General Pharmaceutical Council

Unregistered pharmacy staff – Stock Control programme

National Pharmacy Association

Report of a reaccreditation event
November 2018

Event summary and conclusions

Provider	National Pharmacy Association
Course	Dispensing Assistant – Introduction to Pharmacy Stock Control
Event type	Reaccreditation
Event date	8 November 2018
Accreditation period	January 2019 – January 2022
Outcome	Approval The accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council (GPhC) that the Dispensing Assistant – Introduction to Pharmacy Stock Control programme provided by the National Pharmacy Association should be reaccredited for a period of three years.
Conditions	There were no conditions.
Standing conditions	Please refer to Appendix 1
Recommendations	No recommendations were made
Registrar decision	The Registrar of the GPhC accepted the team's recommendation and approved the reaccreditation of the programme for a further period of 3 years.
Key contact (provider)	Leyla Hannbeck, Director of Pharmacy
Accreditation team	Ms Leonie Milliner, (event chair), Chief Executive Officer, Association for Nutrition Ms Donna Bartlett, (accreditation team member - pharmacy technician), Locum Technician, Lancashire Teaching Hospitals Dr Ruth Edwards, (accreditation team member - pharmacist), Head of Professional Experience, Aston Pharmacy School Ms Laura McEwen-Smith, (accreditation team member - pharmacy technician), Principal Pharmacy Technician; Health Education Kent Surrey & Sussex Pharmacy Education
GPhC representative	Mr Chris McKendrick, Quality Assurance Officer, GPhC
Rapporteur	Mrs Jane Smith, Chief Executive Officer, European Association for Cancer Research

Introduction

Role of the GPhC

The General Pharmaceutical Council (GPhC) is the statutory regulator for pharmacists and pharmacy technicians and is the accrediting body for pharmacy education in Great Britain. The accreditation process is based on the GPhC's Accreditation and Recognition of unregistered pharmacy staff training programme(s) – interim guidance (September 2018).

The powers and obligations of the GPhC in relation to the accreditation of pharmacy education are legislated in the Pharmacy Order 2010. For more information, visit:
http://www.legislation.gov.uk/uksi/2010/231/contents/made

Background

The National Pharmacy Association (NPA), 'the provider', is a trade association for independent community pharmacy owners in the UK. It offers a range of support staff training courses and was originally accredited by the Royal Pharmaceutical Society of Great Britain to offer a Pharmacy Stock Control programme. The programme was reaccredited by the GPhC in 2011 and again in 2014. As a result of the 2014 visit, the NPA stock control course was reaccredited for a further period of three years. There were no conditions and the accreditation team identified as an area of strength the progress made by the NPA since the previous accreditation. This three year period was extended by a further year due to the GPhC consultation on the safe and effective pharmacy team.

In line with the GPhC's process, an event was scheduled for 8 November 2018 to review the programme's suitability for further reaccreditation.

Documentation

Prior to the event, the provider submitted documentation to the GPhC in line with the agreed timescales. The documentation was reviewed by the accreditation team and it was deemed to be satisfactory to provide a basis for discussion.

The event

The event was held at the GPhC offices in London on 8 November 2018 and comprised a number of meetings between the GPhC accreditation team and representatives of the NPA. A pre-visit meeting was held by teleconference on 26 October 2018 where the content of the submission and mapping of the programme was discussed.

Declarations of interest

There were no declarations of interest.

Key findings

Section 1: The training programme

The team was satisfied that all four criteria relating to the training programme are met. (See Appendix 2 for criteria)

The programme is for those members of staff whose role involves them to carry out stock control duties such as putting away and ordering dispensary stock. It positions the knowledge and understanding in the context of pharmacy practice. The programme is taught at RQF level 2 / SCQF level 5 or equivalent and meets the requirements of the following units of the Pharmacy National Occupational Standards (NOS):

- Unit 7 Order pharmaceutical stock
- Unit 8 Receive pharmaceutical stock
- Unit 9 Maintain pharmaceutical stock

The team reviewed the provider's mapping document (Appendix 3) which cross references the requirements of each of the three units of the national standards with the programme content. The provider had responded to the team's feedback prior to the event and provided an updated mapping document to confirm the amendments and additions that would be made to the materials. The team was satisfied that, with these changes, all areas are covered and are mapped appropriately.

