General Pharmaceutical Council

Boots UK pharmacy support staff reaccreditation event report, Healthcare Advisor Programme part 3, March 2022

Contents

Event summary and conclusions

Provider	Boots UK
Course name	Healthcare Advisor Programme
Event type	Reaccreditation
Event date	June 2022 - June 2025
Approval period	29 March 2022
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
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)

PHARM01 - Assist with the provision of a pharmacy service

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provided trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme Overview		All of document	1-30	1, 2, 20, 21
Core	SOP	All of module – points covered at various places throughout the module	57-70	1, 4, 7, 9, 17, 21
	Activity Pack	The importance of SOP	31	1
		TBHW – Role Play Scenarios	57	6
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-28	2, 4, 13, 18, 20, 21
	Patient Safety and Clinical Governance	Recognising your limitations	42	2
		Clinical Governance	47-49	7, 22
	Patient-centred Care	Pre-work activity: familiarise yourself with the 'Providing advice and support to customers' SOP	98	8,9
		All of module – points covered at various places throughout the module	96-115	8, 10, 11, 12, 13, 17, 18, 19, 20
	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 7
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5
	Receiving and issuing prescriptions	All of module – points covered at various places throughout the module	259-290	6, 15, 19, 21

	Why people use pharmacies	Pharmacy services	35	19, 20, 21
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 9, 22
	Effective communication	Performance standard – handling a customer complaint regarding the pharmacy business	72	10, 11, 12
		All of module – points covered at various places throughout the module	71-95	10, 11, 12, 13, 14, 15, 16, 17, 18
	Introduction to medicines	Common Product groups	136-142	19
		Patient Information Leaflet	132	21
	The Boots Healthcare Way	People and symptoms	155-157	20
		All of module – points covered at various places throughout the module	148-193	9, 14, 15, 16, 19, 21
Healthcare	All Healthcare Modules	All of module – point covered at various places throughout the module	-	19
	All Healthcare Modules	All modules – role play. Trainees informed when to refer to pharmacist	-	20

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

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Activities pack	Effective communications	33-38	1, 2, 5, 8, 9
		TBHW -Role Play	57	1, 5, 6, 8, 9
		The importance of SOPs	31	3
		Patient centred care	40-44	7, 8, 9
	Confidentiality & data protection	Performance standard - updating patient information and responding to a request to provide records	195	4, 12
	TBHW	Performance standard – TBHW: Medicines Counter Consultations	147	4, 5, 6, 7, 8, 9, 10
	Effective communication	Performance standard - handling a customer complaint regarding the pharmacy business	72	4, 5, 6, 8, 10, 11
	Pharmacy Regulations	Performance standards – roles and responsibilities of pharmacy staff	212	12
Healthcare	Healthcare modules	All performance standards in modules	-	1
Programme overview		Final Declaration	12	1 to 12

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM04 - Provide advice on non-prescribed medicines and products

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provided trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional

information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
Programme overview		All of document	1-30	1, 2, 18, 19
		Performance standards	9-10	1, 2 ,5
Core	The Boots Healthcare Way	All of module – points covered at various places throughout the module	146-193	1, 2, 4, 5, 7, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19
		Products which may be misused or abused	158-160	13, 19
		Product requests to refer	158	19
	Why people use pharmacies	All of module – points covered at various places throughout the module	28-37	18, 19
	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	3, 4, 5, 8, 9, 10, 11, 12, 14,
		Common Product Groups	137-142	10, 12
		Classifications of medicines	120-123	11
	Effective communication	All of module – points covered at various places throughout the module	71-95	4, 5, 8, 14, 15, 16, 18
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7, 18, 19
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4, 5, 18, 19

	Patient Safety and Clinical Governance	Recognising your limitations	42	1, 2, 7, 20
		Clinical Governance	47-49	7, 20
	Health & Safety	All of module – points covered at various places throughout the module	291-307	3, 4, 5, 7,
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7, 9, 10, 11, 12, 14
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 15, 20
	Activities Pack	TBHW – Role Play Scenarios	57	6
	Patient centred care	All of module – points covered at various places throughout the module	96-115	14, 15, 16, 17
		Patients who are embarrassed	108	15
Healthcare	All Healthcare modules	The Boots Healthcare Way sections in each Healthcare module	-	9, 18, 19
		All of modules – points covered at various places throughout the modules	-	1, 2, 5, 8, 9, 10, 11, 12, 14, 16, 18, 19
		Pain	1-48	13
		Coughs, colds & sore throats	1-46	13
		Gastrointestinal health	1-55	13
		Sleep	1-31	13
		Children's health	1-53	13
How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?				

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Activity Pack	Effective communication	33-38	3
		The Boots Healthcare way	54-59	4, 5, 6, 7, 8, 9, 10, 11, 12, 14
	Patient-Centred Care	Performance standard – providing advice and support to customers	97	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14, 15
	TBHW	Performance standard – TBHW: Medicines Counter Consultations	147	1, 2, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14
	Confidentiality & Data protection	Learning outcomes	195	13
Healthcare	All Healthcare modules	All of modules – points covered at various places throughout the modules	-	3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 14
Programme overview		Final Declaration	12	1 to 15

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

This learning outcome was tested at the event.

