

**National Pharmacy Association pharmacy support
staff course reaccreditation event report,
Delivering Medicines Safety and Effectively, part 3,
November 2021**



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Event summary and conclusions

Provider	National Pharmacy Association
Course name	Delivering Medicines Safety and Effectively
Event type	Reaccreditation
Event date	11-12 November 2021
Approval period	January 2022 – January 2025
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?

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 work place 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 the 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 accessed activities in section 1 to check students understanding and encourage students to check understanding with supervisors on several outcomes. Also assessed in the competence booklet in learning outcome 1.

(expand as necessary)

GPhC use only.

NOS met/will be met? Yes No

PHARM03 - Respond to pharmaceutical queries and requests for information

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

Provider's commentary

The main difference in this standard as compared the PHARM 01 is the need to develop the trainee 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 very essential that the delivery driver has excellent communication skills.

With this in mind a huge part of section 2; delivering a good service is dedicated to developing communication skills and active listening. The teaching material uses both activities and though provoking scenarios to help the trainee think of different communication problem 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 ask a lot of questions by the patients some they will have the knowledge to answer and others they will not. It is therefore very important that the trainee knows their competency and the question they are able to answer as to 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 role and capability of their 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 affects a patient condition in order to be able to treat each person as an individual, because you cannot use a one size fits all approach when dealing with patients because every ones needs will be different.

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 assess the students 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.

(expand as necessary)

GPhC use only.

NOS met/will be met? Yes No

This learning outcome was discussed at the event in relation to its inclusion in the Medicines Counter Assistant course. Refer to the Part 3 report for that course for details.

PHARM24 - Provide an effective pharmacy collection and delivery service

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

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 guideline 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 requirement 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 patients 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.

However the actual knowledge of the delivery driver and the role the 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 the 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 put 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.

The course assess the students achievement of this objectives 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

GPhC use only.

NOS met/will be met? Yes No

PHARM32 - Assist in the issuing of prescribed items

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

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 1 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 these 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. So it's 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 off. 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 but different 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 help the student identify the importance of this objective and also to successfully carry out this objective in practice with the supervision of the supervisor during the competency activities.

The course assess the students achievement of this objectives through the MCQs on the learning academy and also through the competence book (learning outcome 4) which require supervision and sign off by the supervisors.

GPhC use only.

NOS met/will be met? Yes No

