

Master of Pharmacy
Experiential Learning Facilitator
Experiential Learning Placement Handbook

2025-2026

### Disclaimer

Every effort has been taken to ensure that the information in this handbook is correct at the time of publication (September 2025). Robert Gordon University (RGU) reserves the right to make amendments to the information contained in this handbook because of unforeseen events or circumstances beyond RGU's control or if deemed reasonably necessary by RGU.

This handbook is deemed to be the definitive version of information for all Experiential Learning (EL) facilitators supporting EL placements on this taught programme of study.

If amendments are made, RGU shall take reasonable steps to notify EL facilitators as soon as possible.

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## **Placement Handbook Introduction**

This handbook is designed to provide essential information about the Experiential Learning (EL) placements that are undertaken as part of the Master of Pharmacy (MPharm) Course at Robert Gordon University (RGU). Every care has been taken to ensure the information contained within this handbook is accurate but there will inevitably be minor changes which occur, and we shall keep you informed of any important changes.

## The Professional Experiences (PE) Team

The PE team at RGU leads strategic and operational developments and implementation of professional experiences, including EL placements, within the MPharm course at RGU. If you have any questions, then you can contact the PE team using the MPharm Experiential Learning (EL) Placement Communication Pathway (Appendix I).

# **Experiential Learning (EL) Placements Overview**

The purpose of EL placements is to enable student pharmacists to develop their skills, knowledge and professional behaviours within the practice context and consolidate theoretical aspects of the course by experiencing the professional practice of pharmacy within Scotland. These experiences provide student pharmacists with opportunities to develop their clinical, decision-making and communication skills within a range of practice environments and to reflect on their own personal and professional development.

## **Learning Outcomes and EL Placement Activities**

EL placements are incorporated through all Stages of the MPharm course and in a range of practice settings. There are associated learning outcomes (Appendix II) for each of the Professional Practice modules and it is anticipated that student pharmacists will achieve these learning outcomes by the end of the relevant stage of study. EL placements provide student pharmacists with opportunities to participate in the day-to-day activities of the pharmacy team. To support EL

facilitators in planning EL placements, national EL frameworks have been developed to map practice-based activities to relevant learning outcomes (Appendix III).

# **EL Placement Arrangements**

### Allocation of EL Placement

The PE Team allocates student pharmacists to their EL Placement site via an EL Placement algorithm. This ensures that student pharmacists are matched to the most appropriate site and takes into consideration any disclosure of personal interest that the student pharmacist has made and any specific adjustments that are required. To ensure the quality assurance of EL placement provision, student pharmacists are NOT permitted to organise their own EL placements.

# **Prior to Attending the EL Placement**

Each EL placement will be supported by mandatory pre-EL placement activities, and these vary depending on the stage of study. Completion of the mandatory pre-EL placement activities is verified prior to the student pharmacist attending an EL placement. Student pharmacists will not be permitted to attend their EL placement if all mandatory activities are not complete.

## **During Experiential Learning (EL) Placement**

Student pharmacists are expected to integrate within the team while on EL placement. EL facilitators will guide the activities the student pharmacist undertakes during placement and ensure that activities align with the EL frameworks and learning outcomes for the EL placement. Regular informal as well as formal feedback from the EL facilitator should encourage student pharmacists to reflect on all aspects of their EL placement to inform their learning needs and future practice. All student pharmacists (Stages 1-4) are required to obtain formal feedback from their EL facilitator via TURAS before the end of their EL placement. In addition to the formal feedback via TURAS, Stage 3 student pharmacists are required to have two mini-CEX supervised learning events (SLEs) recorded on TURAS, and Stage 4 student pharmacists are required to have one mini-CEX SLE and one case-based discussion (CBD) SLE recorded on TURAS. Please ensure that all

feedback is completed and has been discussed with the student pharmacist before the end of their EL placement. Guidance on completing feedback is available on the NES EL Placement website. All student pharmacists are required to complete an Experiential Learning Placement Attendance Record during each EL placement which must be signed by the EL facilitator daily to confirm student pharmacist attendance (Appendix III). The record must be fully completed in order that the student pharmacist can submit a copy as part of their assessment portfolio.

## **Post-EL Placement**

Student pharmacists are required to submit a portfolio for assessment which will include written reflections on feedback received from the EL facilitator via TURAS. EL placement attendance records are also submitted to confirm attendance.

