

PERFORMANCE STANDARDS

The standards describe what a pre-registration trainee is expected to be able to do and how he should behave in order to join the register. They are grouped into three key areas with the major components as indicated below:

Unit A Personal Effectiveness

- A1 Manage self
- A2 Manage work
- A3 Manage problems
- A4 Demonstrate a commitment to quality
- A5 Demonstrate ongoing learning and development

Unit B Interpersonal Skills

- B1 Communicate effectively
- B2 Work effectively with others

Unit C Medicines & Health

- C1 Manage the dispensing process
- C2 Provide additional clinical and pharmaceutical services

The performance or behavioural indicators are statements of precisely what it is that a trainee must be able to do and how he should behave. The trainee must meet these indicators consistently in order to be assessed as competent.

Unit A Personal effectiveness

These standards encompass aspects of performance and behaviour that underpin effective professional activity. They can be applied to any situation.

You must demonstrate that your personal and professional conduct is consistent with the Code of Ethics, in that you:

- have due regard for accepted standards of behaviour both within and beyond professional practice
- promote and safeguard the interests of the public
- justify public trust in the pharmacist's knowledge, ability and judgement
- promote the good standing of the profession
- avoid any act or omission which would impair confidence in the profession.

A1 Manage self

You must at all times demonstrate a level of self-awareness, responsibility and self-management that will enable you to be an effective practitioner both

independently and within teams or groups.

You must show that you:

- A1.1 Behave in a manner consistent with membership of the profession
- A1.2 Manage your time effectively
 - This will include time at work and using time outside work for personal and professional development it will include prioritising tasks, planning, timekeeping and management of interruptions
- A1.3 Recognise your personal and professional limitations and refer appropriately
 - In this context, appropriately means referral when necessary, to the correct person, in a suitable manner
- A1.4 Respond with willingness and flexibility to new situations and to change
- A1.5 Remain composed and personally effective in all situations
 - This may, in extreme circumstances, include removing self from situation in order to maintain self-control and to minimise risk to patients
 - Situations will include challenging behaviour from colleagues or clients, periods of heavy workload and times of stress
- A1.6 Make decisions which demonstrate clear and logical thought
- A1.7 Take responsibility for, and accept outcomes of, your own decisions
- A1.8 Amend your behaviour, when necessary, based on evaluation of your performance by yourself or others

A2 Manage work

You must at all times work efficiently and effectively, and within legal and ethical constraints.

You must show that you:

- A2.1 Carry out tasks effectively
 - Effectively in this context means correctly, in an organised manner, with sufficient attention to detail and at a pace appropriate to the level of business. It includes prioritisation and completion of tasks within agreed deadlines
- A2.2 Approach tasks and situations in accordance with the law and with the Code of Ethics
- A2.3 Follow work systems correctly
 - Work systems include your own working practices, standard operating procedures, Sale of Medicines protocol, your organisation's systems and security procedures
- A2.4 Use resources effectively
 - Resources include colleagues, other healthcare workers, workspace, equipment / material and both text-based and electronic references

A3 Manage problems

You must demonstrate that you can handle a wide variety of problems, whether by resolving them yourself or by contributing to their resolution.

You must show that you:

- A3.1 Recognise and define actual or potential problems
 - Problems include difficulties minor and serious needing resolution
- A3.2 Identify workable options to resolve the problem
- A3.2 Select the best solution, based on sound analysis and appropriate evidence.
 - Sound analysis will include:
 - Exploring the strengths and weaknesses of options
 - Considering barriers to resolving the problem
 - Discussion with others
- A3.4 Suggest and, if appropriate, implement solutions to problems
- A3.5 Evaluate the outcome of the solution after implementation, and if necessary redefine the problem (see A3.1)

A4 Demonstrate a commitment to quality

You must deliver products and services of the highest standard by ensuring quality. Your prime concern must be the welfare of the patient and other members of the public

You must show that you:

- A4.1 Work to an acceptable standard when preparing products and delivering services
 - As defined by the Code of Ethics, with patients' needs paramount
- A4.2 Check your own work effectively
- A4.3 Minimise error by others through effective supervision
- A4.4 Identify and rectify your own and others mistakes promptly and effectively
- A4.5 Minimise health and safety risks to yourself and others
- A4.6 Base your actions, advice and decisions on evidence
 - Rather than assumption, anecdote or hearsay
- A4.7 Obtain and process the evidence you need to satisfy A4.6
 - By the effective gathering, review, evaluation and application of research evidence
- A4.8 Have successfully carried out a small, planned audit assignment (one piece of evidence sufficient)

A5 Demonstrate ongoing learning & development

You must provide evidence that you are continually developing your professional competence by applying what you have learned from daily activities and incidents and from formal learning opportunities.

