

**Boots UK pharmacy support staff course
reaccreditation event report, Dispensing
Support Pharmacy Operative Programme,
part 3, March 2022**



Contents

Event summary and conclusions	1
Part 3: Role-specific learning outcomes (National Occupational Standards) .	1
PHARM09 - Assemble prescribed items	1
PHARM12 - Order pharmaceutical stock	4
PHARM13 - Receive pharmaceutical stock	5
PHARM14 - Maintain pharmaceutical stock	7

Event summary and conclusions

Provider	Boots UK
Course name	Dispensing Support Pharmacy Operative Programme
Event type	Reaccreditation
Event date	29 March 2022
Approval period	June 2022 - June 2025
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Framework used	National Occupational Standards
Outcome	Please refer to parts 1 and 2.
Standing conditions	A link to the standing conditions can be found here .
Recommendations	Please refer to parts 1 and 2.
Minor amendments	Please refer to parts 1 and 2.
Registrar decision	Please refer to parts 1 and 2.

Technical knowledge and skills

The technical knowledge and skills content of the course/qualification must be derived from, and mapped to, an appropriate national framework for pharmacy knowledge and skills recognised in the UK.

Part 3: Role-specific learning outcomes (National Occupational Standards)

PHARM09 - Assemble prescribed items

How and where does the course/qualification support trainees to achieve this NOS outcome?

This NOS outcome is covered at various places within the programme. The whole programme is designed to provide trainees with the required knowledge to assist with the provision of pharmacy services. Please refer to the table below for more information on where to find this. Additional information can be found in the programme overview and trainee guide. The trainee will undertake several assessment eTests throughout the programme to assess their understanding of the topics.

Document	Section	Page	Knowledge and Understanding Point Covered
DSPOP Activity Pack	Activity 2	4	4
	Activity 12	21	5
	Activity 11	18	6, 26
	Activities 40, 44 & 46	55,59 & 61	11
	Activity 7	14	12
	Activity 28	41	13, 15
	Activity 29	42	14, 15
	Activity 30	43	15
	Activity 33	47	16
	Activity 34	48	18, 19
	Activity 32	46	21, 23
	Activity 13, 24, 25 & 26	23,34,35 & 36	22
	Activity 31	44	24
DSPOP Module 1 Foundation Module	All of module – points covered at various places throughout the module	1-37	1, 2, 3, 4, 5, 6, 7, 8, 9, 20, 22, 25, 26
DSPOP Module 2 Pharmacy Practice in the DSP	All of module – points covered at various places throughout the module	1-24	2, 8, 10, 11, 13, 14, 17, 18, 24

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

This NOS outcome is assessed at various places within the programme. Please refer to the table below for more information on where this will be assessed within the programme. Additional information can be found in the programme overview and trainee guide.

The final declaration is the final check that the designated supervisor makes to ensure that the trainee has demonstrated that they have achieved the NOS outcome throughout the programme.

Document	Section	Page	Performance Criteria Point Covered
DSPOP Activity Pack	Activity 6	11	1, 3, 13
	Activity 13 – 26	23-36	1
	Activity 9	16	4
	Activity 40, 44 & 46	55,59 & 61	5
	Activity 30	43	6
	Activity 32	46	7
	Activity 9 & 31	16 &	8
	Activity 27	40	9, 12
	DSPOP Performance Standards	66	4, 6, 7, 10, 11
DSPOP Designated Supervisor Guide	Final Declaration	9-12	1 to 13
DSPOP Module 1 Foundation Module	SOPs	12	1
	Health and Safety Regulations	31-35	2

Accreditation/recognition team’s commentary.

NOS met/will be met? Yes No

This learning outcome was tested at the event.

The team was told that this learning outcome is a key element of the DSPOP programme with 18 activities comprising the entirety of Modules 1 and 2. Activity 6 concerning SOPs is particularly important as the autonomy of the operative is strictly reduced or restricted in their role. Thus, the SOPs ensure that the operative is following the process of assembling items safely. The operative scans and organises the process and any exceptions to the normal process are covered by exception SOPs, with any problems being escalated to a pharmacist or pharmacy technician. Assessment of Activity 6 relates to compliance with the SOPs and is effected by sign-off at an appropriate level by a pharmacist. It was stressed that the operative must not go outside the relevant SOP and that it is critical to follow the pharmacist’s instructions.