## **EL Placement Hours**

Student pharmacists are expected to attend EL placement for minimum core hours per day, defined as follows:

- 9am-4.30pm (or equivalent) onsite with half an hour lunch break
- 9am-5.00pm (or equivalent) onsite with one hour of lunch break

Please note that if expected working hours fall outside of Monday to Friday 8am to 6pm or student pharmacists will be on site for less than the defined core hours each day due to exceptional circumstances, you must contact

PharmExpLearning@rgu.ac.uk to have this approved in advance with a member of the Professional Experiences team at RGU. If travel is expected between sites during a working day, this should not be considered part of the core hours or lunch break and timings should be adjusted accordingly. It is not possible to bank hours across different days. If your placement involves out of hours or weekend working, please contact the Professional Experiences team in advance of the placement to discuss.

# **EL Facilitator Responsibilities**

## **Pre-EL Placement**

- Ensure that all EL facilitator training requirements are up to date.
- Complete appropriate Equality and Diversity training.
- Be familiar with the GPhC Guidance on Tutoring and Supervising Pharmacy
   Professionals in Training.
- Notify NES of any changes/exceptional circumstances affecting an EL placement.
- Notify NES of any updates to name and contact details of the EL facilitator.
- On receipt of student pharmacist details, contact the student pharmacist by email and use the Pre-Experiential Learning Communication Form to share and request key information.
- Notify NES if the named EL facilitator will not be present for the EL
  placement as soon as is practically possible to enable alternative solutions
  to be explored.
- Notify RGU of any changes/exceptional circumstances affecting times of an EL placement.
- Ensure the student pharmacist is supernumerary and not considered a replacement member of staff.
- Consider and plan how to support the student pharmacist to undertake relevant tasks within the workplace using the relevant EL framework.
- Be aware of the EL Communication Pathway and how to raise matters related to EL placement with the Professional Experiences (PE) team.

# **During EL Placement**

- Create a positive learning environment for the student pharmacist.
- Facilitate the student pharmacist's integration within the pharmacy team.
- Support the student pharmacist to achieve learning outcomes within the workplace.
- Support the student pharmacist to undertake relevant tasks.
- Provide constructive feedback to the student pharmacist throughout the EL placement.
- Report absences or matters related to EL placement via the EL Communication Pathway.
- Complete feedback (all Stages) and relevant SLEs (Stage 3 and 4) via TURAS
  portfolio and discuss this with the student pharmacist before the end of the EL
  placement.

# **Student Pharmacist Responsibilities**

## **Criminal Record Checks**

All student pharmacists from RGU are required to apply for membership of the Protecting Vulnerable Groups (PVG) scheme on entry to the MPharm Course. All student pharmacist PVG certificates have been reviewed and the PE team can confirm that there are no fitness to practise matters outstanding for any student pharmacist scheduled to attend any EL placements. Student pharmacists have a professional responsibility to inform the Course Leader of any changes to their criminal record profile, any matters that may impact on their fitness to practise or any contact with a police department that arise after the PVG check on entry to the course.

## **Pre-EL Placement**

All student pharmacists read and agree to the MPharm Standards of Behaviour – EL Placements (Appendix IV) and Social Media Guide for student pharmacists (Appendix V) at the beginning of each academic year. All student pharmacists must complete mandatory pre-EL placement activities and these will be verified prior to the student pharmacist attending placement as discussed earlier in the handbook. All student pharmacists are required to have their own Professional Indemnity Insurance in place prior to attending any EL placement.

## **During EL Placement**

All student pharmacists must present to EL Placement with approved photographic identification (RGU matriculation card), a RGU student pharmacist lanyard and a RGU student pharmacist magnetic badge. During the EL placement, the magnetic badge must be displayed at all times. Student pharmacists must adhere to the MPharm Dress Code Guidance (Appendix VI) at all times during their EL placement. Student pharmacists must complete the EL Placement Attendance Record (Appendix III) and the EL facilitator must sign this to confirm the details at the end of each day. Student pharmacists are required to submit the Attendance Record within five working days of completing their EL placement.

### **Post-EL Placement**

Student pharmacists are required to submit a short questionnaire to give details on their attendance and feedback on their EL placement. This feedback is important as NES and the PE team use feedback to inform the development of EL placements. Completion of this questionnaire contributes to NES Quality Management processes. Student pharmacists are required to complete written reflective assessments underpinned by the feedback they receive on TURAS during their EL placement. These include requirements to consider how they will continue to develop during subsequent EL placements.

## **EL Placement Governance**

### Induction

EL facilitators should ensure that appropriate induction is delivered at the beginning of any EL placement. Appendix VII provides a suggested EL Placement Induction Checklist that should be completed.

## **EL Placement Risk Assessment**

EL Placement Risk Assessments are completed at the organisation level at the point of expression of interest to NHS Education for Scotland for RGU EL placements as part of the National Coordination process. If an EL placement requires student pharmacist Occupational Health clearance, then this MUST be raised in the risk assessment.

