

# North School of Pharmacy and Medicines Optimisation



## Winter Newsletter January 2023

Welcome to the winter edition of the North School of Pharmacy and Medicine Optimisation newsletter. We hope you find this newsletter useful and please email us [medicinesoptimisation.north@hee.nhs.uk](mailto:medicinesoptimisation.north@hee.nhs.uk) if you have feedback or anything you would like to share in future editions.

## Welcome Message

### Jane Brown - Pharmacy Dean



Welcome to the winter edition of the North School of Pharmacy and Medicines Optimisation newsletter. In this edition we provide information on how changes to the initial education and training of both pharmacists and pharmacy technicians are being implemented in practice. This work reflects a huge transformation to underpin the way that pharmacy professionals deliver services and care to our populations.

The existing pharmacy professional workforce is vital to ensure that these changes are implemented effectively and safely. This is why we focus our work-streams around developing across all four pillars of practice – clinical, education, leadership and research.

The research pillar is often where we have gaps in our portfolios so do reflect on how you could get more involved in research. We have included links to resources to help you develop your capabilities as an educator. This is important going forward if we are going to deliver high quality education and training. As we start to develop our operational plan for 2023/24 we will keep our focus across all four pillars.

I am pleased to announce that two members of the team have an article published in the Pharmaceutical Journal around complex decision making. Do take a look below and think about how you developed those skills and how you could support less experienced colleagues to develop their competence and confidence in this area. There is also a link to new research e-learning for pharmacy professionals included in this issue.

Pharmacy professionals are not the only people involved in care with medicines. Kate O'Loughlin, Practice Learning Facilitator has been delivering a project to support those working in social care.

In this addition we hear from Amanda and how she is inspiring young people to consider a pharmacy career. We are always looking for individuals to become NHS Ambassadors. If you are interested, please see our [webpage](#).

I hope that everyone had a wonderful break over the holiday period and we look forward to working with you all in 2023.

Best Wishes,

Jane Brown, Pharmacy Dean

## Pharmacy School News

### **School staff changes:**

In August we said goodbye to Jess Hardisty, Associate Dean for Foundation Trainee Pharmacists. Jess has worked in the School since its inception in 2018 and has led us through the early stages of the education reform.

### **New starters:**

Stephen Doherty is now leading the North Foundation Trainee Pharmacist Team. Jay Patel joined us in November as Regional Facilitator for Early Careers Pharmacists in North West.

### **Clinical Fellows:**

We welcomed our new Clinical Fellows in September 2022 to the North School of Pharmacy and Medicines Optimisation, focusing on a range of projects:

Chui-Yan Yip – Reducing opioid harm

John Oliver – Pharmacy technical services – workforce roles and career pathways

Caroline Reid – Pharmacy technical services learning - academy approach

Franki Wilson – Research skills development

Congratulations to the Clinical Fellows completing in 2022:

Angela Burgin - Digital skill development of the pharmacy workforce

Jay Patel - The impact of language barriers on patient care – a pharmacy perspective

Dan Jukes – Mental health foundation

Fellowship project summaries and recommendations are available from the [medicine optimisation team](#).

## Pharmacy updates

### Developing Undergraduate placements for pharmacy students

HEE School of Pharmacy and Medicines Optimisation have been working with a broad range of stakeholders to support the development of placement opportunities for pharmacy undergraduates across the North.

Training for pharmacists involves a four-year undergraduate degree followed by a single pre-registration foundation training year before a final registration assessment.

In 2021 the General Pharmaceutical Council (GPhC), the pharmacy regulator, published new initial education and training standards (IETS) for pharmacists. The new standards introduced significant changes to the way in which pharmacists train with a highly ambitious timeline for implementation.

The most significant change to the standards is that in the future all pharmacists will join the register with the ability to prescribe medicines independently. This will be in place for pharmacists who are currently in their second year of study, who will register in 2025/26. Implementation of the new IETS requires wholesale change to the way pharmacy degrees are delivered, including the introduction of a significant programme of placement activity.

