

**National Pharmacy Association pharmacy support
course reaccreditation event report, Delivering
Medicines Safely and Effectively (DMSE) part 3,
November 2024**



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Event summary and conclusions

Provider	National Pharmacy Association
Course name	Delivering Medicines Safely & Effectively (DMSE)
Event type	Reaccreditation
Event date	27 – 28 November 2024
Approval period	January 2025 – January 2028
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 decision¹	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.

¹ Registrar or appointed delegate

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

In the beginning of the course, we address the standard operating procedures and the importance of adhering to them in order to maintain patient safety and the effective working of the pharmacy. The course also enforces the importance of working within the limits of the students' competencies and in turn them knowing when to seek permission and advice from the appropriate members of the team. For the student to do this correctly it is also necessary for them to know members of their team and the current legislations governing issues such as health and safety in the workplace which is covered in section 4 of the learning materials.

The policy and legal requirements relevant to the delivery driver are covered in all sections of the learning materials, from the sop and safeguarding in section 1 to discussing the safe transport of medication and the policy concerning these in section 5. Another essential skill required of a deliver driver is the ability to maintain patient confidentiality in line with recent guidelines and GDPR. This is covered in section one as part of the confidentiality topic.

In addition to maintaining patient confidentiality the delivery driver has to be a good communicator and be able to receive patient complaints and handle them following the appropriate company policy. Including knowing who and when to forward the relevant complaint to the appropriate member of the team. Apart from dealing with complaints the delivery driver will sometime have to deal with conflict within the pharmacy team and will therefore require the relevant communication skills and knowledge of skills to use to manage conflict and deal with distressed individuals. These subjects discussed in section 3 of the learning material.

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

Provider's commentary

Students are assessed on this learning objective through MCQ questions built into the learning academy and several workbook activities in section 4 and section 5 of the workbook. There are also several suitable assessed activities in section 1 to check students understanding and encourage students to check understanding with supervisors on several outcomes. Also assessed in the competency booklet in learning outcome 1 which require supervision and sign off by the supervisors /experienced team members.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation team's commentary:

The team was satisfied with the evidence provided.

PHARM03 - Respond to pharmaceutical queries and requests for information

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

Provider's commentary

The main difference in this standard as compared the PHARM 01 is the need to develop the trainee's communication skills. Communication plays a major role for a delivery driver not just their need to be able to communicate effectively with the other members of the pharmacy team, but a huge part of the role involves communicating with members of the public in their own homes, so it is essential that the delivery driver has excellent communication skills.

With this in mind section 2; delivering a good service, is dedicated to developing communication skills and active listening. The teaching material uses both activities and thought provoking scenarios to help the trainee think of different communication problems they might face and how they would deal with that specific scenario if they should encounter it.

Another important role of the delivery driver linked with their ability to communicate is being able to respond to requests for information and advice. Due to their role being highly patient facing, the delivery driver will be asked a lot of questions by the patients - sometimes they will have the knowledge to answer and others they will not. It is therefore important that the trainee knows the limits of their competency and the questions they are able to answer and when to refer This is so that they do not give the wrong or inappropriate information to the patient. The teaching material in section 2 covers when the trainee should refer and the different roles and capabilities of other team members. It also covers how to deal with complaints and active listening.

Whilst being an effective communicator is important, it is also important to identify the psychological, occupational and social aspects that can affect a patient in order to be able to treat each person as an individual and meet their needs.

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 MCQ tests students understanding of this objective, along with several activities in section 2. Section 2 also provides the students with several workbook activities to encourage the student to find new information and expand their understanding.

The course assesses the student's achievement of this objectives through the MCQs on the learning academy and also through the competence book (learning outcome 2) which require supervision and sign off by the supervisors /experienced team members.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation team's commentary:

The team was satisfied with the evidence provided.

PHARM24 - Provide an effective pharmacy collection and delivery service

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

Provider's commentary

As a delivery driver, health and safety is an essential part of the role, the trainee will be expected to conduct their duties in a safe way and to look out for the safety of their colleagues and the members of the public. Section 4 of the workbook is dedicated to introducing the trainee to the safety guidance concerning their role. The section uses workable activities to present an in depth understanding of the legal implication of working safely in the pharmacy as part of the team.

There are several legal, organisational and policy requirements of the delivery driver in the performance of their role, these are covered in several sections of the book as it affects various actions of the delivery drivers' role.

