Holistic Observations

Candidate name: **Date:**

Observation no:

Module 1 – The supply of medication to individual patients

Module 2 – The assessment of patients' own drugs (PODs)

Module 3 – Medicines reconciliation 1 (Drug history)

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

Competence to be assessed:	✓ or ✗
To be demonstrated for all modules:	
1. Ensures the environment is safe and suitable for confidential communication	
2. Identifies suitable patients for the relevant medicines management service	
3. Introduces self to patient and confirms the patient's identity	
4. Describes purpose of discussion to patient and gains necessary consent	
5. Checks patient/ward details are accurate on chart	
6. Evaluates patient's need for, and provides, appropriate medicines-related information (verbal and/or written as appropriate)	
7. Completes the appropriate documentation ensuring that all patient and medicines details are completed clearly, legibly and accurately	
8. Demonstrates appropriate decision-making skills	
9. Demonstrates a logical approach to the process, prioritising workload and using time efficiently	
10. Uses a range of communication skills and appropriate language to communicate effectively with the patient	
11. Demonstrates empathy and develops appropriate rapport with the patient	
12. Maintains a professional manner and image	
13. Maintains focus in a busy ward environment	
14. Acts appropriately with regard to patient's allergies and intolerances	
15. Liaises effectively within the multidisciplinary team	
16. Demonstrates effective problem-solving skills and makes clear decisions	
17. Implements appropriate self-checks to minimise errors	
18. Works within his/her scope of practice and refers appropriately as required	
Module 1 specific competences:	
19. Assesses patient requirements for medication	
20. Identifies inappropriate use of medicines, e.g. excessive usage, under usage	
21. Identifies and resolves any issues due to incorrect storage of medicines	
22. Identifies medicines no longer required and removes as appropriate	
23. Accurately orders medication for a patient in accordance with SOP	

Holistic Observations

Competence to be assessed:	✓ or ✗
Module 2 specific competences:	
24. Assesses PODs against prescription requirements according to SOP	
25. Identifies PODs that are suitable for use	
26. Identifies PODs that require relabelling	
27. Identifies PODs that are unsuitable for use	
28. Removes and destroys PODs unsuitable for use as appropriate	
Module 3 specific competences:	
29. Assesses allergy status and nature of allergy	
30. Uses a range of information sources to confirm medicines usage	
31. Records details of all prescription medications being taken	
32. Records details of all non-prescription medicines being taken	
33. Identifies and records patient's medication-related problems	
34. Identifies and records discrepancies between information sources and takes appropriate action	
35. Records the patient's social habits, e.g. smoking, alcohol intake, if applicable	

Over the course of the five holistic observations, candidates should demonstrate the majority of the competence-based criteria. For others, hypothetical scenarios should be discussed with the CPM during the fifth holistic observation.

Feedback to candidate on holistic observations:

Candidate signature: **Date:**

Educational supervisor signature: **Date:**

Clinical Pharmacy Manager signature: **Date:**