

**MediaPharm support staff course accreditation  
event report, Medicines Counter Assistant, part 3,  
April 2021**



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## Event summary and conclusions

<b>Provider</b>	MediaPharm
<b>Course name</b>	Medicines Counter Assistant
<b>Framework used</b>	National Occupational Standards
<b>Relevant requirements</b>	<a href="#">Requirements for the education and training of pharmacy support staff, October 2020</a>
<b>Event type</b>	Accreditation
<b>Event date</b>	13 April 2021
<b>Approval period</b>	September 2021 – September 2024
<b>Outcome</b>	Please refer to parts 1 and 2.
<b>Conditions</b>	Please refer to parts 1 and 2.
<b>Standing conditions</b>	A link to the standing conditions can be <a href="#">found here</a> .
<b>Recommendations</b>	Please refer to parts 1 and 2.
<b>Registrar decision</b>	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.

Please note, where the term Foundation course has been used, this has been superseded by foundation modules, the rationale for which is detailed in the Background section of the part 1 and 2 report.

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

### **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**

The first module 'Working in a Pharmacy' gives an introduction to medicines, how they are classified, how to assist in the supply of non-prescribed medicines using the different questioning techniques and importance of following SOPs and referring appropriately.

This builds on the foundation modules that address the GPhC core learning outcomes for all support staff.

Modules 2-12 focus on the OTC medicines categories in pharmacy and covers responding to symptoms, self-care advice and cases to refer.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and OTC medicines and products to reflect on their learning and situations they have encountered. It encourages trainees to handle OTC and products so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

#### **Provider's commentary**

The course is assessed using a variety of methods to allow confirmation of knowledge and practical ability.

#### **Per Module**

The learner is asked to complete 'Time Out' activities throughout the module, these are completed on paper with the trainee's tutor required to check appropriate completion of the activities prior to declaring the module as complete.

The module itself has a knowledge check quiz to check for gaps before moving to the module assessment consisting of 10 MCQs randomly selected from a bank of 30. The trainee has a maximum of 3 attempts with a lock out after 2 to allow the Mediapharm mentor to give support on achieving the learning outcomes.

#### **Course**

At the end of the course after completing the module assessments there is a final assessment sat under exam conditions covering the following:

- 30 MCQs randomly selected from a bank of 120 covering whole course content. This is sat as an invigilated assessment and is aimed at knowledge assessment.
- 2 case studies randomly selected from a bank of 24 covering whole course content. This activity is conducted by the trainee's tutor who has discussion points available to help them as expert witnesses verify knowledge and understanding of the scenario presented.

Observation of practical ability by the trainee's tutor guided by an observation checklist. The observation covers the practical aspects of the NOS and is completed over the space of at least a week. The checklist requires comment from the tutor as to how the learner shows competence, and acts as a 'declaration of competence' sign off on practical ability and knowledge covering the NOS standards by a registered pharmacy professional.

The aspects of formal assessment are quality assured in line with the Mediapharm quality assurance policy, and tutors are provided with guidance on how to conduct the different aspects of formal assessment.

#### Accreditation/recognition team's commentary.

Learning outcome met? Yes  No

The team agreed that this National Occupational Standard would be met based on the submission mapping and assurance taken from the testing of other standards and learning outcomes.

#### PHARM07

Receive prescriptions

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

This is taught in the first module 'Working in a Pharmacy' covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

The learning also covers recognising different prescriptions, what to check for on a prescription, payments and exemptions and how to take a person-centred approach when dealing with patients with additional needs. The case study highlights common mistakes that can be made and how to improve the interaction with the patient.

Communicating effectively with the dispensary team at the point of receiving a prescriptions is also explained as a way of managing patient expectations and avoiding delays in a patient getting their medicines.

Communication is also covered in the foundation module 'Introduction to Communication'.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore prescriptions-

related items e.g. prescription bags, exemption forms, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

**Provider's commentary**

As before

**Accreditation/recognition team's commentary.**

**Learning outcome met? Yes  No**

This learning outcome was tested at the event.

The Foundation modules introduced this NOS at the generic level. Trainees then progress to look at this in a role-specific context, including topics such as Standard Operating Procedures, exemptions, prescription charges, different types of prescriptions, and queue management.

Knowledge and competence is integrated through observation of a colleague receiving a prescription, eventually building to doing this under the supervision and receiving feedback.

The NOS is assessed via the observation checklist and the workbook.

The team was satisfied that this NOS would 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***

This is taught in the first module 'Working in a Pharmacy' covering handling prescriptions. It highlights the need to understand the roles and responsibilities of the team and the trainee's own limits, referring in the first instance to the pharmacy's SOP.

It also highlights the grave consequences of giving out prescriptions to the wrong person and gives context to why following correct procedures are central to safe practice.

The learning also covers labelling bags, omissions and counselling and again where and when to involve the pharmacist. The role of electronic prescriptions is also explained as is the prescription delivery service the pharmacy may have so that other areas of handing out prescribed medicines is considered.

The learning is covered using a combination of e-learning, both in text and video, and activities encouraging the learner to find out about processes and prescriptions and to reflect on their learning and situations they have encountered. It encourages trainees to explore related activities e.g. prescription delivery, omissions, so they extend the learning to the work environment.

The content is mapped to the knowledge requirements of this NOS with 'Time Out' activities created to provide opportunities for the trainee to demonstrate the practical side of the learning outcomes.

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

**Provider's commentary**

As before

**Accreditation/recognition team's commentary.**

**Learning outcome met? Yes  No**

This learning outcome was tested at the event.

It is taught at a generic level in the foundation module, Working in a Pharmacy. Trainees then progress to knowledge acquisition and competence relevant to their role. The foundation and role-specific content are linked and cross-referenced, to ensure that trainees' learning is contextualised.

This NOS is assessed via the observation checklist and the workbook.

