



NI Centre for
**Pharmacy Learning
& Development**

MMAP Foundation Module

Working in a Clinical Environment

Handbook

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Appendix 1

Glossary of terms

Accredited Medicines Management pharmacy technician	A pharmacy technician whose current training and qualifications are assessed and accredited by the training provider as meeting the defined competences for their role in Medicines Management.
Candidate	The person undertaking the training and assessment.
Competency	An ability to consistently successfully perform a task or activity to an agreed standard.
Drug history	An accurate record and comprehensive list of a patient's prescribed and non-prescribed medication, including a list of known allergies.
Educational Supervisor	A suitably experienced pharmacist or pharmacy technician responsible for the support of the candidate and facilitation of their training.
In-practice	Learning based in actual situations related to professional practice.
Learning agreement	An agreement between the learning provider, candidate and employer demonstrating the commitment by all parties to the completion of a programme. This includes the assessment methods, standards, time frame for completion and available support.
Medicines reconciliation	The process of obtaining an up-to-date and accurate medication list that has been compared to the most recently available information and has documented any discrepancies, changes, deletions and additions.
Mentoring	Mentoring is a development relationship in which the mentor and mentee work together towards the mentee's agreed goal.
Minimum evidence required	The least or smallest amount or quantity of evidence required defined prior to, or during the course of, the programme.
Patients' own drugs (PODs)	Medicines brought into the care setting by the patient. These medicines remain the property of the patient and their consent is required for use, removal and destruction.
Pharmacy technician	A person who holds the appropriate and recognised pharmacy technician qualifications in the UK.
Reflective practice	The process of reviewing a specific task of day-to-day practice, identifying successes and weaknesses and planning and taking action to address areas for development.
Standard operating procedures (SOPs)	Approved written step-by-step instructions on how a task or process should be carried out.
Supply	Assessing requirements for ordering and issuing medicines to individual patients.
Training provider	The organisation responsible for the programme (i.e. NICPLD).

Welcome to the Northern Ireland Centre for Pharmacy Learning and Development (NICPLD) Working in a Clinical Environment – (MMAP foundation Module) for pharmacy professionals practising in the secondary care sector in N. Ireland. The course is designed to provide a core base of the skills and competences required for pharmacy professionals who deliver medicines management roles within a clinical/ward based setting, thereby optimising skill mix within the clinical setting.

This handbook is designed to support pharmacy professionals and their Educational supervisors as they complete this foundation training.

Acknowledgements

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1. Introduction

Medicines management in hospitals has been defined as a process that *'encompasses the entire way that medicines are selected, procured, delivered, prescribed, administered and reviewed to optimise the contribution that medicines make to producing informed and desired outcomes of patient care'* (A Spoonful of Sugar, Audit Commission, 2001).

There are many advantages to the delivery of a medicines management service. Key advantages for patients include:

- a service that quickly and effectively ensures that medication is correct on admission
- reduced errors and safer treatment
- faster treatment and better outcomes
- access to medication review and information about their medicines resulting in a greater understanding of their medicines
- an improved patient journey.

Organisations also benefit from the delivery of a medicines management service, with the following key advantages being observed:

- more efficient management of patients' medicines leading to smoother discharge and reduced waste
- reduced errors leading to improved patient safety, better outcomes and reduced readmissions
- improved adherence with prescribed medicines leading to better outcomes and reduced waste
- patients who are better informed about their medicines
- improved skill mix and motivated staff.

2. Aim of the MMAP Foundation Module - Working in a Clinical Environment

The aim of the module is to facilitate the development of the key skills and competences of pharmacy professionals who may deliver medicines management roles in a clinical/ward based setting within Hospital Trusts by:

- providing a regionally agreed core skills training package in relation to medicines management roles
- equipping pharmacy professionals with the necessary skills required to undertake these roles
- aiding the development of professional relationships and interactions between pharmacy professionals and colleagues within the ward setting
- supporting appropriate skill mix within the pharmacy team.

Throughout the course of the module, candidates will therefore be required to demonstrate basic competence in relation to:

- communication and interpersonal skills
- time management skills
- problem solving skills
- the ability to provide medicines related information
- the ability to accurately transcribe legible information
- an awareness of the issues relevant to working within a clinical/ward based environment
- the ability to apply key clinical skills
- the ability to comply with relevant and current legislation, policy, good practice, organisational and professional codes of practice and ethical standards relating to their medicines management roles
- the ability to operate within the scope of their job role, and,
- the ability to reflect on practice and to use such reflections to further self-development.

3. Entrance Criteria

Complete the application form associated with this module.

