General Pharmaceutical Council

Buttercups Training support staff course re/accreditation event report, Healthcare Assistants (HCA) - part 3, July 2021

Contents

Event summary and conclusions

Provider	Buttercups Training
Course name	Support Staff Course for Pharmacy Healthcare Assistants (HCA)
Framework used	National Occupational Standards
Relevant requirements	Requirements for the education and training of pharmacy support staff, October 2020
Event type	Reaccreditation
Event date	30 July 2021
Approval period	November 2021 - November 2024
Outcome	Please refer to parts 1 and 2.
Conditions	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.
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)

PHARM01	Assist with the provision of a pharmacy service

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of NOS PHARM01, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and the technical module **Knowledge for Assembling Prescriptions** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 – Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include reflecting on a referral they have made to another healthcare professional and thinking about what constitutes good customer service. The **summative** activities include describing their responsibilities in the event of a complaint and describing how to report health and safety matters in their workplace.

Summative assessment of PHARM01 overlaps with the Part 1 learning outcomes which are assessed by a **witness testimony** by their WTS following observations in the workplace, including demonstration of good communication skills, effective teamwork, awareness of SOPs, workplace health and safety and referral procedures, and handling a complaint.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ No ☐

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM04	Provide advice on non-prescribed medicines and products

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of NOS PHARM04, learners complete **Core Module 1: Working in a Pharmacy Environment**, **Core Module 2: Teamwork and Person-Centred Care**, technical modules **Your Role as a HCA, Pain and Analgesia, Coughs and Colds, Gastrointestinal Problems, Travel and Summer**

Health, Ear, Eyes and Mouth, Skin, Hair and Feet, Women's Health and Men's Health and **Healthy Lifestyles** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include reviewing their workplace SOPs for selling medicines and recording a list of medicines at risk of abuse or misuse. The **summative** activities include observing a trained colleague when using the 2WHAM questioning technique in response to a request for an OTC medicine, then describing how smoothly they have interacted with the patient and how they have applied the 2WHAM questioning technique, such as using it in a different order.

Summative assessment of PHARM04 includes scenario-based multiple-choice questions (MCQs) in a Final Test, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to use the 2WHAM questioning technique effectively and make referrals to the pharmacist as appropriate. Each clinical module has a **Virtual Pharmacy** scenario which allows the learner to interact with a simulated patient on the relevant clinical topic and receive instant feedback for the decisions they make in the scenario.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ No ☐

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM07	Receive prescriptions

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of PHARM07, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Knowledge for Assembling Prescriptions, Skills for Assembling Prescriptions** and **Controlled Drugs** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback. Learners complete a Virtual Pharmacy scenario that involves handling prescriptions from a simulated patient, where they will receive instant feedback for the decisions they make in the scenario.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include describing their workplace SOPs for dispensing faxed or emailed prescriptions. The **summative** activities include comparing their workplace SOPs for receiving prescriptions to the examples provided in the course, then describing any differences and discussing them with their WTS.

Summative assessment of PHARM07 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive prescriptions according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ No ☐

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM09	Assemble prescribed items

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet NOS PHARM09, learners complete the **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Knowledge for Assembling Prescriptions, Skills for Assembling Prescriptions, Stock, Controlled Drugs, Clinical Governance** and **Wider Pharmacy Services** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include finding out if their POM/private prescription register is kept on paper or electronically, and where their controlled drugs register is kept. The **summative** activities include observing a pharmacist to complete a professional check, then describing how professional checks are carried out in their workplace.

Summative assessment of PHARM09 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to accurately label and assemble medicines against a prescription according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ **No** ☐

Wishing to know if a learner taking this course could work in the dispensary of a community pharmacy, the team was told that learners will need to check that medicines are fit for purpose, report on errors (using information from the clinical governance module), and to undertake calculations across the board. It was stated that the core skills are the same but enhanced by more specific calculations for different areas of practice. Different types of aseptic units are covered, for example for a specific prescription or manufacturing unit. Assessment is by witness testimony or the WTS. For a manufacturing unit how to monitor cleaning and disposal is covered. It was emphasised that the core skills underpin the ability to dispense a range of products and measure liquids. The activity books will show that learners are able to undertake normal safe dispensing.

PHARM12	Order pharmaceutical stock

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet NOS PHARM12, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and the technical module on **Stock** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the Stock module which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include finding out the ordering cut-off times for their suppliers and when items will arrive if they are ordered after the cut-off time. The **summative** activities include observing a colleague responsible for managing stock when ordering stock, then reading the relevant SOPs and being observed by their WTS to carry out this task.

Summative assessment of PHARM12 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to order pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ **No** ☐
Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM13	Receive pharmaceutical stock

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet NOS PHARM13, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, technical modules **Stock** and **Controlled Drugs** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities including finding out how to check and adjust stock levels when receiving stock. The **summative** activities include describing how their dispensary ensures the stock received is genuine and fit for purpose.

Summative assessment of PHARM13 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to receive pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ **No** ☐

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM14	Maintain pharmaceutical stock

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet NOS PHARM14, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and technical modules **Stock** and **Controlled Drugs** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities including finding out who is responsible for performing stock checks on controlled drugs and how frequently they are performed. The **summative** activities include observing a trained colleague when responding to a drug recall or drug alert, then describing who is responsible and the procedures they follow.

Summative assessment of PHARM14 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to maintain pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ No ☐

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM15	Supply pharmaceutical stock

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet NOS PHARM15, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care**, and technical modules **Stock** and **Controlled Drugs** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities including a scenario-based activity on how to contact manufacturers to source a product that is out of stock. The **summative**

activities include describing the procedure for responding to urgent requests for stock in accordance to workplace SOPs.

Summative assessment of PHARM15 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to supply pharmaceutical stock according to workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ No ☐

Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.

PHARM32	Assist in the issuing of prescribed items

How the course/qualification supports the trainee to achieve this outcome and where the learning outcome is taught

Provider's commentary

To meet the requirements of PHARM32, learners complete **Core Module 1: Working in a Pharmacy Environment, Core Module 2: Teamwork and Person-Centred Care** and technical modules **Receiving and Interpreting Prescriptions, Skills for Assembling Prescriptions, Controlled Drugs, Handing Out Prescriptions and Patient Counselling, and Wider Pharmacy Services** on the b-Hive platform.

Please refer to the mapping document in **Appendix M3 –Healthcare Assistant Curriculum Mapping V2.**

How the course/qualification assesses whether the trainee achieves this outcome

Provider's commentary

Learners complete the **formative assessment** activities throughout the course materials including the activity books in the modules listed above which require research into the relevant workplace policies and procedures, and interactive activities built into the b-Hive platform to provide instant feedback. Learners will complete the **Virtual Pharmacy scenario** on handling prescriptions, where they will interact with a simulated patient and receive instant feedback for the decisions they make in the scenario.

The **activity books** are reviewed by their workplace training supervisor (WTS) and contain both formative and summative assessment activities. The **formative** activities include scenario-based activities for handing out prescriptions. The **summative** activities include listing the medicines that they are not permitted to hand out and observing trained colleagues who are authorised to hand out these items, then writing down the special counselling points or record-keeping requirements.

Summative assessment of PHARM32 includes scenario-based multiple-choice questions (MCQs) in a **Final Test**, and a **witness testimony** by their WTS following observations in the workplace to assess the learner's ability to hand out prescriptions for a range of dosage forms and counsel the patient appropriately following workplace SOPs.

Accreditation/recognition team's commentary.

Learning outcome met? Yes ☒ **No** ☐
Based on the submitted documentation and event discussions, the accreditation team agreed that this learning outcome will be met.