The course comprises one textbook with the following sections:
- Section 1: Essentials of pharmacy practice
- Section 2: Health and safety
- Section 3: Working as part of a team
- Section 4: The dispensary
- Section 5: Ordering and receiving stock
- Section 6: Stock management

The textbook is an integrated knowledge and assessment workbook. Students are required to answer set questions and complete activities relating to stock control to demonstrate their knowledge and provide evidence of implementing this in practice. The programme and all assessments are developed by the provider's Education and Training Pharmacists, all of whom are registered with the GPhC.

The student works with a Supervising Pharmacist, part of whose role is to explain the relevance of the programme material to the workplace. Various activities within the textbook require discussions with colleagues or researching the branch standard operating procedures. This encourages the student to understand their work environment and to interact with other staff members. Students are expected to complete the course over a total of 15 learning hours in a 2-3 month period, although extensions are available due to extenuating circumstances.

The workbooks are marked by the provider, again using staff who are registered pharmacists or registered pharmacy technicians who are occupationally competent within the field of community pharmacy.

Section 2: Academic and management structures

The team was satisfied that all four criteria relating to the academic and management structures are met.

A full review of the programme is carried out annually. If important or urgent developments are identified between these reviews, then a programme addendum is produced. This is published on the provider's website and students are informed.

Patients and the public are involved in the process of programme review at an organisational level via patient forums. Relevant feedback from these is passed to the pharmacy team and taken on board in developing the programme. Indirect feedback also comes from the provider's telephone advice service which takes calls from pharmacists around the UK.

The programme is assessed via the workbook which has a pass mark of 50%. Students are allowed two attempts at the workbook, receiving feedback after the first unsuccessful attempt. 10% of workbooks are sampled to ensure that marking is consistent and appropriate.

There is a three-stage appeals process, with work re-marked from scratch at each stage, by the course lead, the QA pharmacist and finally the Education and Training Manager. Students confirmed that they are aware of the appeals process and of how to raise concerns more generally. Processes are also in place for dealing with suspected plagiarism or malpractice.

Students with special learning needs are identified through the enrolment process and arrangements put in place, taking into account, for example, whether the student has had a formal diagnosis with recommendations and any adaptions that have been made previously. The provider has a range of suggested adaptations and support mechanisms.

Section 3: Resources

The team was satisfied that all eight criteria relating to the resources are met.

The programme is delivered and managed by both the NPA Education and Training department and the NPA Member Services department, led by two senior managers. The Education and Training department is made up of a team of Education and Training pharmacists, a QA Pharmacist, an NVQ3 Centre Manager and e-learning developers. The Member Services department supports students and members, and provides administrative support for the programme. Staff involved with developing the course keep up to date with current educational and pharmacy practice by undertaking online learning and through contact with subject experts.

A workforce development strategy is being prepared for 2019 onwards which will outline the support and resources planned for each of the unregistered pharmacy staff training programmes. This will include a review of the names of the individual unregistered pharmacy staff training programmes. Any planned name changes must be notified to the GPhC before they are introduced.

The provider uses a bespoke customer relationship management IT system to record student data from the point of enrolment through to completion. This also records details of any calls, emails or letters regarding extenuating circumstances and requests for course extensions.

Students are issued with certificates in the GPhC's approved format within 10-14 working days of successfully completing the programme.

The student's in-store named Supervising Pharmacist (SVP) is responsible for tutoring and mentoring the student. The SVP is provided with a detailed SVP guide at the beginning of the course. Students can also access support through the provider's head office, by telephone or email.

Students are encouraged to give feedback on the programme through an end of course feedback form. Robust processes are in place to act on feedback received. Students who had completed the programme confirmed that they were satisfied with the experience and had found the programme helpful and well-structured.