You must show that you:

- A5.1 Identify and prioritise your own learning and development needs
 - Based on self reflection / evaluation and on feedback from others
- A5.2 Develop your own plans to meet identified needs, using SMART learning objectives
 - Plans should include a variety of learning activities, such as:

- Using reference sources
- Undertaking distance or IT learning packages
- Work shadowing [observation of others at work]
- Discussion with tutor or colleagues in and outside the pharmacy
- Giving talks / presentations
- Attending events e.g. courses, seminars, conferences, branch meetings

A5.3 Make full use of learning and development opportunities

- Opportunities will arise from the activities

A5.4 Evaluate whether your learning objectives have been met

A5.5 Identify your further learning needs

A5.6 Record your own learning and development process and outcomes

A5.7 Apply learning to practice

Unit B Interpersonal skills

These standards encompass aspects of performance and behaviour that involve any interaction with others. You must demonstrate your ability to communicate at all levels and to work with others in the pharmacy and healthcare team. In so doing, you will demonstrate possession of the core characteristics of an empathic healthcare professional:

- seeing and understanding things from the perspective of others, especially patients
- communicating effectively
- working with people from other disciplines

B1 Communicate effectively

You must demonstrate communication skills that promote the provision of a quality service.

You must show that you:

B1.1 Communicate effectively in English

- Effectively here means that you are sufficiently competent in English to understand and be understood in writing, on the telephone and in person

B1.2 Behave in a polite and helpful manner

B1.3 Sensitively approach people who need or who may need assistance

B1.4 Elicit all relevant information by the use of appropriate questions

B1.5 Listen effectively to the whole message

- This includes spoken word, body language and tone of voice

B1.6 Respect and observe confidentiality

B1.7 Act appropriately in response to spoken and unspoken needs of others

- Others will include people with special needs and those from different backgrounds and with different lifestyles

B1.8 Behave in a manner which instills confidence

B1.9 Behave assertively

B1.10 Use appropriate body language

B1.11 Provide information and advice appropriate to the needs of the

recipients(s)

- Recipients must include individuals, groups and those with particular needs, e.g. people with diabetes, asthma etc

B1.12 Handle conflict appropriately

- This will include taking action to prevent conflict wherever possible
- Evidence must cover conflict arising from complaints, aggressive behaviour and from disagreements with or amongst colleagues

B2 Work effectively with others

You must contribute positively to any team or group with which you are associated, so that targets and goals are achieved. You must develop and demonstrate skills involved in the management and/or supervision of others. This recognises the inclusion of these responsibilities in the roles of the majority of pharmacists.

You must show that you:

B2.1 Acknowledge the ideas and opinions of others and act on them when appropriate

- Others must include junior and senior colleagues and external contacts

B2.2 Present your own ideas and opinions appropriately when speaking and in writing

B2.3 Meet commitments made to others within agreed deadlines

- This will include giving clear explanations if commitments cannot be met

B2.4 Give constructive feedback to others based on accurate evaluation of their performance

- This must include both positive and negative feedback

B2.5 Secure help from others when necessary in an appropriate manner

B2.6 Assist others when necessary

B2.7 Delegate tasks appropriately

- When necessary and in a manner conducive to team-working

B2.8 Supervise others in an appropriate manner to ensure that agreed outcomes are achieved

B2.9 Use your knowledge and skills effectively when helping others learn

Unit C Medicines and health

These standards encompass aspects of performance and behaviour that are specific to pharmacy practice.

You must demonstrate your ability to provide an effective pharmaceutical service.

Development of the following characteristics will underpin your future role as a provider of pharmaceutical care:

- identifying health needs and understanding the opportunities for health promotion as well as treatment and care
- working with patients and carers, to manage their medicines and ensure that they can play an active part in the decisions and choices affecting their treatment or care

- understanding and making the most of the whole health and social care system for the benefit of patients

For this unit to be achieved, you must have experience or awareness of all the following:

- the pharmacist's role in both community and hospital
- the way the healthcare system operates for patients in community and hospital
- supply of medicines from both community and hospital
- provision of advice about medicines and health
- use of patient medication records and histories
- working with local formularies and prescribing guidelines
- use of the full range of reference sources as specified by the Pharmaceutical Society of Northern Ireland
- use of a full range of dispensary equipment

C1 Manage the dispensing process

You must be able to provide an effective service for the supply of prescribed medicines, dressings and appliances. You should demonstrate the ability to deliver such a service by undertaking dispensing yourself and by the effective management of dispensing undertaken by others.

