

**MediaPharm support staff course accreditation
event report, Accuracy Checking Dispenser, part 3,
July 2021**



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Event summary and conclusions

Provider	MediaPharm
Course name	Accuracy Checking Dispenser
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Accreditation
Event date	July 2021 (desktop)
Approval period	September 2021 – September 2024
Outcome	Please refer to parts 1 and 2.
Conditions	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.
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.

PLEASE NOTE: The examination of this course was conducted by desktop review by the accreditation team, Catherine Davies abstained from a decision on this course, and the recommendation to the registrar was based on the majority decision. Commentary by the team and subsequent responses from the provider have been copied and pasted into the accreditation team commentary below.

Part 3: Role-specific learning outcomes (National Occupational Standards)

PHARM28

Undertake the final accuracy check of dispensed medicines and products

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

The Accuracy Checking Dispenser course is for pharmacy assistants who have at a minimum completed a dispensary assistant qualification. All accuracy checkers may only perform a final accuracy check on a prescription if it has been clinically checked by a registered pharmacist, and the pharmacy is operating under the supervision of a Responsible Pharmacist, something made clear across the course. Therefore this course focusses on accuracy and safety and competence of an accuracy check.

The Accuracy Checking course maps across NOS PHARM28 Undertake the final accuracy check of dispensed medicines and products (**Appendix 1 – Accuracy Checking Final Check map**) and builds on knowledge an assistant already has. Further information is to be found in **Appendix 2 – Information on qualification mapping and RQF level** and **Mediapharm pre-event request for additional information**.

The purpose of the course is to build a safe framework around which an accuracy checker can practice effectively and to build a relationship of trust with the Responsible Pharmacist with which they are working. Therefore the course requires a minimum of monthly meetings between the learner and the tutor to discuss progress and respond to any issues throughout the duration of the course. Learners have a number of activities to complete both before they start their checking practice and also to reflect on near the end of the checking practice, a number of these require tutor input to help plan and build the relationship and effective working practices.

Learners must show competence in dispensing accurately prior to starting the course and the course itself is broken down into key sections to cover the NOS:

- **Initial reflection** to begin the process of planning how the learning will take place effectively
- **Knowledge and planning** to cover the knowledge aspects of the NOS and to ensure the learner and tutor have a developed SOP and boundaries are in place prior to practice
- **Accuracy checking** to allow the learner to build up experience in performing an accuracy check under the supervision of a pharmacist or qualified accuracy checking technician. As part of this, reflection is encouraged throughout on how the learner has dealt with near misses they have found, and if they have made any mistakes during the practice period the learner is asked to reflect on what led to the mistake and changes that may need making.

The following portions of the NOS are not covered within the course:

- K24 – The use of medicines and the effect they have on basic human physiology

- K26 – The actions of medicines and products including drug interactions and contra-indications.

These two NOS are clinically oriented, something that is outside the scope of an accuracy checker's practice. The Accuracy Checker and the SOP they work under should be focussed on accuracy not a clinical check. This is emphasised through the learning in the course and the course materials specifically state an accuracy check must not be done unless a clinical check has been completed by a registered Pharmacist and there must be a Responsible Pharmacist signed in and supervising the pharmacy. The difference in knowledge between an assistant and a technician is discussed in the SOP section of the course and followed by an activity requiring the tutor and learner to fully discuss this and to discuss boundaries. This is also referred to in the mapping document **Appendix 1 – Accuracy Checking Final Check map**.

- K29 – Discharge policies relevant to your practice. This course is designed solely for use in community pharmacy where discharge policies are not relevant.

The learning content of the course is covered using a range of methods. Knowledge is covered using e-learning with the learner required to complete a number of activities to support planning for how the learning will be done and how experience will be gained. Accuracy Checking practice is done under the supervision of a pharmacist or qualified accuracy checking pharmacy technician. Reflection is encouraged throughout the learning process. Practical components of the NOS are achieved through the qualification method of assessment described in the next section.

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

The qualification is assessed using a variety of methods:

- On completion of the **practice checking period of 1000 items** and associated e-learning the learner's tutor will sign off that their learner is ready for final assessment. The uploaded portfolio will be checked by a Mediapharm reviewer and the assessment released.
- The **online accuracy checker assessment** takes the form of a series of prescriptions alongside pictures of dispensed items and the learner is asked under assessment conditions to identify any errors present. The assessment pulls questions at random from a bank to ensure in the event of a resit a different assessment will be generated. Successful completion of this assessment at 100% will lead to the final stage of assessment.
- A **professional discussion** between a Mediapharm mentor and the learner will take place as the final step towards completion. The discussion will centre around the learners experience on the course and reflection noted in the learner portfolio. The aim of the discussion is to ensure the learner understands the role and their limitations and is able to suitable reflect on their performance.

Satisfactory completion of these three elements triggers completion of the course.

The course is quality assured in line with the Mediapharm Quality Assurance policy.

Accreditation/recognition team's commentary.

Learning outcome met? Yes No

K24, K26 and K29 have been omitted from this course as MediaPharm felt those knowledge elements go beyond the scope of this role at support staff level. The course has been benchmarked at RQF level 3 in both learning and assessment to reflect the content of the course.

The team questioned the process of how MediaPharm will monitor the Accuracy Checking Dispenser post qualification. Mediapharm will ensure the rules and expectations are made clear to the trainee and the Responsible Pharmacist (RP) from the offset. The six-monthly meetings will not be monitored by MediaPharm in real time but at the point of revalidation. However, Mediapharm will provide automated alerts every 6 months to remind the trainee to complete these. The six-monthly meetings will form part of a wider revalidation activity that also covers point 3. MediaPharm will alert the GPhC to any revalidation evidence in relation to the six-monthly meetings that looked suspicious at the point of receipt.

The team noted that the Accuracy Checking Dispensers who have qualified with Mediapharm would be required to revalidate their qualification every two years to keep it current. The certificate would have a 2-year expiry date on it.

For revalidation, an Accuracy Checking Dispenser would need to submit to Mediapharm a short portfolio containing the following evidence to show they maintain competence.

- Records of monthly checking figures (to show ongoing practice) with an explanation for any significant breaks
- Records of the six-monthly meetings with their RP (these meetings are essentially a 'how is it going' following a peer discussion approach and allowing for reflection and amendment to practice where necessary)
- Reflection on any errors they have missed (to show appropriate reflective practice in reducing risk to patients)

This revalidation record would be reviewed by Mediapharm against set criteria, and either recertificated for a further two years, or additional evidence of currency and competency requested if necessary.

It was noted that should an Accuracy Checking Dispenser move to another company, should they wish to continue to hold their certification, a recertification (involving the revalidation process above) would be triggered, along with a statement from their new RP that they are happy with the Accuracy Checking Dispenser's ability after a short practice checking period. In addition, the certificate would carry a statement about the validity of the qualification when changing employer and the sector (community only).