Appendix 1 – Standing conditions

The following are standing conditions of accreditation and apply to all providers:

1. The record and report include other comments from the team, and providers are required to take all comments into account as part of the accreditation process. The provider must confirm to the GPhC that required amendments have been made.
2. The provider must respond to the definitive version of the record and report within three months of receipt. The summary report, along with the provider's response, will be published on the GPhC's website for the duration of the accreditation period.
3. The provider must seek approval from the GPhC for any substantial change (or proposed change) which is, or has the potential to be, material to the delivery of an accredited course. This includes, but is not limited to:
   a. the content, structure or delivery of the accredited programme;
   b. ownership or management structure of the institution;
   c. resources and/or funding;
   d. student numbers and/or admissions policy;
   e. any existing partnership, licensing or franchise agreement;
   f. staff associated with the programme.
4. The provider must make students and potential students aware that successful completion of an accredited course is not a guarantee of employment.
5. The provider must make students and potential students aware of the existence and website address where they can view the GPhC's accreditation reports and the timescales for future accreditations.
6. Whenever required to do so by the GPhC, providers must give such information and assistance as the GPhC may reasonably require in connection with the exercise of its functions. Any information in relation to fulfilment of these standing conditions must be provided in a proactive and timely manner.

Appendix 2 – Accreditation criteria

GPhC accreditation criteria for unregistered pharmacy staff training programme(s)

Section 1: The training programme

1.a For the MCA provision, the programme content is mapped to unit 4 (SFHPHARM04), unit 5 (SFHPHARM07) and unit 15 (SFHPHARM32).

1.b For the DA provision, the unit(s) are relevant, specific and mapped clearly to the programme being developed.

1.c For the MCA and DA 'combined' provision, the programme content is mapped to unit 4 (SFHPHARM04), unit 5 (SFHPHARM07) and unit 15 (SFHPHARM32) and additional units are relevant, specific and mapped clearly to the programme being developed.

1.d The programme(s) is (are) aligned and thought to the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.

1.e For each unit, the transfer of underpinning knowledge into the workplace is demonstrated through the use of a variety of methods.

1.f Assessments have been developed by subject experts from the Pharmacy sector and directly relate to the relevant units of the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.

Section 2: Academic and management structures

2.a   Assessment process and strategies assure appropriate standards in assessment and that students are able to demonstrate fitness for purpose.

2.b   In the processes of programme review and development, the training provider has taken account of advances in pharmacy practice and developments potentially impacting on pharmacy.

2.c   Course regulations include procedures for appeals against assessment decisions.

2.d   Course regulations include procedures for dealing with suspected plagiarism and/or malpractice.

Section 3: Resources

3.a   Buildings, human, equipment, and other resources available to the training provider are sufficient for the effective delivery of the course to the numbers of students on the course, and overall.

3.b   Record keeping systems are able to generate data on candidates completing, completion rates, student sector of practice, and disability.

3.c   Systems are in place for issuing certificates of completion to successful students in the GPhC's approved format.

3.d   There is an appropriate mix of tutors, mentors and assessors.

3.e   The student has access to a personal tutor or tutors for academic guidance and pastoral care.

3.f   The student is instructed in the use of information resources.

3.g   There are adequate student feedback mechanisms in place.

3.h   The training provider seeks to provide the student with a positive learning experience.

Appendix 3 – Mapping

Unregistered staff training programme(s) mapping

Please demonstrate how the training programme has been designed to meet one or more units of the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent.	Any units which are NOT covered by your training programme should be DELETED.

7	Order pharmaceutical stock			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	Name of document and unit/module number		Accreditation team use only
7.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Section 1 Section 3 Section 5		Maps
7.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Section 3 Section 5		Maps
7.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Section 2		Maps
7.4	A working knowledge of the legal, organisational and policy requirements	Section 1 Section 3		Maps

		Section 5		
	relevant to your role, the role of others in your organisation and the activities being carried out	Section 5		
7.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Section 1 Section 2		Maps
7.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Section 1		Maps
7.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Section 1		Maps
7.8	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock	Section 5		Maps
7.9	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	Section 5		Maps
7.10	A working knowledge of the difference between proprietary and generic medicines	Section 5		Maps
7.11	A working knowledge of the different forms of medicines and why it is important to order appropriate quantities of the correct form and strength	Section 5 Section 6		Maps
7.12	A working knowledge of how to place an order with the appropriate supplier	Section 5		Maps
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	Section 5 Section 6		Maps
7.14	A working knowledge of the impact stock	Section 5		Maps

	availability may have on the care of individuals			
7.15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	Section 5 Section 6		Maps
7.16	A working knowledge of the action to be taken if stock is unavailable	Section 5		Maps
7.17	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate for stock management	Section 5 Section 6		Maps
7.18	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Section 4 Section 5 Section 6		Maps

