

NES Pharmacy Podcast - Advanced Practice -EP 2

Transcript

Elspeth Boxall

So, hello and welcome to the next in our series of NES Pharmacy podcasts. We're focusing now on Advanced Practice and today we are joined by Jennifer O'Loan from NHS Highland and Islands and Jennifer has credentialed in Advanced Practice. So, I think in an ideal position to talk us through the Advanced Practice journey and hopefully give us some useful hints and tips. Jennifer, so first of all, Jen, just can you, just introduce yourself and tell us a bit about your, your role at the moment in pharmacy?

Jennifer O'Loan

Yeah, sure. So, I'm Jennifer O'Loan and as Elspeth said, I work for sort of NHS Highland and one of the Island Boards, I work for Shetland as well, so I've got kind of a mixed role just now. So three days a week I work for NHS Shetland for their Primary Care team, which I do remotely from home in Inverness, and I sort of help them with the medication reviews in Primary Care and do lots of kind of quality improvement stuff as well, lots of bits and pieces for the Board too, and then two days a week I work for HIPER, which is Highlands and Islands Pharmacy Education and Research Centre. So quite a fun name being HIPER and there I am lead for Advanced Practice So I help people from the acute service, so from Hospital and from Primary Care and I've also helped some of the Community Pharmacists in Highlands and Islands as well, sort of build their portfolio ready for submissions on the RPS, so our core advanced., so just sort of mentoring and helping people in that role and then I've also got a little job with NES working for the Professional Development team as well, which is just, just two hours a week and develop the Community Pharmacy Learning Together resources for them. So quite a mixed role at the moment.

Elspeth Boxall

Yeah, that sounds really, really interesting Jennifer and I think obviously you've, you've mentioned that you help other people with their Advanced Practice, but going back to what, what motivated you to work towards Advanced Practice credentialing yourself, do you think?

Jennifer O'Loan

So, I think it probably started in when I, when I started off in Primary Care, I was on the NES GPCP Pathway. So, I submitted my Advance One and then my Advance two on that, and I could kind of see the benefit of doing a portfolio for submission. I could see how it helped me reflect in my practice, how the Supervised Learning Events as well really

helped me develop and getting that direct feedback from people almost instantly as well from those Supervised Learning Events. I then did a secondment with NES and worked with the Prescribing and Clinical Skills team and that was kind of based on Advanced Practice as well, which really helped me see the benefit of credentialing and how it could be done. So, it was kind of a natural progression when I got this role in HIPER, as lead for Advanced Practice, I needed to kind of put myself out there and submit as well and I thought, what's the worst that could happen? I'm going to get feedback either way. It's going to be, yes, you've done well, or you need to fix things, and I thought being in the position I was trying to help people, even if I did get the feedback I didn't really want and it was you had to improve things, it would be a good learning point for me and for other people as well. So, it was just let's put myself out there and, and give it a go and see how I get on was really the, the kind of motivation behind it.

Elspeth Boxall

Yeah, that's, that's a, a really good way to put it, Jennifer, isn't it? I mean, what's the worst that can, can happen? You know, you get feedback and, and you'll grow from it in, in whatever direction you, you choose, and I think, you know, you are in a, in a really good position just to give us quite a lot of insight into Advanced Practice in general, having lived that journey yourself as well as helping others and I wonder, you know, a lot of people out there maybe are wondering what, what resources should they go to do you think to kind of get started and to support them along the way? What would you recommend?

Jennifer O'Loan

So, I would definitely, definitely recommend going to the NES Advanced Practice page, which is fantastic. It gives you lots of kind of tips and where to go for each of the domains. So even if you're struggling in a certain domain, it, it sort of highlights further reading for you, gives you ideas, gives you examples as well, which is a really great starting point. There's also lots of little clips on there and ways to do things, how to navigate the portfolio as well, which are really, really helpful. We'd also probably go to the RPS page because there is helpful advice there, there's helpful examples as well. You know, we're looking across the, the sectors there and lots and lots of bits and pieces and I would also go to your ENT Leads as well because they should hopefully be able to help with who is your sort of Portfolio Champion, which is, is a role that most Health Boards should have and who would be able to help you and direct you in the right direction.

Elspeth Boxall

Yeah, that's, that's really helpful, Jennifer. A lot of a lot of resources available then for people. So that's, that's really helpful to starting point and I guess the other thing that maybe people wonder, you know, they, they maybe have a few barriers in their, in their mind that that stopping them from sort of either starting Advanced Practice or continuing with it. Was there any particular barriers that you came across, Jen, and how you can, can you describe how you maybe overcame them?

