

The Three Units of Performance Standards

- A. Personal effectiveness
- B. Interpersonal skills
- C. Medicines and health

A. Personal Effectiveness

A.1 Manage Self

- ❖ A pre registration pharmacist should routinely respond to a need that is greater.
- ❖ When performing a task that does not require urgent completion, a pre registration pharmacist should recognise a queue of waiting patients at the counter that require serving. By so doing, a pre registration pharmacist demonstrates a level of self-awareness and a great team player.
- ❖ A pre registration pharmacist should serve patients with a high standard of confidentiality, respect and honesty.
- ❖ Recognise when patients present with warning signs and symptoms, or in need of a specific service and refer to the appropriate person.
- ❖ In a situation where a dispensing error occurs, use that as a learning curve.
- ❖ Remain calm and professional, and dispense the correct item.
- ❖ Reflect on why the error occur and make necessary adjustment to avoid error in the future.
- ❖ Take on board feedback and recognise it is not a personal attack. Make appropriate changes to be better.

A.2 Manage Work

- ❖ Be able to listen attentively to patient concerns.
- ❖ Ask appropriate questions to gather full history (Refer to sale of medicines protocol).
- ❖ Provide all relevant information and support to allow patient make the best choice.
- ❖ Follow appropriate procedures such as Medicine Sales Protocol.
- ❖ Handle OTC query of a customer requesting a large quantity of Paracetamol or Pseudoephedrine.
- ❖ The Responsible Pharmacist Regulation. (Would you receive a prescription or a control drug stock order in the absence of a responsible pharmacist?)

A.3 Manage Problems

- ❖ Keep an eye on EPS tokens and inform team when low to avoid running out of tokens.
- ❖ Pay attention to patients that will benefit from the Repeat Prescription Service to aid compliance to avoid a situation where patient is out of medication.
- ❖ Handle a dissatisfied customer.
- ❖ Use the dispensary SOP, and other relevant resources to make a clear logical decision to resolve the problem.

- ❖ Discuss with pre registration tutor outcome of solution and review possible ways to make solution better.
- ❖ Recognise medical equipment such as Blood Pressure and Cholesterol monitors require calibration.

A.4 Demonstrate A Commitment to Quality

- ❖ Run a training session for staff on a new product or service. This will demonstrate leadership.
- ❖ Become the appointed member of staff for OTC or Services queries.
- ❖ Use up to date resources to organise the presentation. This will ensure high standard and quality of advice and eliminate assumptions.
- ❖ Help the team to put the stock order away as soon as it arrives.
- ❖ Cut the zip ties on the tote boxes and disposed appropriately, this will create a hazard free dispensary.
- ❖ Keep the fire exits clear at all times.
- ❖ Set up the consultation room with all the necessary paperwork such as service specification, information for customer service, store opening hours.
- ❖ Every pharmacy must undertake a clinical audit each year in addition to an audit on a topic that has been determined by NHS England. Be involved in the whole process.

A.5 Demonstrate Ongoing Learning & Development

- ❖ Arrange a visit to a surgery or another local pharmacy.
- ❖ Shadow an Asthma or Diabetic nurse.
- ❖ Mastering inhaler technique is a good skill to acquire when counselling asthmatic patients.
- ❖ Evaluate your visit and write a reflective statement detailing objectives of visit.
- ❖ Make a CPD entry. This will ensure if learning objectives have been met and if any further learning is required.
- ❖ Offer to counsel on the New Medicine Service so as to apply knowledge gained from experience.
- ❖ Attend a LPC/CPPE event in the area.
- ❖ Practical learning is involved in some events.
- ❖ Attending an event also creates an opportunity to network.

B. Interpersonal skills

B.1 Communicate effectively

- ❖ Pay attention to someone hovering over constipation section and offer to assist and provide information.
- ❖ Ask appropriate question to reach a suitable solution. And rely to patient in an assertive approach.
- ❖ Taking them to consultation room if needed.
- ❖ Patient having trouble in speaking, offer visual aid, paper and pen.
- ❖ Use of the translator service.
- ❖ Unsatisfied customer over the phone apologise for the inconvenience, listen to complaints and provide relevant information to resolve complaints.

B.2 Work effectively with others

- ❖ Have a go at running the dispensary, from the start of the day till the end, a pre registration trainee will oversee the dispensary. This will bring about an opportunity for you to use knowledge and skills to delegate task, assist team members, provide constructive feedback to team members.
- ❖ Have a team huddle in the morning and present your ideas to drive services and sale for the day. Ensure to listen to what the other team members say.

C. Medicines and Health

C.1 Manage the dispensing process

- ❖ Prescription Reception and Assembling.
- ❖ Following procedure confirm patient's name and address, validity of prescription (dated and signed), exemption status.
- ❖ For unfamiliar scripts such as veterinary prescription use MEP to aid legal checks
- ❖ Dispense prescriptions according to standard operating procedures.
- ❖ With the aid of a BNF carry out relevant clinical checks on prescriptions before assembling.
- ❖ In situations where the pharmacy has no stock, or prescription requires dosage alterations by prescriber, be able to communicate effectively with pre registration tutor and the patient on the next course of action.
- ❖ Antibiotics calculation for a child
- ❖ During dispensing stay organised and tidy to minimise the risk of errors.
- ❖ Work a Saturday shift: at least one patient will request an emergency supply.
- ❖ Carry out balance check or private prescription register entry
- ❖ Ask tutor to arrange a checking section

C.2 Provide additional clinical and pharmaceutical services

- ❖ In 52 training weeks, anything close to 10 weeks should be spent on the counter.
 - ❖ A pre registration pharmacist should run a healthy living pharmacy campaign.
 - ❖ Whilst carrying out OTC sale check if medicine interacts with patient's current medications.
 - ❖ A pre registration pharmacist should familiarise self with the signposting folder.
 - ❖ Undergo accredited first aid training.
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- Remember must examples can be used to demonstrate more than one performance standard. For Instance, B1: communicate effectively in English can fall in all scenarios.
 - Always work with your pre registration tutor, ensure you share your ideas constantly.