You must show that you:

- C1.1 Correctly receive prescriptions into the pharmacy
 - Correctly will include following protocols, correct charging and exemption procedures, providing necessary information
- C1.2 Check the prescription is valid
 - Valid means legible, accurate, complete and complying with legal requirements, not fraudulent
- C1.3 Assess the prescription for safety and clinical appropriateness
This will include:
 - Appropriateness according to patient's condition, if known
 - Meeting the patient's need with view to minimising waste
 - Dosage within therapeutic range
 - Appropriate dosage form
 - Appropriate route of administration
 - Appropriateness according to patient's parameters (age, weight, etc) and previous medication
 - Compatibility with other medication, if known
 - Consistency with formularies, clinical guidelines and protocols, if known
 - Possible side effects
 - Risk of adverse drug reactions
 - Potential for non-compliance, inappropriate use or misuse by patient
 - Any other contra-indications
- C1.4 Resolve any identified problems appropriately
 - This will include any problem arising from C1.2, C1.3 or stock availability
- C1.5 Perform calculations correctly

- C1.6 Assemble the prescription correctly
 - This includes packaging and producing computer-generated labels
- C1.7 Supply extemporaneously prepared products according to the correct formula
 - Both by preparing and by ordering from a specialist manufacturing unit
- C1.8 Correctly issue dispensed item(s) to patient or representative, with appropriate information and advice
- C1.9 Ensure stock is managed correctly
 - This will include ordering, checking on delivery and dealing with discrepancies, stock rotation, dealing with recalls and returned items, storage and disposal
- C1.10 Respond appropriately to requests to dispense prescription-only items without a prescription
 - Requests from patients or their representatives and from prescribers
 - It is a legal requirement that a pharmacist has interviewed the patient and makes the decision to supply. In order to meet this criterion, you should, with the patient's consent, listen to the interview, dispense the product and make the entry in the register (with checking by the pharmacist)
- C1.11 Correctly process necessary documentation
 - This includes endorsing in both hospital and community, filing, stock control and completion of PMRs, CD records and prescription register
- C1.12 Effectively check prescriptions dispensed by others

C2 Provide additional clinical and pharmaceutical services

You must demonstrate the application of your clinical and pharmaceutical knowledge. You must show that this knowledge is up-to-date. It must be used effectively in the following areas:

- The management of prescribed medicines long term conditions and common ailments
- The promotion and support of healthy lifestyles
- The provision of advice and support to patients and other healthcare professionals

Competence in this element will underpin your ability to manage medicines and provide pharmaceutical care in the future.

You must show that you:

- C2.1 Provide considered and correct answers to queries, founded on research-based evidence
 - Evidence sources will include clinical textbooks, journals and pharmaceutical company information (whether paper-based or electronic)
- C2.2 Pro-actively assist patients to obtain maximum benefit from their treatment
 - This will include identifying opportunities to assist, providing information, positive reinforcement reassurance, testing understanding and encouraging recipient to ask questions
 - Directly or via their representatives
- C2.3 Identify and take action to minimise risk to patients from their treatment

- C2.4 Actively provide information and advice to healthcare professionals
- C2.5 Construct medication histories using a range of sources
 - These must include basic and comprehensive histories
- C2.6 Use medication histories correctly
 - Access existing information, record new information and apply the information
- C2.7 Recognise possible adverse drug reactions, evaluate risks and take action accordingly
 - This may include advising and providing information to patients or their representatives, discussion with colleagues and reporting via a Yellowcard to the MHRA
- C2.8 Provide appropriate information and advice on the management of minor and common ailments
 - Information and advice must incorporate both appropriate self-medication and appropriate non-drug actions
- C2.9 Effectively use opportunities to promote and support healthy lifestyles and prevent disease
 - With individual patients and at formal events such as presentations to patient or public groups
- C2.10 Demonstrate awareness of emergency first aid
- C2.11 Refer, or direct the person, to a more suitable source of help or information, when necessary
 - For example: support groups, GP, hospital A&E dept