PHARM12 - Order pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

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Document	Section	Page	Knowledge and Understanding Point Covered
DSPOP Activity Pack	Activity 2	4	4
	Activity 12	21	5
	Activity 11	18	6, 18
	Activity 36	51	8, 9, 12, 17
	Activity 28	41	10
	Activity 39	54	11, 13, 14
	Activity 37	52	15, 16
	Activity 44	59	15
DSPOP Module 1 Foundation Module	All of module – points covered at various places throughout the module	1-37	1, 2, 3, 4, 5, 6, 7, 18
DSPOP Module 2 Pharmacy Practice in the DSP	All of module – points covered at various places throughout the module	1 - 24	2, 8, 9, 10, 11, 13, 14

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

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Document	Section	Page	Performance Criteria Point Covered
DSPOP Activity Pack	Activity 6	11-12	1, 10
	Activity 13-26	23-36	1

	Activity 36	51	2, 6
	Activity 27 & 39	40 & 54	3
	Activity 37 & 44	52 & 59	4
	Activity 43	58	5
	Activity 37	52	7
	Activity 38	53	8
	Activity 1	3	9
	Activity 5a	8	9
	DSPOP Performance Standards	66-68	1, 6, 9
DSPOP Module 1 Foundation Module	SOPs	12	1
	Patient Safety	10-11	9
DSPOP Designated Supervisor Guide	Final Declaration	9-12	1 to 10
DSPOP Module 2 Pharmacy Practice in the DSP	Ordering stock	17-18	8
	Packaging	11	9

Accreditation/recognition team's commentary.

NOS met/will be met? Yes No

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM13 - Receive pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

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DSPOP Activity Pack	Activity 2	4	4
	Activity 12	21	5
	Activity 11	18	6, 21
	Activity 36	51	8, 13, 19, 20

	Activity 39	54	9, 10
	Activity 47	62	11
	Activity 38	53	12
	Activity 40	55	14, 19
	Activity 37	52	15
	Activity 43	58	16
	Activity 46	61	17
	Activity 44	59	18
DSPOP Module 1 Foundation Module	All of module – points covered at various places throughout the module	1-37	1, 2, 3, 4, 5, 6, 7, 21
DSPOP Module 2 Pharmacy Practice in the DSP	All of module – points covered at various places throughout the module	1-24	2, 8, 9, 10, 11, 17, 18

How and where does the course/qualification assess the trainee's achievement of this NOS outcome at the stated competency level?

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DSPOP Activity Pack	Activity 6	11-12	1
	Activity 13-26	23-36	1
	Activity 36	51	2, 3, 6
	Activity 44	59	6
	Activity 40	55	4, 5
	Activity 43	58	7
	Activity 11	19	8
	DSPOP Performance Standards	66-68	1, 4, 8
	SOPs	12	1

DSPOP Module 1 Foundation Module	Confidentiality	21-22	8
DSPOP Designated Supervisor Guide	Final Declaration	9-12	1 to 8
DSPOP Module 2 Pharmacy Practice in the DSP	Stock discrepancies	19	4
	Handling and storing stock	20-22	6

Accreditation/recognition team's commentary.

NOS met/will be met? Yes No

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

PHARM14 - Maintain pharmaceutical stock

How and where does the course/qualification support trainees to achieve this NOS outcome?

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DSPOP Activity Pack	Activity 2	4	4
	Activity 12	21	5
	Activity 11	18	6, 20
	Activity 36	51	8, 17, 18, 19
	Activity 39	54	9
	Activity 47	62	10
	Activity 46	61	12, 15
	Activity 44	59	13, 16
	Activity 37	52	14
DSPOP Module 1 Foundation Module	All of module – points covered at various places throughout the module	1-37	1, 2, 3, 4, 5, 6, 7, 11, 20

DSPOP Module 2 Pharmacy Practice in the DSP	All of module – points covered at various places throughout the module	1-24	2, 8, 9, 11, 12, 13, 15, 18
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Document	Section	Page	Performance Criteria Point Covered
DSPOP Activity Pack	Activity 6	11-12	1
	Activity 13-26	23-36	1
	Activity 36	51	2
	Activity 44	59	2, 5
	Activity 45	60	3
	Activity 46	61	4
	Activity 1	3	6
	Activity 5a	8	6
	Activity 11	19	7
	DSPOP Performance Standards	66-68	1, 2, 4, 7
DSPOP Module 1 Foundation Module	SOPs	12	1
	Confidentiality	21-22	7
	Patient safety	10-11	6
DSPOP Designated Supervisor Guide	Final Declaration	9-12	1 to 7
DSPOP Module 2 Pharmacy Practice in the DSP	Handling and storing stock	20-22	2, 3, 5

Accreditation/recognition team's commentary.

NOS met/will be met? Yes No

On the basis of the submission and discussions during the event, the accreditation team agreed that this NOS was met