To be eligible for the module, candidates must:

- be a qualified pharmacy professional, or working towards
- be registered with NICPLD
- be recommended by the Lead Clinical Pharmacy Technician and have the support of the Trust Pharmacy Manager
- have been assigned an educational supervisor who supports their application and is familiar with the requirements of the module
- demonstrate a good working knowledge of local SOPs to the Trust pharmacy manager or educational supervisor.
- have shadowed ward staff on at least one occasion.

As stated above, each candidate must have a nominated Educational Supervisor who must:

- be identified by the Lead Clinical Pharmacy Technician
- be a qualified and registered pharmacist familiar with the requirements of the module OR be an accredited clinical pharmacy technician with two years' post-accreditation experience in at least one MMAP module.
- have experience of mentoring staff according to the specific requirements of the Trust
- have the opportunity to meet regularly with the candidate to discuss progress and give feedback.

4. Stakeholder Responsibilities

During the course of the module, NICPLD, the Trust, the educational supervisor and the candidate all have defined responsibilities to ensure that a supportive learning environment is provided for the candidate and to facilitate the completion of the module.

4.1 Responsibility of NICPLD

NICPLD is the training provider responsible for managing the course for pharmacy technicians in N. Ireland. The role of NICPLD is to support the candidates, educational supervisors and all individuals involved in the delivery and completion of the module. NICPLD is therefore responsible for:

- regularly reviewing and updating the module to ensure that the standards of the medicines management skills are met
- accepting applications and facilitating places on the module
- providing guidance to educational supervisors and candidates regarding queries.

4.2 Responsibility of the Trust Pharmacy Manager (employer)

The Trust Pharmacy Manager has overall responsibility for the quality of the clinical pharmacy service provided within the Trust. It is their role to ensure that anyone involved in the delivery or implementation of this module has the required resources and support to successfully complete the course. To facilitate this, the Trust Pharmacy Manager, or another nominated and suitably experienced individual, must:

- specify the medicines management role for pharmacy staff as an appropriate duty for clinical indemnity purposes
- ensure that the learning agreement is read, agreed and signed as appropriate
- make available and implement SOPs outlining the roles and responsibilities of the pharmacy professional in delivering a medicines management service
- inform those staff whose work may be affected by the implementation of this module
- identify an appropriate clinical/ward based setting in which to base the candidate
- ensure allocation of appropriate time to complete the module
- appoint an appropriate educational supervisor to support the candidate.

4.3 Responsibility of the Educational Supervisor

The educational supervisor is an individual who is selected and appropriately trained to be responsible for the overall supervision and management of a candidate's progress throughout this module. The educational supervisor should facilitate the local implementation of the module by providing support, guidance and feedback to the candidate and is also responsible for assessing the candidate's performance.

Each nominated educational supervisor must:

- complete a learning agreement prior to the start of the module
- provide the support and guidance required to complete the course activities
- meet regularly with the candidate to provide support, ensure development of underpinning competence and skills and offer guidance
- observe the candidate in practical situations and assess the candidate's performance objectively against the course standards
- complete all documents or records required for the module and ensure that the candidate's portfolio is completed prior to submission.

4.4 Responsibility of the candidate

Pharmacy professionals are responsible for their own professional actions and must practice in accordance with their Trust's Standard Operating Procedures (SOPs) and the Northern Ireland Clinical Pharmacy Standards. They should consult the current versions of the Medicines Ethics and Practice Guide and the PSNI Code of Ethics for guidance relating to professional conduct.