# **EL Placement Feedback**

EL facilitators are required to provide feedback via TURAS portfolio for their student pharmacist.

## **Equality and Diversity**

The University is committed to the active promotion of equality across its functions and to addressing issues of discriminatory practice towards students, staff and external stakeholders. Further information on this is available at <a href="https://www.rgu.ac.uk/about/governance/equality-diversity">https://www.rgu.ac.uk/about/governance/equality-diversity</a>. If you have any comments regarding discrimination, please contact the Placement Officer as per the Communication Pathway (Appendix I).

## **Additional Support Needs**

Student pharmacists who have additional needs or medical conditions that may affect them on EL placement are encouraged to disclose this to the Placement Officer at RGU. If applicable, reasonable adjustments can be implemented to facilitate the best learning experience for the student pharmacist. The PE team will contact you prior to the EL placement to confirm such arrangements.

# **Complaints Handling Procedure**

Regulation A3 in the University Academic Regulations applies to any EL placement period in the same way as any other activity in connection with study at the University. Student pharmacists are advised to familiarise themselves with both the Academic Quality Handbook and Academic Regulations.

The University has a <u>complaints procedure</u> and in the first instance, concerns or complaints regarding EL Placements should be communicated to the Placement Officer as per the Communication Pathway (Appendix I). Alternatively, complaints can be addressed to Professor Susannah Walsh, Dean of School Pharmacy and Life Sciences, Robert Gordon University (E-mail: <u>susannah.walsh@rgu.ac.uk</u>).

# **Attendance Requirements**

The attendance of every student pharmacist at EL placement activities is monitored by the PE team for a number of reasons including:

- Issues Pertaining to Fitness to Practise and Effective Engagement with the MPharm Course
- ii. UK VI Policy for Students studying on Tier 4 Visa
- iii. Attendance at EL placements is mandatory to progress on the MPharm course

Attendance at all EL placements is mandatory for all student pharmacists regardless of their visa status. If a student pharmacist does not attend an EL placement, they are required to follow the Absence Policy.

## **Reporting EL Facilitator Absence**

Should an EL facilitator be absent from a scheduled EL Placement, this must be reported to the University using the MPharm EL Placement Communication Pathway (Appendix I) for approval of alternative arrangements.

# **Reporting Student Pharmacist Absence**

Student pharmacists must report any absence from EL placement as per the MPharm Experiential Learning (EL) Placement Absence Policy to both the EL placement site and the University.

# **Experiential Learning Facilitator – Enforced Student Pharmacist Absence**

If an EL facilitator deems a student pharmacist unfit to participate in their EL placement, then they must contact RGU using the Communication Pathway (Appendix I) in the first instance. An EL Facilitator – Enforced Student Pharmacist Absence Form (Appendix VIII) must then be completed and returned to the Placement Officer. This would include late attendance (not pre-approved), illness, absence of required identification, not adhering to the MPharm Dress Code Guidance (this list is not exhaustive).

# **Any Other Matters Related to EL Placement**

For any other matters related to EL placement, please use the MPharm EL Placement Communication Pathway (Appendix I).

# Whistleblowing

Whistleblowing is defined in the Standards as when a person 'raises a concern that relates to speaking up, in the public interest, about an NHS service, where an act or omission has created, or may create, a risk of harm or wrongdoing'.

Student pharmacists have been signposted to raise any concerns they have regarding a wrongdoing, patient safety and/or malpractice during any EL placement via the relevant Whistleblowing policy. They have been asked to familiarise themselves with the following Whistleblowing policies before their EL placement:

- NHS Scotland Whistleblowing Policy
- RGU Whistleblowing Policy

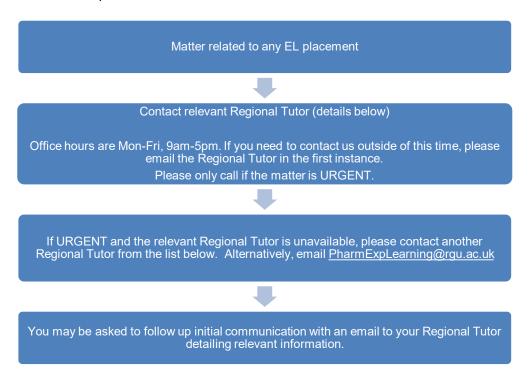
For any other matters or concerns related to EL placements, they have been advised to use the MPharm EL Placement Communication Pathway (Appendix I).

