



## MMAP Foundation Module Working in a Clinical Environment

### Holistic observation

Candidate name: \_\_\_\_\_

Date: \_\_\_\_\_

Observation no.: \_\_\_\_\_

*Please observe the candidate undertaking the task/competence and assess whether they have achieved (√) or not achieved (x) the task/competence during the observed patient interaction.*

<b>Competence to be assessed:</b>	<b>Observed</b> x or ✓
1. Demonstrates knowledge of ward – e.g. ward layout, nursing staff, Kardex location etc.	
2. Ensures the patient is well enough, the environment is safe and suitable for confidential communication	
3. Demonstrates awareness of hand hygiene policy and infection control isolation precautions	
4. Introduces self to patient, confirms the patient’s identity and purpose of the discussion gaining appropriate consent if required (within remit of role)	
5. Evaluates patient’s need for, and provides appropriate medicines related information identifying any compliance/adherence issues within remit of role	
6. Demonstrates empathy and develops a rapport with the patient	
7. Uses a range of communication skills and appropriate language to communicate effectively with the patient/carer/HCP /interface teams/mentor – (circle as appropriate) within remit of role	
8. Maintains focus in a busy ward environment	
9. Demonstrates a logical approach to the process, prioritising workload and using time effectively	
10. Produces work efficiently, implementing appropriate self-checks to minimise errors	
11. Maintains a professional manner and image (adhering to Trust dress code) and demonstrates punctuality	
12. Demonstrates effective problem solving skills using own initiative and makes clear decisions	
13. Works effectively as part of the pharmacy team and within the wider multidisciplinary team	
14. Works within SOPs and scope of practice, understanding limitations and refers appropriately as required	
15. Demonstrates / understands the accurate and timely order and supply of medicines considering availability in hospital or community	
15. Liaises effectively within the multidisciplinary team	
16. Demonstrates knowledge of critical medicines and appropriate action	
17. Labels / relabels medicines accurately- including patient’s own drugs within remit of role	
18. Checks patient/ward details/allergies are accurately documented on Kardex and refer if appropriate	
19. Able to identify patients with PODs, compliance aids/blisterpacks and appropriately endorses the Kardex e.g. Fridge, PODs Chemist details etc. within remit of role	
20. Demonstrates clear communication with relevant people to ensure efficient and safe supply of medicines	
21. Generates Patient list via appropriate system (if applicable)	
22. Able to identify new patients and generates ECR	
23. Demonstrates a professional and positive attitude in carrying out duties	



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Competence to be assessed:	Observed Or X                      ✓
24. Demonstrates a mature approach to work colleagues and patients	
25. Ability to work in an efficient, accurate and timely manner	
26. Recognises limitations and is prepared to be accountable for own actions	
27. Acceptance of positive feedback	
28. Dealing with emotional circumstances	

*Over the course of the five holistic observations, candidates should demonstrate the majority of the competency-based criteria. For others, hypothetical scenarios should be discussed with the Lead Clinical Pharmacy Technician / Clinical pharmacist during the fifth holistic observation.*

**Feedback to candidate on holistic observation:**

Candidate signature: \_\_\_\_\_ Date: \_\_\_\_\_

Educational Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Lead Clinical Tech / Clinical Pharmacist signature: \_\_\_\_\_ Date: \_\_\_\_\_