

Introduction

This document gives an overview of defined tasks that student pharmacists could carry out under supervision to meet specified University Learning Outcomes for EL Placements in the community pharmacy setting. These have been categorized as follows:

- Safe Supply of Medicines
- Provision of Pharmacy Services
- Professional Responsibilities, Ethics & Decision Making
- Communication
- Calculations
- Clinical Governance & Quality Improvement
- Leadership & Management

The framework gives an overview of specific tasks within each category and map to relevant stages of the MPharm curriculum depending on complexity and underpinning knowledge and skills. It demonstrates how tasks build in complexity throughout the years and allows for planning of EL placement activities to allow student pharmacists to demonstrate learning outcomes and GPhC Professional Standards during their EL placements.

The individual category frameworks also contain information on suggested supervision for named tasks and gives direction on possible SLE tools that can be used to support reflective practice at each stage.

SLE tool templates can be found on the Pharmacy Turas Learn pages, under Supervision.
<https://learn.nes.nhs.scot/61754>

Each specific task has been mapped to show the level of engagement expected from the student pharmacist and can be defined as follows:

- OBS: student pharmacist should be actively engaged in observing this task take place as it will provide context and information that will be built on throughout their EL placements. It may be possible to delegate parts of the task to the student pharmacist to complete, but this will be decided by the EL facilitator on an individual basis.
- OBS/X: student pharmacists should be actively engaged in observing this task take place and contribute to aspects of the task depending on knowledge and skills. It is acknowledged that some student pharmacists may need more support in being able to actively participate in the task.
- X: student pharmacists should be actively participating and taking responsibility for carrying out the defined task under supervision. It should be noted that supervision may be direct or indirect, and this will be decided by the EL facilitator on an individual basis.

The framework is not exhaustive and there may be other opportunities for learning during EL placements that are appropriate for student pharmacists to be involved in and that will continue to support their learning in practice.

Framework for EL Placement Activities in the Community Pharmacy Setting

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)
SAFE SUPPLY OF MEDICINES				
Check the validity of prescriptions	X	X	X	X
Accurately dispense medicinal products	X	X	X	X
Accurately label medicinal products	X	X	X	X
Accurately dispense different 'types' of prescriptions eg Vet, Private, NHS, Dental etc	X	X	X	X
Dispense and supply daily/weekly/instalment prescriptions	X	X	X	X
Accuracy check dispensed medicinal products	X	X	X	X
Clinically check prescribed medicinal products	OBS	OBS	X	X
Resolve supply issues eg antibiotic shortage	X	X	X	X
Accurately complete near miss and error logs	X	X	X	X
Accurately maintain pharmacy records eg CD Register/POM	X	X	X	X
Supply medicines to specific patient groups eg children, elderly, palliative care, pregnancy etc	X	X	X	X
Gather Information using a protocol eg WWHAM	X	X	X	X
Select appropriate OTC/P products for sale or supply	X	X	X	X
Provide appropriate information on medicinal products	X	X	X	X
Safety net consultations	X	X	X	X
Take appropriate action and signpost appropriately when refusing a supply of a medicine	OBS	OBS/X	X	X
Counsel on high risk medicines	OBS	OBS	X	X