In 2022/23 pharmacy learners became eligible for non-medical clinical tariff to support this increased placement activity. The HEE pharmacy team have been working closely with the North universities along with stakeholders from across secondary care, training hubs and general practice, and community pharmacy to build the requisite placement capacity.

Universities are well on their way with planning and executing the first year of this ambitious programme whilst also planning significant expansion across the next three years. A range of models are being piloted and universities are growing their teams of teacher practitioners and placement facilitators.

Further changes are in the pipeline, including the devolution of quality assuring foundation training from the GPhC to us at HEE.

If you have any questions about the changes to pharmacist education or the development of placement capacity for pharmacy students across the North please contact [Stephen Doherty](#).

## Complex decision development for newly qualified pharmacists

The Early Careers Team have recently produced an article for the Pharmaceutical Journal, [Complex decision-making for interim and newly qualified pharmacists](#). It outlines the skills that pharmacists need in order to make complex clinical decisions.

Pharmacy has moved from being a medicines-focused dispensing service to a clinical service; therefore, pharmacists need to be proficient in clinical decision-making.

The GPhC's '[Standards for the initial education and training of pharmacists](#)' require pharmacists to play a much greater role in providing clinical care to patients and the public from day one on the register. However, foundation pharmacists often report feeling isolated and uncertain about their decision-making abilities when moving from tutor-supported learning into independent practice.



This article, written by Annie Sellers and David Gibs on, helps pharmacists identify ways in which pharmacists can support novices to develop these complex decision-making skills. This ensures that patient needs are met, whilst facilitating an educational environment.

The article invites readers to consider their role as educators, mentors and expert decision makers. Pharmacists must become comfortable with their own decision-making processes and share this expertise with the next generation. This will allow novices to grow and refine their own decision making skills.

After reading the article you should be able to:

- *Discuss the changes in pharmacist's role from a focus on medicines to a more clinical focus*
- *Describe the learning needs of newly qualified pharmacists to enable their development of complex decision-making skills*
- *Identify ways in which pharmacists can support newly qualified pharmacists to develop complex decision-making skills.*

### Newly qualified pharmacist pathway

[The Newly Qualified Pharmacist Pathway](#) is designed to support learners link the initial education and training reforms to a continuum of development post-registration. The pathway recognises learners need additional support when transitioning to independent practice and gives learners access to a suite of learner resources, a structured e-portfolio and complex decision-making guidance. The pathway is open to both community pharmacists and secondary care pharmacists. For more information and to sign up click [here](#).



### Pharmacy technician development

The first large cohort of Pharmacy Technicians have just completed their Initial Education and Training programmes (IET), meeting the new GPhC IET standards. For those newly registering or for everyone undertaking CPD, there are a number of post-registration development frameworks to support your practice.

[APTUK](#) have a Foundation Framework, Accuracy Checking, Medicines Administration and a [Primary Care Framework](#) which provide useful roadmaps to developing practice. Contact your [practice learning facilitator](#) for more information and local support on speciality specific frameworks.

In the School we have provided a [Medicines Optimisation Training Programme](#) resource, with a number of work-based skills development modules to support this, including signposting to the CPPE clinical gateway and other resources.

CPPE have provided a self-directed e-course, [Pharmacy Technicians: enhancing your professional practice](#) to support you to recognise how your skills, knowledge, understanding and professional behaviours allow you to provide safe and effective care to the people you serve, as the pharmacy technician role continues to evolve.

### Medicines related training in adult social care

The NHSE Medicines Safety Improvement Programme (MedSIP) addresses the most important causes of severe harm associated with medicines. One of the key ambitions for MedSIP is to reduce medicine administration errors in care homes by 50% by March 2024.

In order to engage further with the social care sector, promote the available resources and plan future work an event was held in Manchester on the 14 September with over 80 attendees.

The HEE School of Pharmacy and Medicines Optimisation Team have been working with stakeholders from across the North West to develop resources and educational interventions to support the adult social care workforce.

The resources include access to robust checklists that help to translate the requirements set out by the CQC and NICE into helpful checklist that will allow adult social care providers and commissioners to screen and review their current educational provision around medicines.

