

Pre-registration Training

Portfolio

2011 - 2012



**Pharmaceutical
Society**
of
Northern Ireland

PRE-REGISTRATION PORTFOLIO

1. Introduction

You must provide a portfolio of evidence to demonstrate to your tutor and the Pharmaceutical Society of Northern Ireland that you have the skills, attitudes and knowledge to undertake consistently the role of a pharmacist. The **Performance Standards** (Appendix P1) make explicit what you are expected to be able to do and how you should behave in order to join the register of pharmacists.

Please use this portfolio folder to collect your evidence to support your claims for completion of Performance Standards.

2. Guidelines on Performance Standards and your portfolio

Guidelines on Performance Standards and on preparing a portfolio have been provided in Section 6 of your manual. You must read these carefully, discuss them with your tutor and proceed as indicated. You must use this portfolio folder to collect and collate the evidence associated with each Performance Standard.

Performance Standards Record Sheet

The Performance Standards Record Sheet (Appendix P2) is required to show the reflection, planning, action and evaluation associated with each piece of evidence.

- Once you have completed a Record sheet, number it and place it in your portfolio with the associated evidence.
- If the assessment of evidence has been entirely based on observation of performance, there may be no additional evidence. The Record Sheet, countersigned by your tutor must indicate this.
- You have been given 4 copies of the Record Sheet. You will need to make additional copies.

It may be helpful for you and your tutor, if you prepare an index to accompany the Record Sheets in your portfolio.

Performance Standards Assessment Summary

In addition, there is the Performance Standards Assessment Summary (Appendix P3). Entries should be made on this form only when a Performance Standard has been completed. Over the year this will be a cumulative record of Performance Standards achieved. When you have completed **ALL** the Performance Standards, you must submit the completed Assessment Summary signed by you and your tutor.

- A **COPY** of the Performance Standards Assessment Summary and the Performance Standards Log of Evidence must be sent to the Society at the end of **each quarter, i.e. 13 weeks, 26 weeks, and 39 weeks.**

- When you have completed all the Performance Standards (which may or may not be before the end of your training), you must submit the completed Performance Standards Assessment Summary signed by you and your tutor to the Society.

If your training is with two tutors, you should try to ensure that some Performance Standards are complete and signed off by one tutor. If this is not possible, the second tutor should continue the assessment until she is satisfied that you have achieved the Performance Standard.

Additional forms

There are a number of forms that must be completed at the appropriate times and kept in your portfolio, i.e.

SWOT Analysis (Appendix P4) – to be completed at the start of your training

Learning Needs and Forward Planning (4 copies, Appendix P5.1, P5.2, P5.3, P5.4) – to be completed after your initial interview and quarterly review (13, 23 and 39 weeks) with your tutor

Performance Standards Log of Evidence (Appendix P6) - to be completed as and when you have appropriate evidence for a Performance Standard. Insert the Record Sheet number relating to the Performance Standard. This will help you and your tutor keep track of your progress. A **copy must** be sent to the Society at the end of each quarter.

3. Submitting your portfolio

This portfolio folder must be submitted to the Society when all the Performance Standards have been completed. This must be no later than 48-50 weeks of training in order that your registration will not be delayed, but may be sooner if the Performance Standards Assessment Summary has been completed and signed and submitted.

Pre-registration Training

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APPENDICES

**Pharmaceutical
Society**
of
Northern Ireland

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
- A3.3 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

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 pharmacists 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 and 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
 - 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

PERFORMANCE STANDARD RECORD SHEET

Trainee Name..... Date.....

Record Sheet Number:.....

Performance Standards Claimed (You should specify the MAIN performance standards highlighted by this activity which reflects the QUALITY of the evidence presented)

Evidence (tick as appropriate):

Additional evidence in portfolio to supplement tutor/designated other observation

Evidence provided in portfolio - performance standard not observed

Observation of performance by tutor - no additional evidence

Observation of performance by designated other person - no additional evidence

REFLECTION (Identification of training needs)

PLANNING

ACTION (Description of event/situation)

EVALUATION (self-evaluation of learning)
I assessed the trainee in the performance standards claimed and declare that an appropriate standard was achieved: Signed:..... Designation if not pre-reg tutor..... Date:.....
Comments of tutor/designated other:

List Additional Evidence documents relating to this record sheet below:

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Record Sheet Number:.....

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Comments of tutor/designated other:

List Additional Evidence documents relating to this record sheet below:

PERFORMANCE STANDARDS ASSESSMENT SUMMARY

Trainee name.....

Tutor name.....

ONLY MAKE ENTRIES ONCE THE PERFORMANCE STANDARD HAS BEEN COMPLETED.

A COPY of this should be sent to the Pharmaceutical Society each quarter with the Appraisal form. Over the year this will be a cumulative record of Performance Standards achieved.