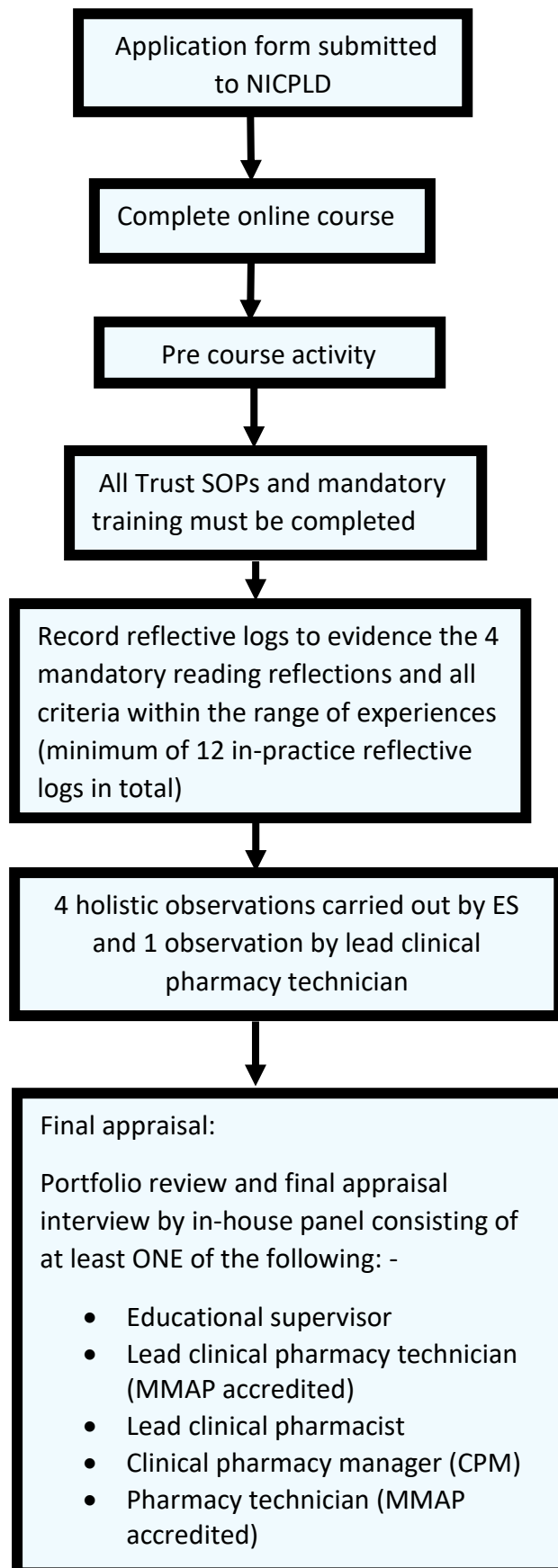
It is the responsibility of the candidate to:

- complete a learning agreement for module to be undertaken
- complete all course activities and agree the scope of their role with their educational supervisor
- work within the Trust policies and procedures relating to the role they will be undertaking
- meet regularly with their allocated educational supervisor
- take responsibility for their own learning and development and actively seek opportunities to complete the in-practice activities
- use constructive feedback from their educational supervisor and other colleagues to further their self-development
- complete all documentation accurately and store within their module portfolio
- complete the module within the agreed timescales.

5. Time Scale for completion of Module

The in practice activities and portfolio development must span a minimum of 1 month to a maximum of 12 months from the commencement of the foundation module.

6. Module Structure



7. Module Overview

The role of the Pharmacy professional in the clinical environment is to assist in managing patients' medication. The candidate's responsibilities do not include clinical decision making or interpretation regarding clinical choices and local policies and procedures should reflect this.

The module consists of:

E-Learning - Working in a Clinical Environment (NB. this may be completed in isolation if the pharmacy professionals' training needs require it)

Reflective logs

Gathering evidence for competencies

Holistic observations

Aim: To equip pharmacy professionals with an understanding of a clinical environment and relating information regarding roles within this environment.

Having completed this course, candidates will be able to:

- Describe medicines management
- Understand medicines governance and be able to report errors
- Understand the importance of policies and procedures within your Trust
- Develop your communication and interpersonal skills
- Understand pharmacy roles in the clinical environment
- Be aware of the patient journey
- Use problem solving skills
- Interact with other healthcare professionals
- Know your professional responsibilities
- Reflect on practice and use such reflections to further self-development.

7.1 Pre-course activities

Candidates must complete a range of pre-course activities to ensure that they understand the medicines management roles delivered within the clinical- or ward-based setting and appreciate the range of skills required to deliver these roles effectively.

The pre-course activities include:

- completion of the Learning contract ([MMAP_2](#))
- knowledge of policies and procedures
- Pre-course reflection ([MMAP_3](#)) – e.g. shadowing a clinical technician/clinical pharmacist on a ward

7.1.1 Completion of the Learning Contract

It is an entry requirement of this module that each candidate, along with their educational supervisor and employer, agree to the conditions outlined in the learning contract. Completion of the learning contract ensures that each stakeholder understands their role and responsibilities in relation to the course. The learning contract also provides a declaration regarding each stakeholder's commitment to the candidate's progression and completion of the module. The signed learning contract should be stored within the candidate's portfolio.

7.1.2 Knowledge of policies and procedures

Prior to delivering a medicines management service to patients in a ward environment, it is essential that candidates understand the role and all relevant policies and procedures. It is recommended therefore that candidates read all relevant documentation and demonstrate their understanding of such. In order to do this, the candidate must:

1. Collect and read all relevant publications, policies and procedures
2. Maintain a signed and dated checklist of all policies and procedures required by your Trust in your portfolio.
3. Maintain a signed and dated checklist of all relevant mandatory training required by your Trust in your portfolio

7.1.3 Pre-course practice activities

Candidates must accompany a pharmacist or clinical pharmacy technician on one routine ward visit and reflect upon the role(s) undertaken and the generic skills required to competently perform the role(s). The reflection must be documented using the pre-course reflective log form ([MMAP_3](#)) and must be stored in the candidate's portfolio.