- Training section of the regional “What good looks like” iPDF
- A quality assurance checklist for Medicines Training Processes in care homes
- A quality assurance checklist for Medicines Training Processes in domiciliary care settings
- A checklist for Medicines Management Training in adult social care.

Working with a cross-sector, multi-professional group convened by the NHSE Regional Chief Pharmacists we contributed to the development of [An Interactive Guide to What good looks like for assisted medicines taking](#). The ‘Training’ section within the guide was authored by the School team contains information and links to resources that aim to support health and social care colleagues from the non-registered and registered workforce.

We have also reviewed and updated our medicines e-learning modules for social care staff, which focus on the skills necessary to handle and administer medicines safely.

There are four e-learning modules covering all elements of medicines management training for adult social care staff

- Module 1: [Introduction to Handling Medicines Safely](#)
- Module 2: [Administering Medication](#)
- Module 3: [Ordering, receiving, storing and disposal of medicines](#)
- Module 4: [Understanding Medicines](#)
- A medicines module as part of the e-LfH Dysphagia resource
- A paper [competency assessments](#) and sign off documents

The e-learning modules can be found here: [Training for non-registered medicines workforce | Health Education England \(hee.nhs.uk\)](#)

In addition, we are piloting an Electronic Medicines Management Competency Assessment (MMCA) tool in the North West. The MMCA tool has been developed with The University of Chester and has been specifically designed for use in Adult Social Care settings.

In October we were asked to speak at the 'Care Show' held at the National Exhibition Centre in Birmingham sharing the work we have been doing and the event organisers have also asked if we can present at the 'Residential & Home Care Show' at the ExCeL in London 2023.

We have had very positive feedback about the quality and utility of the various tools we have developed and are keen to continue supporting the adult social care sector. If you would like to find out more about any of our resources or related work, please get in touch with [Katherine.OLoughlin@hee.nhs.uk](mailto:Katherine.OLoughlin@hee.nhs.uk)

## Resources

### Educator Development Frameworks

A national multi-professional [Professional Development Framework for Educators](#) is available, with 7 domains for development. This framework is a set of multi-professional resources developed in collaboration with practice and Higher Education Institution colleagues via a steering group, with the purpose of being the go-to resource for educator preparation which is easy to access via this digital platform.

Resources from the North West were made available on the HEE Learning Hub, across four wider domains:

1	<b>Ensuring safe and effective patient care through training</b> This area is about how you protect patients and enhance their care through your supervision of healthcare learners in training, and how you balance the needs of your patients and service with the educational needs of your learners.
2	<b>Establishing and maintaining an environment for learning</b> This area is about how you make the clinical environment safe and conducive to effective learning for learners and others.
3	<b>Teaching and facilitating learning</b> This area is about how you work with learners to facilitate their learning.
4	<b>Enhancing learning through assessment</b> This area is about your approach to assessment and feedback.
5	<b>Supporting and monitoring educational progress</b> This area is about the support you provide to learners in their progression towards completion of training and their intended career destination.
6	<b>Guiding personal and professional development</b> This area is about the support you provide to learners in relation to their personal and professional development.
7	<b>Continuing professional development as an educator</b> This area is about your own professional development as a healthcare educator.

**Coaching conversations, Educators:** Getting prepared as an Educator progressing through the learning experience, **Learners:** Welcoming your learner to the team and supporting in practice and **Culture & behaviour**

To find out more go to the [Learning Hub](#) and create an account to access the resources.



### New research e-learning for pharmacy professionals

The Royal Pharmaceutical Society (RPS) and the National Institute for Health Research (NIHR), supported by the Association of Pharmacy Technicians UK (APTUK), have launched the first e-learning module in a series for pharmacists and pharmacy technicians to develop their skills and knowledge in research.

Nine e-learning modules have been released to improve research awareness, knowledge and skills for pharmacists and pharmacy technicians with little or no experience of research or research opportunities.