The team was told that there are two modules, the Core module and a Healthcare module. There are eTests and module reviews. All the topic areas are covered in eTests and trainees are signed off in 19 topic areas. The designated supervisor makes a final declaration based on a final check to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

PHARM07 - Receive prescriptions

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provided trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional

information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
	Programme overview	All of document	1-30	1, 2
		Performance standards	9-10	1, 2 ,5 ,7
Core	The prescription	All of module – points covered at various places throughout the module	232-258	3, 8, 10, 11, 12, 13
		Who can prescribe?	236-237	10
		Type of NHS prescription forms	237-242	11
		What must be included on a prescription for it to be legally valid	245-247	13
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7,
		Performance standard – Pre-dispensing assessment and processing of a prescription	58	1
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4,
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7, 16
		Recognising your limitations	42	2
		Clinical Governance	47-49	7

		Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7, 8
		The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
		Patient- centred care	All of module – points covered at various places throughout the module	96-115	4, 9
		Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 8,
		Health & Safety	All of module – points covered at various places throughout the module	291-307	4, 5, 7, 8
		Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 16
		Activity Pack	TBHW – Role Play Scenarios	57	6
		Effective communication	All of module – point covered at various places throughout the module	71-95	9
		Receiving & issuing prescriptions	All of module – points covered at various places throughout the module	259-290	1, 2, 3, 4, 5, 6, 7, 8, 9, 12, 13, 14, 15, 16
			Prescription charges & exemptions	269-274	14, 15
			Prescription charge exemptions in England	275	14, 15
			Receiving the prescription	262-263	12

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

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Activity Pack	The Prescription – all activities	76-80	4
		Receiving & issuing prescriptions – all activities	81-87	4, 5, 6
	SOP	Performance standard – Pre-dispensing assessment and processing a prescription	58	1 to 9
	Pharmacy Regulations	Performance standard – roles and responsibilities of pharmacy staff	212	8
Programme overview		Final Declaration	12	1 to 9

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

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

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provided trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Module	Document	Section	Page	Knowledge and Understanding Point Covered
	Programme overview	All of document	1-30	1, 2
		Performance standards	9-10	1, 2, 4, 5, 7
Core	Receiving & issuing prescriptions	All of module – points covered at various places throughout the module	259-290	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14
		Issuing prescriptions	279	9
		Checking patient identity	280	10
		Other considerations when issuing prescriptions	282	11, 12
		Providing appropriate advice	284-285	11, 12
		Storage of medicines	286	12
	SOP	All of module – points covered at various places throughout the module	57-70	1, 2, 4, 5, 7
	Your Pharmacy Team	All of module – points covered at various places throughout the module	3-27	2, 4
	The Boots Healthcare Way	All of module – point covered at various places throughout the module	146-193	1
	Patient Safety and Clinical Governance	All of module – points covered at various places throughout the module	38-56	1, 2, 7
		Recognising your limitations	42	2
		Clinical Governance	47-49	7. 14
	Health & Safety	All of module – points covered at various	291-307	3, 4, 5, 7

		places throughout the module		
	Patient-centred care	All of module – points covered at various places throughout the module	96-115	4, 8, 9
	Pharmacy Regulations	All of module – points covered at various places throughout the module	211-231	4, 5, 7
	Activity Pack	TBHW – Role Play Scenarios	57	6
	Confidentiality & data protections	All of module – points covered at various places throughout the module	194-210	6, 7, 9, 10, 14
	Effective communication	All of module – points covered at various places throughout the module	71-95	8, 9
	Introduction to medicines	All of module – points covered at various places throughout the module	116-145	4, 5, 12, 13,
		Medicines Formulations	126-129	12
		Medication containers	130-131	13

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

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Module	Document	Section	Page	Performance Criteria Point Covered
Core	Receiving & issuing prescriptions	Performance standards- handing out of dispensed medicines to the patient or representative	260	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13
	Patient-centred care	Performance standards- providing advice and support to customers	97	9, 11, 12, 13
	Activity Pack	Receiving and issuing prescriptions	79-87	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13
Programme overview		Final Declaration	12	1 to 13

Accreditation/recognition team's commentary.

NOS met/will be met? Yes ☒ No ☐

Thus learning outcome was tested at the event.

The team was told that this learning outcome is used in most of the modules and is covered in the Core module which includes receiving & issuing prescriptions and SOPs. It was stressed that the SOP activities assist in the development of relevant knowledge. In terms of knowledge, the designated supervisor signs-off on relevant SOPs. The Core activity packs include role play scenarios that show trainees how to adapt communication styles to different situations. The designated supervisor makes a final declaration based on a final check to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.