When you have finished your training this form must be completed, signed off and submitted with your Portfolio.

Performance Standard	Date Completed	Initials of tutor
A1.1		
A1.2		
A1.3		
A1.4		
A1.5		
A1.6		
A1.7		
A1.8		
A2.1		
A2.2		
A2.3		
A2.4		
A3.1		
A3.2		
A3.3		
A3.4		
A3.5		

Performance Standard	Date Completed	Initials of tutor
A4.1		
A4.2		
A4.3		
A4.4		
A4.5		
A4.6		
A4.7		
A4.8		
A5.1		
A5.2		
A5.3		
A5.4		
A5.5		
A5.6		
A5.7		

Trainee name in full (please print).....
 Performance Standards Assessment Summary

Performance Standard	Date Completed	Initials of tutor
B1.1		
B1.2		
B1.3		
B1.4		
B1.5		
B1.6		
B1.7		
B1.8		
B1.9		
B1.10		
B1.11		
B1.12		
B2.1		
B2.2		
B2.3		
B2.4		
B2.5		
B2.6		
B2.7		
B2.8		
B2.9		

Performance Standard	Date Completed	Initials of tutor
C1.1		
C1.2		
C1.3		
C1.4		
C1.5		
C1.6		
C1.7		
C1.8		
C1.9		
C1.10		
C1.11		
C1.12		
C2.1		
C2.2		
C2.3		
C2.4		
C2.5		
C2.6		
C2.7		
C2.8		
C2.9		
C2.10		
C2.11		

Please complete the following at the end of the pre-registration year:

TRAINEE: I confirm that my portfolio is my own record and is a true account of my activities during my pre-registration training

Signature of trainee:..... Date.....

TUTOR: I confirm that the portfolio contains sufficient documentary evidence to support the claim that all performance standards have been achieved to a satisfactory level.

Signature of tutor:..... Date:.....

SWOT ANALYSIS

<p>Strengths What are the positive aspects of myself and my present position?</p>	<p>Weaknesses What are the negative aspects of myself and my present position?</p>
<p>Opportunities What aspects of the present or foreseeable future situation could I use to my advantage?</p>	<p>Threats What aspects of the present or foreseeable future may operate to my disadvantage?</p>

PERFORMANCE STANDARDS IDENTIFYING LEARNING NEEDS AND FORWARD PLANNING

START OF TRAINING

Trainee name.....

Tutor name.....

Summary of my initial discussions with my tutor:

Learning needs identified:

Plan for the year ahead:
(continue on additional sheets if required)

PERFORMANCE STANDARDS IDENTIFYING LEARNING NEEDS AND FORWARD PLANNING

13 WEEKS

Trainee name.....

Tutor name.....

Summary of my discussions with my tutor at my 13 week review:

Learning needs identified:

Plan for the year ahead:
(continue on additional sheets if required)

PERFORMANCE STANDARDS IDENTIFYING LEARNING NEEDS AND FORWARD PLANNING

26 WEEKS

Trainee name.....

Tutor name.....

Summary of my discussions with my tutor at my 26 week review:

(If you are changing tutors, complete this page of the form and show it to the second tutor at your initial interview with her)

Learning needs identified:

Plan for the next 6 months:

If you have changed tutors at 6 months, use this form to plan the next 6 months with the second tutor)

(continue on additional sheets if required)

PERFORMANCE STANDARDS IDENTIFYING LEARNING NEEDS AND FORWARD PLANNING

39 WEEKS

Trainee name.....

Tutor name.....

Summary of my discussions with my tutor at my 39 week review:

Learning needs identified:

Plan for the last 13 weeks of training:
(continue on additional sheets if required)

PERFORMANCE STANDARDS LOG OF EVIDENCE

Trainee name:.....

This log is intended to help you and your tutor keep track of your progress. Keep it with your portfolio.

A COPY of this should be sent to the Pharmaceutical Society each quarter with the copy of the Performance Standards Assessment Summary

Enter the **Record Sheet Number** relating to the evidence for completing a performance standard. Three records may be sufficient or your tutor may request additional evidence.

Performance Standard	Insert the appropriate Record Sheet Number					Tick to indicate tutor assessed as complete
	Evidence 1	Evidence 2	Evidence 3	Evidence 4	Evidence 5	
A1.1						
A1.2						
A1.3						
A1.4						
A1.5						
A1.6						
A1.7						
A1.8						
A2.1						
A2.2						
A2.3						
A2.4						
A3.1						
A3.2						
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A4.4						
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A4.6						
A4.7						
A4.8		Only one	piece of	evidence	needed	for this
A5.1						
A5.2						
A5.3						
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A5.6						
A5.7						
B1.1						
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B2.1						
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B2.7						
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B2.9						
C1.1						
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