# Appendix I: MPharm Experiential Learning (EL) Placement Communication Pathway



# MPharm Experiential Learning (EL) Placement Communication Pathway

This pathway is for use by EL placement facilitators, University staff and student pharmacists. The purpose of the pathway is to provide you with clear instructions on who you should contact about any matters related to RGU EL placements.



| Key Contact Details |  |                            |  |  |  |
|---------------------|--|----------------------------|--|--|--|
| Name                | Role   | Phone/Email                |  |  |  |
| Craig McDonald      | Regional Tutor: North Region                             | c.a.mcdonald3@rgu.ac.uk    |  |  |  |
| (Interim)           | Grampian, Tayside, Highland & Islands, NHS 24            | 01224 262990 (Option 2)    |  |  |  |
| Aly Brown           | Regional Tutor: West Region                              | 07966 284238               |  |  |  |
|                     | AAA, D&G, GGC, Golden Jubilee, Lanarkshire, Forth Valley | 01224 262990 (Option 2)    |  |  |  |
|                     |  | alyson.brown@rgu.ac.uk     |  |  |  |
| Gillian Robertson   | Regional Tutor: East Region                              | 01224 262990 (Option 2)    |  |  |  |
|                     | Lothian, Borders, Fife, HIS                              | g.robertson36@rgu.ac.uk    |  |  |  |
| Craig McDonald      | MPharm Placement Officer                                 | 01224 262990 (Option 1)    |  |  |  |
|                     |  | c.a.mcdonald3@rgu.ac.uk    |  |  |  |
| Nicky Spalding      | MPharm Placement Administrator                           | 01224 262990 (Option 3)    |  |  |  |
|                     |  | PharmExpLearning@rgu.ac.uk |  |  |  |

After contact is made using the Communication Pathway, a member of the Professional Experiences Team may wish to explore this with you to determine whether any further action is required. All communications will be recorded and where necessary, a written report will be submitted to the MPharm Placement Officer. Information may be shared with the MPharm Course Leader and Professional Experiences Team as appropriate.

# **Appendix II: Learning Outcomes**



# **EL Placement Learning Outcomes**

# Stage 1

- 1. Develop an awareness of the role of pharmacy in patient care.
- 2. Develop an awareness of pharmacy processes and related record keeping.
- 3. Develop an awareness of the pharmacy team and relevant multidisciplinary teams.
- 4. Demonstrate appropriate professional behaviours and communication skills.

## Stage 2

- 1. Understand pharmacy processes and related record keeping.
- 2. Undertake pharmacy calculations in practice.
- 3. Develop an awareness of the pharmacy team and relevant multidisciplinary teams.
- 4. Demonstrate appropriate professional behaviours and communication skills.

## Stage 3

- 1. Appreciate the role of evidence-based practice in the care of individual patients.
- 2. Understand the use of clinical and pharmaceutical skills in the care of patients.
- 3. Develop an awareness of the role of the pharmacist in the practice environment you are placed.
- 4. Demonstrate appropriate professional behaviours and communication skills.

## Stage 4

- 1. Integrate an understanding of pathophysiology, pharmacology and therapeutics in the production of pharmaceutical care plans.
- 2. Document, justify and implement evidence based pharmaceutical care plans for individual patients with multiple problems.
- 3. Critically evaluate information to inform and justify the rational selection of medicines for individual patients.
- 4. Demonstrate appropriate professional behaviours and communication skills.

# **Appendix III: Experiential Learning Frameworks**









### Framework for EL Placements in Hospital

#### 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 hospital setting. These have been categorised as follows:

- Safe Supply of Medicines
- Medicines Reconciliation
- Care Planning and Prioritisation
- Calculations
- DOAC Patient Education
- Discharge Screening and Patient Education

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 give 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 Hospital Setting

