

## Revalidation for pharmacy professionals: providing assurance and improving quality

### Speaking notes for presentation

We have provided these notes for organisations to use when using the 'Revalidation for pharmacy professionals: providing assurance and improving quality' presentation in the resources for organisations toolkit.

#### Slide 2 – How was revalidation developed?

- The GPhC will be introducing revalidation for pharmacy professionals in stages this year
- Revalidation has been developed over a number of years and through extensive research, testing, and evaluation, including a pilot with pharmacy professionals in 2016 and a consultation in 2017
- The GPhC worked with a range of groups, professionals, employers and patients in the development of revalidation and will continue to work collaboratively with these groups as revalidation is implemented
- They will evaluate how revalidation is working in practice once it is implemented to better understand its impact and how it should develop going forward

#### Slide 3 – Standards for pharmacy professionals

- Revalidation for pharmacy professionals is a framework to further assure users of pharmacy services that their trust in pharmacy professionals is well placed and that pharmacy professionals are continuing to meet the standards throughout their careers
- These are the nine standards for pharmacy professionals which came into effect in May 2017
- The standards build on and reflect the belief that it is the attitudes and behaviours of pharmacy professionals in their day-to-day work that make the most significant contributions to patient safety and the quality of care
- Promoting a culture of person-centred professionalism is at the core of the standards for pharmacy professionals
- These nine new standards are a statement of what people expect from pharmacy professionals, and also reflect what pharmacy professionals have said they expect of themselves and their colleagues
- All pharmacy professionals, regardless of their role or where they practice, will need to meet these standards because they all, in their own way, contribute to the care, health, safety and wellbeing of patients and the public

- These standards sit at the heart of revalidation for pharmacy professionals, and all pharmacy professionals will have to reflect on how they are meeting the standards, for the benefits of patients and the public, as part of the process

#### **Slide 4 – What next?**

- Revalidation will be introduced in phases from 2018 onwards
- All pharmacy professionals on the GPhC register will receive an email at the end of February explaining what they need to do and when
- They will then receive a letter from the beginning of April 2018 which will include a PIN and details of how to sign up to myGPhC. These are being sent in batches. As soon as registrants receive their letter, they can login to myGPhC and begin to familiarise themselves with it and start to record their CPD records
- At the end of June 2018 uptodate.org will be closing. This is where you will have been recording your past CPD entries. If you would like to keep any of the records you have entered into uptodate.org, then you will need to print them or save them as PDF documents, and store them somewhere else

#### **Slide 5 – The components of revalidation for pharmacy professionals**

- Once revalidation has been fully implemented, all pharmacy professionals will have to complete and submit four CPD records, a record of a peer discussion and a record of a reflective account when they renew each year. They will be asked to explain in each record how what they have done has benefited people using pharmacy services, to make sure improving the care people receive is at the heart of the process
- The number of CPD entries pharmacy professionals are required to submit each year has been reduced to make space for the introduction of the peer discussion and reflective account. And recording and submitting records will now be a more streamlined process using myGPhC, the new online portal

#### **CPD**

- You should continue to carry out as much CPD as is necessary for you to be able to practise safely and effectively. When you come to renew you will need to select 2 planned and 2 unplanned CPD records from the previous 12 months to submit
- Planned learning is when you decide to develop your knowledge and / or skills in advance of carrying out the learning activity. Unplanned learning is when an event happens that causes an unscheduled learning activity without prior thought or planning for example reading a journal or talking to a colleague
- It is essential that you reflect on the benefits the learning and development activities have had on people using pharmacy services

### Peer discussion

- A peer discussion is a learning and development activity that encourages you to engage with others in your reflection on learning and practice. The intended outcome is to reduce professional isolation and encourage reflection drawing on third party perspectives
- A peer discussion should be an open and honest conversation with someone you trust and respect. The aim is to aid your development, it is not about making an assessment of you
- We know that the public think that it is important that other people are involved in the process of reflection to give them further assurance that an objective perspective is brought into enhance the learning and development that has been undertaken