7.2 In practice activities

This stage of the module focuses on the candidate's ability to accurately perform medicines management tasks.

During the in-practice activities, the candidate's performance must be actively monitored by either the educational supervisor or an appropriate witness.

An educational supervisor should be a qualified pharmacist familiar with the course or an accredited Medicines Management pharmacy technician with two years' post-accreditation experience.

Details relating to all witnesses should be recorded on the witness list form and stored in the candidate's portfolio. During the in-practice activities, the candidate must receive constructive feedback regarding their performance, particularly in relation to aspects of their developing competence. This will further support the candidate's self-development.

There are 4 mandatory reading logs that must be completed and a range of 22 experiences that must be referenced within a minimum of 8 in-practice reflective logs ([MMAP_4](#)) - minimum of 12 in-practice logs in total.

1. Reading reflections:

<i>Reflection</i>
Clinical Pharmacy Standards NI
Trust Corporate Structure
The Code
GPhC Professional Standards

There is also some practical evidence to gather e.g. Dispensing and ordering medication at ward level, and if your Trust allows, Medicines Administration Record (MAR) endorsement.

7.3 Range of Experiences

Within this module, a range of experiences ([MMAPFM_1](#)) must be evidenced as detailed in the documentation templates:

Candidates must record evidence of dealing with each of the experiences and document using the in-practice reflective logs ([MMAP_4](#)). Each experience must be evidenced on at least one occasion. Within the in-practice reflective log, candidates are required to:

- describe the scenario and how they approached it
- describe what they have learnt from the scenario
- state the experiences that have been addressed by the scenario.

This stage of the process gives candidates the opportunity to reflect on their practice and to learn from a range of scenarios. Reflective practice is a learned skill and some candidates may require additional support in recording their reflective logs.

A minimum of 12 in-practice reflective logs per module must be included in the candidate's portfolio; 4 of these logs are mandatory.

The educational supervisor is responsible for assessing that the In-practice reflective logs sufficiently demonstrate the experiences stated and should offer feedback on these logs. If, during the final appraisal process, experiences are considered to be not sufficiently evidenced, additional evidence will be requested.

It is recognised that there may be some experiences described in the template that a candidate may have difficulty evidencing. Where this is the case, it is acceptable for the candidate to submit a hypothetical scenario to cover the experience, e.g. how you would handle ordering a specialist medicine for a patient. Hypothetical scenarios are restricted to two experiences and must sufficiently demonstrate that the candidate has considered the scenario and the actions they would take.

7.4 Holistic Observations

This stage of the module assesses the candidate's ability to perform competently and consistently in a clinical or ward-based setting. This process should follow completion of the in practice activities.

Competencies that must be demonstrated are documented in the Holistic Observation form ([MMAPFM_2](#)).

These observed interactions should be carried out on five separate occasions during the programme. The purpose of the observations is to assess the candidate's holistic performance against the module competences. Four of the observations must be completed by the educational supervisor and the fifth by a lead clinical pharmacy technician or clinical pharmacist (approved by CPM). Candidates should familiarise themselves with the competences prior to the observed assessment.

Candidates must demonstrate consistent competence during these observations by the nominated individual. After each observation, constructive feedback must be provided. Records relating to each holistic observation should be stored in the candidate's portfolio.

7.5 Final Appraisal

Following completion of all aspects of the Module, the candidate should complete the relevant Completion Record form ([MMAPFM_4](#)) and submit this to their educational supervisor.

The final appraisal aims to assess the candidate's competence and their understanding of the delivery of a medicines management role.

The review of candidate's portfolio of evidence ([MMAF_6](#)) and final appraisal interview ([MMAPFM_3](#)) will be carried out by an in-house panel consisting of at least ONE of the following: -

- Educational supervisor
- Lead clinical pharmacy technician (MMAF accredited)
- Lead clinical pharmacist
- Clinical pharmacy manager (CPM)
- Pharmacy technician (MMAF accredited).

The portfolio should then be sent to NICPLD via email for final review and sign off (as per MMAF Regional Steering Group request).

8. NICPLD contact details

If you have any queries regarding the MMAP foundation or any of the training programmes offered for pharmacy technicians through NICPLD, please contact

Jo Sutton

Lead for Pharmacy Technician Training

NICPLD

Queens University Belfast

Beechill House

42 Beechill Road

Belfast

BT8 7RL

02890974477

Email: nicpldtechs@qub.ac.uk

bluesky: [@jopharmacytechni.bsky.social](https://bsky.app/profile/@jopharmacytechni.bsky.social)