to workplace SOPs.

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 the requirements of PHARM32, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Skills for Assembling Prescriptions, Controlled Drugs, Handing Out Prescriptions and Patient Counselling, and Wider Pharmacy Services** on the b-Hive platform.

No assembly hub-specific pages for PHARM32

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. 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 and assessed at Does level.

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: Handing Out Prescriptions and Patient Counselling: Activity 3 (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 observing trained colleagues who

are authorised to hand out these items, then writing down the special counselling points or record-keeping requirements (Activity Book: Handing Out Prescriptions and Patient Counselling: Activity 1) and assesses at Knows and Shows How levels.

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.

No assembly hub-specific assessment for PHARM32

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.