Jennifer O'Loan

So I think working remotely was a bit of a barrier for me and I think it's one that people do kind of find when, when I do speak to people about, you know, Advanced Practice and what's holding them back from it is perhaps that lack of face-to-face clinic time and, and seeing patients and that was something I was a little bit worried about working remotely and how do I get this done? But I kind of had to be inventive and think, right, how can I make somebody listen to my consultation and it was just about planning and saying, right, getting patients who were willing to maybe be on speakerphone while I had someone else in the room listening to me, getting patients who would maybe do a near me or something as well and someone else listening in, getting somebody on teams from Shetland say to, to help me and it was just thinking a wee bit differently about it and how, how could I do it because I was determined at the time it was going to be done. So, but I, I know I needed that pieces of evidence in there and I think that showed my role as it was as well. So, I think it gave authenticity to my Portfolio because it showed what I actually do rather than putting me and then to a clinic where I didn't², didn't necessarily work or anything and try and get that evidence I was doing what was authentic to my Practice. So that, that was kind of one barrier I had. I think time as well. It does take time to put together your Portfolio and it may be that you'll maybe need to work a Saturday to get things tidied up or it may be that you'll need to do that. But I think if you put the time in, you'll get the results out at the end of it as well. But, but certainly I, I found it worthwhile doing, doing those things.

Elspeth Boxall

Yeah, that, that that's really helpful, Jen, and leads us on quite nicely to the, the next section about really, you know, you, you've said, you know, if you put the time in, then you know, you'll, you'll get the, the benefits. So, what would you say the main benefits are or what have you gained particularly from doing Advanced Practice and also, I guess you see others, so what have you seen other people gain? I think confidence for me and my practice.

Jennifer O'Loan

So, I think as sort of a profession, we're quite unsure of ourselves sometimes. I think sometimes we can be quite shy and quite, we don't really speak, speak up for ourselves. So, I think it's that assurance in yourself, but also for others as well to, to know that you're doing it. For me, working remotely, I wanted to make sure I was, I was accredited for that reason, for my assurance, for my governance and from that kind of point of view. So, if something did go wrong, I don't have that person beside me, you know, giving me that, 'oh, that was a really good phone call there, Jennifer' or, you know, like maybe you could have done that differently. I don't have that because I don't have people beside me. So, for me it was that confidence in my practice and the assurance. For me, for other people I

work with and for my patients as well, just knowing that that they were safe. That's a that's a really good point.

Elsbeth Boxall

It's a really quality assurance is one of the big gains then from this, absolutely, because you're definitely credentialed. Yeah, absolutely. Yeah, and if you know you were, you are working obviously with people who are at lots of different stages in, in their journey for Advanced Practice, what, what kind of tips do you do you give people for starting or for, for kind of carrying on?

Jennifer O'Loan

So, I think the main tip I give is when people first open their portfolio, they, as I said before, we're quite, quite unsure of ourselves sometimes as pharmacists. So, I always tell people to do a multi-source feedback tool. So, what that is, is it's gathering feedback from other people that you work with and the boost that that gives people sometimes is just unbelievable. I had somebody like message me once, I realised all their, their feedback and gave them a wee summary says, oh, I, I cried. I was so pleased with that feedback. I didn't know people felt that way and I think that gives you the boost and the confidence that yes, I can do this. So that would be the one thing I would start with is doing a multi-source feedback tool because it might give you that or it might open up some areas where you do need to develop in as well. So, I think that kind of outside knowledge on your, your practice is really good. So that's where I normally start with people, get to know your portfolio as well. You can put ten pieces of evidence, and you don't have to submit them. So, play around with it, put in bits and pieces, get to know how things are laid out. You can delete things at any stage. So, what you put in, you don't have to submit is the other thing I would say and that kind of gets you to know your portfolio. But think of it almost like a backstage pass to your, your practice. It's you want to show them and showcase what you do, you can you know that the outcome is hopefully the same, but it's how you get there is what you're trying to show and how you do it. So, they need to know getting off the mixed, the, the, the assessors need to know what your, your practice is like, and they don't know what you don't tell them. So, make sure you put in, put in everything to it.

Elsbeth Boxall

Yeah, that's that's a really good way of putting it actually, Jen, you're right. I mean, you people can't mark something that they can't see. So, you've just got to be very, very clear and almost direct the assessors to, to what you're trying to show. Yes, be clear. Yeah, just be very clear about that. Yeah, yeah, that's that is excellent. And yeah, I like the tip about the multi-source feedback. That's, that's a really good starting point and maybe something that people wouldn't have maybe have the confidence to do. But yeah, absolutely that the way that you've explained it, that sounds like a really positive start for people. So that's definitely yeah, yeah and so, yeah, I mean, I think all those tips have been really, really useful, Jen. So, thank you so much. And I think, I'm you, you mentioned

a number of resources on the, on the NES website and through TURAS, which I think we'll definitely make sure that we direct people to those and I think it's important also just to highlight the, the Champions, you mentioned that those are, should be in every Health Board. So, I think that's a good place to start as well. So, yeah, congratulations on credentialing.

Jennifer O'Loan

Thank you.

Elsbeth Boxall

Yeah, thank you very much for sharing your tips and that was really, really useful. Thank you.

Jennifer O'Loan

Thank you.

Elsbeth Boxall

Thank you everyone.