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)
PROVISION OF PHARMACY SERVICES				
Participate in consultation relating to Pharmacy First Plus	OBS	OBS	X	X
Provide self-care advice or make a supply under Pharmacy First	X	X	X	X
Participate in consultation relating to a PGD	OBS	OBS	X	X
Make a supply under a PGD	OBS	OBS	X	X
Use clinical examination skills in the context of a patient consultation	OBS/X	OBS/X	X	X
Undertake tasks relating to the provision of compliance aids	X	X	X	X
Dispose of medicines (out of date/patient returns) and complete associated record keeping	X	X	X	X
Participate in the delivery of private services (if available) eg travel clinic	OBS	OBS	OBS/X	OBS/X
PROFESSIONAL RESPONSIBILITIES, ETHICS & DECISION MAKING				
Respond appropriately and make adjustments as necessary to address the needs of individual or groups of patients (Equality and Diversity)	X	X	X	X
Respond to requests for prescription-only medicines from patients and health-care professionals	X	X	X	X
Respond to First Aid situations	OBS	OBS	OBS	OBS
Proactively demonstrate an approach to Protect Vulnerable Groups	X	X	X	X
Respond to 'red flag' information	X	X	X	X
Make appropriate referrals eg to the pharmacist, a GP, social support etc	X	X	X	X
Create a plan of care for the patient, including considering arrangements for appropriate follow up	OBS/X	X	X	X
Work with other members of the MDT to provide care	X	X	X	X
Provide a rationale for decision making	X	X	X	X
Provide a rationale for prescribing decisions	OBS	OBS	X	X
Apply good practice guidance for obtaining consent and consider the use of chaperones	OBS/X	OBS/X	X	X
Consider professional responsibilities and ethical situations in the context of prescribing and supply in substance misuse	OBS/X	OBS/X	X	X

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)
COMMUNICATION				
Communicate effectively with members of the pharmacy team	X	X	X	X
Communicate effectively with patients	X	X	X	X
Communicate professionally by telephone	X	X	X	X
Communicate professionally by email	OBS/X	OBS/X	X	X
Communicate effectively to resolve issues	OBS	X	X	X
Resolve issues with prescribers	OBS	X	X	X
Use communication tools e.g. SBAR to accurately communicate patient information	OBS	OBS	X	X
Record interventions appropriately eg PCR/PMR	OBS	X	X	X
Provide counselling and education when required to patients, their carers or members of the public.	X	X	X	X
Communicate with the patient about their ideas, concerns & expectations of treatment	OBS	OBS	X	X
CALCULATIONS				
Undertake CD Balance checks	X	X	X	X
Manage balances/owing prescriptions	X	X	X	X
Calculate the duration/quantity needed for treatment	X	X	X	X
Correctly prepare liquid antibiotics	X	X	X	X
Undertake dose based calculations	X	X	X	X
Undertake weight based calculations	X	X	X	X
Calculate and respond to queries about breakthrough pain doses for analgesics	OBS	OBS	X	X

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)
CLINICAL GOVERNANCE & QUALITY IMPROVEMENT				
Use the Yellow Card Reporting website to record adverse events	X	X	X	X
Review near miss/error logs and discuss trends and possible interventions	X	X	X	X
Undertake audit activity	X	X	X	X
Analyse and disseminate audit results	OBS	OBS	X	X
Undertake QI activity	OBS/X	OBS/X	X	X
Analyse and disseminate QI results	OBS	OBS	X	X
Be involved in service development/review	OBS	OBS	X	X
LEADERSHIP & MANAGEMENT				
Undertake prescription management processes eg counting/submission	X	X	X	X
Manage stock and participate in the ordering medicinal products	OBS	OBS/X	X	X
Delegate tasks within the team	OBS	OBS	OBS/X	X
Support the delivery of team training	OBS	OBS	OBS/X	X

SAFE SUPPLY OF MEDICINES

The safe supply of medicines is a collection of processes that are relevant to all stages of the undergraduate MPharm course as student pharmacists move from undertaking the technical and process driven aspects of medicine supply through to applying their clinical and professional knowledge in clinical and screening activities. At each stage, facilitators are encouraged to explore the student pharmacist’s decision making processes. This will develop as student pharmacists progress through the course, where justification and rationale for decisions should be explored in the context of becoming a pharmacist.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Check the validity of prescriptions	X	X	X	X		<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Accurately dispense medicinal products	X	X	X	X	Reflective account	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Accurately label medicinal products	X	X	X	X		<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Accurately dispense different ‘types’ of prescriptions eg Vet, Private, NHS, Dental etc	X	X	X	X		<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Dispense and supply daily/weekly/instalment prescriptions	X	X	X	X		<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Accuracy check dispensed medicinal products	X	X	X	X	DONCS	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Clinically check prescribed medicinal products	OBS	OBS	X	X	DONCS	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist
Resolve supply issues eg antibiotic shortage	X	X	X	X	DONCS	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist
Accurately complete near miss and error logs	X	X	X	X	Reflective account	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Accurately maintain pharmacy records eg CD Register/POM	X	X	X	X	Reflective account	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician

Supply medicines to specific patient groups eg children, elderly, palliative care, pregnancy etc	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist
--	---	---	---	---	-----------------------	--

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Gather Information using a protocol eg WWHAM	X	X	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Select appropriate OTC/P products for sale or supply	X	X	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Provide appropriate information on medicinal products	X	X	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Safety net consultations	X	X	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> • Pharmacist
Make appropriate referrals	OBS	OBS	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> • Pharmacist
Take appropriate action and signpost appropriately when refusing a supply of a medicine					Case based discussion	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician •
Counsel on high risk medicines	OBS	OBS	X	X	Mini-Cex	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist

PROVISION OF PHARMACY SERVICES

This section focuses mainly on NHS Scotland Core and Extended Services, but acknowledges that there will be other activities taking place that may be part of a private contact. Student pharmacists with previous community pharmacy experience may progress through the framework at an advanced pace, but in all situations, student pharmacists should be able to justify and consider their responsibilities in the context of each activity.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Participate in consultation relating to Pharmacy First Plus	OBS	OBS	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> Pharmacist
Provide self-care advice or make a supply under Pharmacy First	X	X	X	X		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Participate in consultation relating to a PGD	OBS	OBS	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> Pharmacist
Make a supply under a PGD	OBS	OBS	X	X		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Use clinical examination skills in the context of a patient consultation	OBS/X	OBS/X	X	X	Direct observation of practical skills (DOPS) Mini-Cex	<ul style="list-style-type: none"> Pharmacist
Undertake tasks relating to the provision of compliance aids	X	X	X	X		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Dispose of medicines (out of date/patient returns) and complete associated record keeping	X	X	X	X	Reflective account	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Participate in the delivery of private services (if available) eg travel clinic	OBS	OBS	OBS/X	OBS/X		<ul style="list-style-type: none"> Pharmacist

PROFESSIONAL RESPONSIBILITIES, ETHICS & DECISION MAKING

Throughout the MPharm course, student pharmacists will develop their understanding of professional responsibilities and apply these in the practice environment. They will also develop an approach to responding to ethical situations and decision making and should be probed on their development of these processes alongside the rationale for any decision that they make while on placement.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Respond appropriately and make adjustments as necessary to address the needs of individual or groups of patients (Equality and Diversity)	X	X	X	X		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Respond to requests for prescription-only medicines from patients and health-care professionals	X	X	X	X		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Respond to First Aid situations	OBS	OBS	OBS	OBS		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Proactively demonstrate an approach to Protect Vulnerable Groups	X	X	X	X		<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Respond to 'red flag' information	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Make appropriate referrals eg to the pharmacist, a GP, social support etc	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Create a plan of care for the patient, including considering arrangements for appropriate follow up	X	X	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> Pharmacist
Work with other members of the MDT to provide care	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist
Provide a rationale for decision making	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist
Provide a rationale for prescribing decisions	OBS	OBS	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist

Framework for EL Placements in Community Pharmacy



Apply good practice guidance for obtaining consent and considering the use of chaperones	OBS/X	OBS/X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist
Consider professional responsibilities and ethical situations in the context of prescribing and supply in substance misuse	OBS/X	OBS/X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist

COMMUNICATION

Throughout the MPharm course, student pharmacists will be developing their communication and consultation skills in a range of on-campus activities, simulations and during their EL Placements. EL Placements are an opportunity to demonstrate and develop communication and consultation skills with the opportunity for regular feedback. Community Pharmacy provides an opportunity for a range of situations where student pharmacists will need to communicate, both in written and in verbal form, whilst also acknowledging that non-verbal skills are important.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Communicate effectively with members of the pharmacy team	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Communicate effectively with patients	X	X	X	X	Case based discussion Mini-Cex	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Communicate professionally by telephone	X	X	X	X	DONCS	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Communicate professionally by email	OBS/X	OBS/X	X	X	DONCS	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Communicate effectively to resolve issues with patients	OBS	X	X	X	DONCS	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Communicate effectively to resolve issues with prescribers eg GP	OBS	X	X	X	Case based discussion DONCS	<ul style="list-style-type: none"> Pharmacist
Use communication tools e.g. SBAR to accurately communicate patient information	OBS	OBS	X	X	DONCS	<ul style="list-style-type: none"> Pharmacist
Record interventions appropriately eg PCR/PMR	OBS	X	X	X	DONCS	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Provide counselling and education when required to patients, their carers or members of the public.	X	X	X	X	Mini-Cex	<ul style="list-style-type: none"> Pharmacist Trainee Pharmacist Pharmacy Technician
Communicate with the patient about their ideas, concerns & expectations of treatment	OBS	OBS	X	X	Mini-Cex	<ul style="list-style-type: none"> Pharmacist

CALCULATIONS

Being able to calculate accurately is a core skill required for all pharmacy professionals. Student pharmacists are required to demonstrate this skill throughout their MPharm study and should be proactively seeking opportunities to practise this during their EL placements.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Undertake CD Balance checks	X	X	X	X	DONCS	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Manage balances/owing prescriptions	X	X	X	X		
Calculate the duration/quantity needed for treatment	X	X	X	X		
Correctly prepare liquid antibiotics	X	X	X	X		
Undertake dose based calculations	X	X	X	X		
Undertake weight based calculations	X	X	X	X		
Calculate and respond to queries about breakthrough pain doses for analgesics	OBS	OBS	X	X		

CLINICAL GOVERNANCE & QUALITY IMPROVEMENT

Throughout EL placements in all areas of practice, student pharmacists are expected to engage in clinical governance and quality improvement activities alongside staff. Opportunities may vary between EL placement sites and this framework provides suggested activities that student pharmacists can be involved in and build upon throughout each year of study.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Use the Yellow Card Reporting website to record adverse events	X	X	X	X	Case based discussion	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Review near miss/error logs and discuss trends and possible interventions	X	X	X	X		
Undertake audit activity	X	X	X	X		
Analyse and disseminate audit results	OBS	OBS	X	X		
Undertake QI activity	OBS/X	OBS/X	X	X		
Analyse and disseminate QI results	OBS	OBS	X	X		
Be involved in service development/review	OBS	OBS	X	X		

LEADERSHIP AND MANAGEMENT

Community pharmacy provides a unique opportunity for student pharmacists to contextualise and be involved in leadership and management activities. Opportunities will vary between EL placement sites, but it is acknowledged that there are a wide variety of tasks that will encourage student pharmacists to develop their skills in this area.

Activity	First Year Student Pharmacist (RGU Stage 1/ UoS Year 2)	Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3)	Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4)	Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5)	Supportive SLEs	Staff supervision
Undertake prescription management processes eg counting/submission	X	X	X	X		<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Manage stock and participate in the ordering medicinal products	OBS	OBS/X	X	X		<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist • Pharmacy Technician
Delegate tasks within the team	OBS	OBS	OBS/X	X	DONCS	<ul style="list-style-type: none"> • Pharmacist
Support the delivery of team training	OBS	OBS	OBS/X	X	Teaching observation Reflective account	<ul style="list-style-type: none"> • Pharmacist • Trainee Pharmacist