

Reflective account form – management and leadership

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 am a pharmacist owner of a chain of a dozen community pharmacies.

My service users are varied and include patients, staff, suppliers and other healthcare professionals such as GPs.

Ensuring good and effective communication is part of my everyday role. It can range from speaking to patients about their medicines, updating policies and procedures and to ensuring that staff are well trained and motivated. As a business owner I try to have good relations and listen to the people using my services and make improvements on a continual basis. As part of my reflections on how I meet Standard 3 I identified an issue of increasing mental health issues within our pharmacy professional population and as a result felt that more could be done to improve communications regarding mental health and where to go for help. I contacted the Pharmacist Support charity and attended one of their 'wellbeing' workshops to understand how we could manage the trend and provide solutions to this issue. I have deployed the same training to our pre-registration pharmacists on 'wellbeing' to ensure that new registrants have the learning before they start their career. I believe that this new approach has benefited my colleagues as they now have a better understanding of mental health issues and where to go if they need advice.

I plan to continually monitor feedback on incidents of mental health issues and provide support as and when required.

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)