8	**Receive pharmaceutical stock**			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	**Name of document and unit/module number**		**Accreditation team use only**
8.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Section1 Section 2 Section 3 Section 5		Maps
8.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Section 3 Section 5		Maps
8.3	A working knowledge of the current health and safety legislation and how it applies to the	Section 2		Maps

		working environment			
8.4		A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Section 1 Section 3 Section 5		Maps
8.5		A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Section 5		Maps
8.6		A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Section 1		Maps
8.7		A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Section 2 Section 6		Maps
8.8		A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	Section 5		Maps
8.9		A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength	Section 5		Maps
8.10		A working knowledge of the importance of how receiving the correct form and quantity of stock can affect the care of individuals	Section 5 Section 6		Maps
8.11		A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	Section 6		Maps
8.12		A working knowledge of the sources and suppliers of stock	Section 5 Section 6		Maps
8.13		A working knowledge of the equipment used when receiving pharmaceutical stock	Section 5		Maps

8.14	A working knowledge of the action to be taken if received stock: a) is not on the original order b) is not the complete order c) is short dated or expired d) has the wrong batch number e) has a batch number for which drug alerts/recalls have been issued f) is damaged, contaminated or suspected to be counterfeit g) has not been stored correctly during transportation	Section 5 Section 6		Maps
8.15	A working knowledge of the action to be taken if stock is unavailable	Section 5		Maps
8.16	A working knowledge of how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order	Section 5 Section 6		Maps
8.17	A working knowledge of the storage requirements of different types of products and why they are important	Section 2 Section 4 Section 5		Maps
8.18	A working knowledge of the importance of stock rotation and the safe storage of stock	Section 4 Section 5 Section 6		Maps
8.19	A working knowledge of how to receive an order into stock	Section 1 Section 5		Maps
8.20	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Section 6		Maps
8.21	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Section 5		Maps

9	Maintain pharmaceutical stock			
	General Pharmaceutical Council (GPhC) Learning Outcomes			
	To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:	**Name of document and unit/module number**		**Accreditation team use only**
9.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Section 1 Section 5		Maps
9.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	Section 3 Section 5		Maps
9.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	Section 2		Maps
9.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	Section 1 Section 3 Section 5		Maps
9.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	Section 5 Section 6		Maps
9.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	Section 1		Maps

9.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	Section 2 Section 6		Maps
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	Section 6		Maps
9.9	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct formulation and strength	Section 5		Maps
9.10	A working knowledge of the action to take immediately when drug alerts and company recalls are received	Section 6		Maps
9.11	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	Section 2		Maps
9.12	A working knowledge of the storage requirements of different types of products and why they are important	Section 2 Section 4 Section 5		Maps
9.13	A working knowledge of the importance of good stock management, including: a) the rotation of stock b) checking expiry dates of stock c) the quantity of stock, taking account of seasonal variations d) identifying damaged, contaminated or deteriorated stock	Section 5 Section 6		Maps
9.14	A working knowledge of the importance of taking appropriate action if stock is unavailable	Section 5		Maps
9.15	A working knowledge of the action to be taken if stock:	Section 5 Section 6		Maps

	a) is short dated or expired b) is damaged or contaminated c) has a batch number for which drug alerts/recalls have been issued d) has been returned to the pharmacy			
9.16	A working knowledge of the procedures for the safe handling and disposal of waste materials	Section 2 Section 6		Maps
9.17	A working knowledge of how automation is used to control stock	Section 6		Maps
9.18	A working knowledge of how to ensure that stock levels are maintained to meet demand	Section 5 Section 6		Maps
9.19	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Section 6		Maps
9.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Section 5 Section 6		Maps

Assessment summary	

Assessment method	Pass mark	Weighting
Workbook text activities	50%	100%
Total		**100%**