### Finding a peer

- A peer can be anyone who understands your practice. It could be a trusted colleague, line manager, member of staff, another health care professional, group of peers, a mentor or coach. The discussion can take place in person, or over the phone, via video call or webchat. The peer must agree to be named in the record, and contacted if that record is selected for review to confirm that the discussion took place
- You will be asked to make a declaration that there is no conflict of interest in your peer selection, so you must not choose someone you have a very close relationship with
- You have the responsibility and the right to select your own peer. A peer cannot be allocated to a pharmacy professional, unless they are comfortable with this. And an employer cannot force someone to have a particular peer, or require that they have the discussion as part of an appraisal. You will be asked to declare that the peer is suitable, and was your choice
- There are lots of ways to find a peer including through employers, education or training providers, professional bodies, local and national networks. Your peer needs to understand your practice, but does not have to be a pharmacy professional. Thinking about all the different professionals and colleagues you work with, or network with, might help you find a peer. You can continue to use the same peer for your peer discussion each year, or you might find that you want to use a different peer at different points in your career

### Carrying out and recording a peer discussion

- Peer discussions are most effective when they are planned. Once you have selected an appropriate peer you might want to share information with them in advance to help guide the discussion. This could include sharing your CPD or reflective account, information about your practice, significant events or performance and development reviews. You then need to have the discussion and respond in a reflective way. Your peer might ask you questions about your practice to help draw out reflections you might not have reached on your own
- When you record your peer discussion you will need to name your peer and explain why you chose them. You will need to describe how the process of having a peer discussion has benefited

your practice, and also how it has benefited the people using your service. You will need to use examples to illustrate this. You do not need to record the detail of the subject you discussed with your peer

### Reflective account

- The reflective account encourages you to think about how you meet our standards for pharmacy professionals in the work you do as a pharmacy professional. It increases your awareness and understanding of the standards and helps you reflect on how your practice affects the people using your services
- You will be told the range of standards you can reflect on at the start of your registration year
- Your reflective account record should briefly explain your area(s) of practice and who the typical users of your services are. And demonstrate how you are meeting one or more of the standards, illustrated by real examples (while remembering to protect patient confidentiality)

### **Slide 6 – How it works**

#### Submission at annual renewal

- Each year, you will need to submit your revalidation records and renew your registration in myGPhC
- The records you submit must be relevant to the safe and effective practice of pharmacy, and relate to your context of practice. They should relate to activities you have completed, with examples of benefits to the people using your services. When you renew, you will need to declare that the records you are submitting are your own work
- You can record multiple records in myGPhC, then pick those that you would like to submit when you renew. Or you can record your records somewhere else, then add them to myGPhC when you come to renew. The GPhC is working with other pharmacy organisations to promote opportunities for recording and transferring records
- Your records should meet the review criteria which you can find in the revalidation for pharmacy professionals framework

#### Review and feedback

- A sample of records to be reviewed will be selected randomly. There will also be some targeted selection. If you are selected and reviewed and your records meet the criteria, you will not be selected again for next two years. You will still need to carry out, record and submit your records when you renew each year
- Your records can be selected for review at any time in the year following submission. You will be told if you have been selected for review. If you are selected, then the records in your most recent submission will be reviewed against the criteria in the revalidation for pharmacy professionals framework

- Revalidation records will be reviewed using core and feedback criteria. Core criteria include submitting your records on time, records being of activities that you personally have carried out, and records protecting patient confidentiality. If you do not meet the core criteria you may need to submit revised records. Feedback criteria are used to offer developmental feedback for future records
- Records are reviewed jointly by a pharmacy professional and a lay reviewer. Pairing the reviewers improves quality and consistency and ensures that there is a reviewer who understands your practice and a reviewer who can reflect the voice of the people using your services. All of the reviewers will be trained to carry out reviews and write developmental feedback

#### **Slide 7 – First year – submission of CPD records only**

- In the first year that you submit revalidation records, you will need to submit four CPD records only
- People with a registration renewal deadline of 31 October will be the first group to submit four CPD records when they renew their registration
- We will begin reviews of CPD records in 2019
- Pharmacy professionals will not need to submit a peer discussion or reflective account in the first year
- But you can start to think about your peer discussion and reflective account now by reading about what is required in the revalidation for pharmacy professionals framework, and by looking at the records for peer discussion and reflective account when you get access to myGPhC

#### **Slide 8 – Second year – submission of all revalidation records**

- In the second year that you submit revalidation records, and in all following years, you will need to submit four CPD records, a peer discussion record and a reflective account record
- We will begin reviews of revalidation records in early 2020
- GPhC will be producing further information to help you understand how to make the most of your reflective account and peer discussions

#### **Slide 9 – Questions?**

- If you have any questions please contact [revalidation@pharmacyregulation.org](mailto:revalidation@pharmacyregulation.org)