The aim is to improve the capacity of pharmacy professionals to provide the evidence base to improve the practice of pharmacy and the health of the public. The modules cover:

- What research is
- How to turn ideas into a research project
- Different research methods
- Practical considerations when undertaking research

The e-learning modules have been developed for the NIHR by RPS and will be accessible from their e-learning platform. Each module takes around 45 to 60 minutes to complete and they can be done as single episodes of learning, or as a full set.

<https://www.rpharms.com/about-us/news/details/new-research-e-learning-for-pharmacy-professionals>

## Events and opportunities

### Funded NHS leadership programmes for pharmacy technicians -

Health Education England and the NHS Leadership Academy are pleased to announce that applications for the Mary Seacole and Rosalind Franklin programmes starting from February 2023 are now open.

In line with the Pharmacy Technician and Pharmacy Support Staff Workforce Development Strategy, work is underway to make sure that the current workforce benefit from increased post-registration opportunities to develop their leadership skills.

Use this [link](#) to find out more and register. Apply by 10 January 2023 23:59

Contact our [Practice Learning Facilitators](#) about any of the development frameworks and support resources.

### Educational Supervision Training Webinars for Pharmacy Staff

As pharmacy roles develop within the NHS, the need for educational supervision sessions for pharmacy technicians and pharmacists from all sectors of pharmacy becomes ever more important. The School is running a series of on-line educational supervision events to support this agenda. The feedback from participants who have attended the sessions so far has been very positive.

#### Spring 2023 events:

**Session 1:** Roles and Responsibilities, Action Planning and Assessment

Tuesday 17 January 10:00am–12:00 noon or  
Wednesday 1 February 2:00 – 4:00pm

**Session 2:** Effective Feedback, Reflective Writing

Tuesday 14 February 1:30pm-4:30pm or  
Wednesday 22 February 9:30am-12:30pm

**Session 3:** Supporting Trainees Requiring Additional Support

Tuesday 18 April 10am–12noon or  
Wednesday 26 April 2:00 – 4:00pm

Please [register your interest](#) in the Educational Supervisor sessions of your choice as soon as possible.

### Mentor Skills Training

This programme is delivered over two interactive webinars and offer a variety of group activities, case studies and discussions about how we mentor, and the roles and skills required to understand, support, and motivate others in learning.

This training is essential for anyone wishing to develop their skills and mentor trainees in their workplace.

**Session One** on Tuesday 21 February 2023

**Session Two** on Tuesday 21 March 2023

[Register your interest here](#) or [contact the team](#) for information about our training resources.

## Meet Amanda, NHS Ambassador

### Amanda Metcalf

Lead Pharmacy Technician Medication Safety  
Tees, Esk and Wear Valleys NHS Foundation Trust

### When did you start volunteering as an NHS Ambassador, and why did you decide to start? I

decided to become an ambassador in 2021 to share my journey and experience of working as a pharmacy technician as well as to promote pharmacy as a profession.

### What activities have you participated in so far? I

have been involved in two virtual events, which involved a small presentation with a question-and-answer session. The second session I gave the children a 'guess the job' task before I spoke to them about my role and my background.

### How have you benefited from volunteering?

I love interacting with school children and sharing my passion for NHS especially pharmacy services and the role of a pharmacy technician. This role has further developed my skills in communicating with young people.

### What would you say to those thinking of becoming an NHS Ambassador?

It's a rewarding role and if you are passionate about the NHS and your role, share that passion and increase the knowledge around the different job roles in the NHS.

### Do you have any tips/ advice?

If you have children or young relatives talk to them about what they would want to know about the job role and ask them to listen to your presentation.

### If you could give one piece of advice to a young person, what would it be?

If you are interested in pharmacy as a career, study Science, Maths and English subjects. Hopefully I have shown that the NHS is a great organisation to work for with passionate staff who deliver the best service for patients.

## Become an NHS Ambassador

[Become an NHS Ambassador](#) and join the thousands of enthusiastic NHS staff who are inspiring future generations to consider a career in Healthcare.

The NHS Ambassadors programme encourages people working or studying in healthcare to volunteer at least one hour per year to speak in schools and colleges about their roles, or participate in careers events and activities.

For further information see the [HEE website](#) or [register as a volunteer](#) and join Amanda as a pharmacy ambassador.

