Reflective account form – education and training

1. **Provide us with a reflective account of how you met one or more of the standards for pharmacy professionals. We will tell you which standard(s) to choose from each year.**

I work in a university teaching MPharm students. I work directly with other academics and my students.

We have been exploring how to improve results in the National Student Survey. Our students told us in the previous survey that they don't always feel involved in decisions that affect them, particularly on proposed changes to the course.

The results made me realise that we do not engage students in any of the decision-making processes and only request their feedback for teaching sessions and other activities retrospectively. I decided to review how we communicated and engaged with our students.

I convened a meeting with my team and discussed the feasibility of setting up a student liaison group. We decided to invite students to nominate their peers in to act as their representatives. We then selected an independent pharmacy faculty member to facilitate regular meetings of the group and ensure regular communications via e-mail. The meetings were organised to coincide with residential study weeks. This enabled the STLG representatives to gather feedback from all other trainees in their geography and have meaningful discussions.

The team sent responses to all feedback and issues raised within two weeks of the meeting. The feedback from the students to-date has been very positive. They feel that the group provides them with a really effective mechanism for expressing their views in a safe environment. They were also very satisfied we took action and rectified most of the issues raised.   Students feel more motivated to express their issues and concerns in the knowledge that the team will take some action to resolve them. Equally the team members use all the feedback from the group to make action plans that lead to continuous quality improvements.

There is a description of your area(s) of practice

There is a description the typical users of the service(s) you provide

There is a description how you are meeting one or more of the standards for pharmacy professionals, illustrated with real example(s)