Policy and guidelines concerning safeguarding, and health and safety when collecting and delivery medication is essential knowledge for the trainee to understand and be able to perform in their day-to-day duties.

In section 1 as well as section 4 the legal, organisational and policy requirements of the delivery driver in covered in activities such as reading the relevant SOPs and understanding local, regional and notional guidelines surrounding the procedures that occur in their day-to-day activities. The importance of maintaining a patient's confidentiality is covered in section 1 of the teaching material and the requirements of information governance in their role is also covered in the same section. Several legal areas are covered, including safeguarding, the Equality Act, whistleblowing, safeguarding, HASAW Act, manual handling regulations, COSHH and GPRD are all included across the course to ensure delivery drivers are aware of their obligations when delivering a pharmacy service.

However, the actual knowledge of the delivery driver and the role they play will mean there will be several limitations to the actions they can take, therefore it is essential that the trainee know the roles of the other members of their team (section 3) and who they refer to when action is required.

There will be times when the delivery driver will not be able to complete their delivery and will be required to return the medication. It is therefore important the trainee understands the process of completing such actions and who to inform of the failure to deliver the medication, this is covered in Section 1.

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

Provider's commentary

Section 1 and section 3 has several activities in the workbook to encourage students to reflect on the learning in practice and to ask their supervisors and colleagues the essential questions required to give them a better understanding of this objective. Section 4 includes some scenarios that drivers might come across in practice which are to be discussed with their supervisor.

The course also assesses the students through the MCQs on the learning academy and also through the competence book (learning outcome 3) which require supervision and sign off by the supervisors/experienced team members.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation team's commentary:

The team was satisfied with the evidence provided.

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

The process of issuing a prescription from the collection of a prescription through its dispensing and the process of delivery is covered in detail in Section 1 of the teaching material. For the trainee to be competent in their role, they will be required to understand and obtain consent from patient and the pharmacist in setting up a delivery process. They must understand that ultimately it is the pharmacists' responsibility to decide who receives a delivery. In order to do this, it is important that they have good communications skills.

This is why in Section 2 the teaching material also covers the relevant communications skills including active listening and questioning techniques they can use to assist the team in the issuing of prescriptions. The delivery driver is also responsible for the collection of prescriptions from the GP and needs to be able to communicate with other healthcare professional outside their team.

When delivering medication, the importance of confirming the individuals' identity or the identity of their carer cannot be overstated. The course covers confidentiality including the legal framework concerning data protection, so the trainee is sufficiently equipped with the knowledge to perform this action without hesitation.

The delivery driver for some patients will be the only member of the pharmacy team that they will have actual contact with. It is important for them to be able to relay and confirm essential information to and from the patient to the team, while being aware of the scope of their competency and not offering advice or suggestion that they might not have full knowledge of. This is covered in Section 3 as being an effective member of the team.

Finally, the delivery driver will be in possession of different forms of medication, that will be affected by environmental factors and therefore need to be stored safely depending on the type of medication they are. Section 5 of the teaching material covers the importance of safe storage of medication in transit and the stability of medicine.

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

Provider's commentary

Section 1 uses activities and research problems to discuss with the supervisor, there are scenarios in Section 2 to get students to think about how they can support different types of customers, activities in Section 3 and 4 ask the student to consider how they would deal with various issues that might arise. The course assesses the students via MCQs on the learning academy, supervisor assessment of

activities and through the competence booklet (learning outcome 4) which require supervision and sign off by the supervisor/experienced team members.

GPhC accreditation/recognition team use only:

NOS met/will be met? Yes No

Accreditation team's commentary:

This learning outcome was discussed at the event. The team sought to understand how the learning outcome is introduced, how it is developed in line with Miller's triangle, and how the assessment ensures learning outcomes are assured at the right level.

The provider explained how Pharm 32 differed from Pharm 10, with Pharm 32 being more transactionally focused and as trainees are not advising patients.

The team heard that learning outcomes are introduced through the course content, delivering information at the Knows level of Miller's triangle. Trainees are introduced to information mapped to the relevant learning outcomes for the course. The provider comprehensively summarised key learning content covered in the course.

Learning is consolidated through short answer questions and exercises in the workbook. Pharmacies may also use simulation or discussion to support learning, although this is less likely to feature for this course as trainees are involved in issuing everything.

Assessments ensure knowledge is met at the required level, using MCQs and competency booklets which assess learning at the Does level of Miller's triangle.