| Activity  | 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 SUPP   | LY OF MEDICINES  | -   | -  |
| Check the validity of prescriptions   | Х  | Х   | Х  |
| Accurately dispense medicinal products  | Х  | Х   | Х  |
| Accuracy check dispensed medicinal products   | Х  | Х   | X  |
| Clinically check prescribed medicinal products                                      | OBS  | OBS/X   | Х  |
| Accurately complete near miss and error logs  | Х  | Х   | Х  |
| Accurately maintain pharmacy records eg CD  | Х  | Х   | Х  |
| Register  |  |   |  |
| Provide patient education for medicines   | OBS/X  | Х   | Х  |
| Provide patient education for high risk medicines                                   | OBS  | Х   | Х  |
|   | RECONCILIATION   |   | •  |
| Gather information from patient and at least one other source                       | Х  | Х   | Х  |
| Identify discrepancies from information gathered                                    | Х  | Х   | Х  |
| Discuss and resolve any issues identified with MDT                                  | OBS  | Х   | Х  |
| Provide patient education relating to any issues identified                         | OBS  | X   | Х  |
| CARE PLANNING   | AND PRIORITISATION                                       | ON  | l  |
| Identify care issues  | OBS  | Х   | Х  |
| Prioritise care issues for individual patients                                      | OBS  | Х   | Х  |
| Identify appropriate monitoring needs for individual patients                       | OBS  | Х   | Х  |
| Identify RAG rating for individual patients   | OBS  | Х   | Х  |
| Make suggestions on how to resolve care issues                                      | OBS  | Х   | Х  |
| Discuss and resolve any issues identified with MDT                                  | OBS  | OBS/X   | Х  |
| Prioritise and manage care for groups of patients                                   | OBS  | OBS/X   | Х  |
|   | CULATIONS  |   | -  |
| Undertake dispensary calculations   | X  | Х   | Х  |
| Accurately calculate doses for safe administration of medicines                     | Х  | Х   | Х  |
| Undertake pharmacokinetic calculations  | Х  | Х   | Х  |
| Undertake ward based calculations   | OBS/X  | Х   | Х  |
| Calculate renal clearance   | OBS/X  | Х   | Х  |
| Undertake calculations for high risk medicines (eg gentamicin & vancomycin)         | OBS/X  | Х   | Х  |
|   | TENT EDUCATION   | <b>L</b>  | <u> </u>   |
| Provide patient education relating to DOAC prescribing                              | OBS  | X   | Х  |
| DISCHARGE SCREENI   | ING & PATIENT EDU  | CATION  | 1  |
| Undertake discharge screening for individual patients                               | OBS  | OBS/X   | Х  |
| Provide patient education (as appropriate)  | OBS  | OBS/X   | Х  |
| Discuss and resolve any issues identified with MDT                                  | OBS  | OBS/X   | X  |
| Consider and make recommendations on the continuity of care for individual patients | OBS  | OBS/X   | X  |









# **Safe Supply of Medicines**

Dispensing as a process is relevant to all stages of the undergraduate MPharm course as student pharmacists move from undertaking the technical and process driven aspects of dispensing through to applying their clinical and professional knowledge in clinical and screening activities.

| Safe Supply of Medicines                            | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year<br>Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5) | Supportive SLEs   | Staff supervision   |
|---|--|---|--|---|---|
| Check the validity of prescriptions                 | X  | X   | Х  |   | <ul><li>Pharmacy Technician</li><li>Pharmacist</li></ul>  |
| Accurately dispense medicinal products              | Х  | Х   | х  | DONCS     Reflective account (reflect on approach e.g. develop accuracy checking checklist) | <ul><li>Pharmacy support worker</li><li>Pharmacy Technician</li><li>Trainee pharmacist</li><li>Pharmacist</li></ul> |
| Accuracy check dispensed medicinal products         | Х  | Х   | Х  |   | <ul><li>Pharmacy Technician</li><li>Pharmacist</li></ul>  |
| Clinically check prescribed medicinal products      | OBS  | OBS/X   | Х  | Case based discussion   | Pharmacist  |
| Accurately complete near miss and error logs        | Х  | X   | Х  | Reflective account<br>(reflect on use and<br>importance of error logs                       | <ul><li>Pharmacy Technician</li><li>Pharmacist</li></ul>  |
| Accurately maintain pharmacy records eg CD Register | Х  | Х   | Х  |   | <ul><li>Pharmacy Technician</li><li>Pharmacist</li></ul>  |
| Provide patient education for medicines             | OBS/X  | Х   | Х  | Mini-Cex  | <ul> <li>Pharmacy Technician<br/>(specifically trained for<br/>eg Roaccutane)</li> <li>Pharmacist</li> </ul>        |
| Provide patient education for high risk medicines   | OBS  | Х   | Х  | Mini-Cex  | Pharmacist  |









## **Medicines Reconciliation**

Medicines Reconciliation can be broken down into 3 distinct processes for student pharmacist placements. In the early stages of the undergraduate course, this will focus on gathering information and identifying, moving on to resolving issues and patient education in the latter stages of the course. It may be that this links with care planning activities for the final two stages of the course depending on the case being worked on.

| Medicines<br>Reconciliation  | Second Year<br>Student Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4) | Fourth Year<br>Student Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs                    | Staff supervision   |
|--|---|---|---|------------------------------------|---|
| Gather information<br>from patient and at<br>least one other<br>source | Х   | Х   | Х   | Mini-CEX                           | <ul> <li>Pharmacy Technician</li> <li>Pharmacist</li> <li>signed off Trainee</li> <li>Pharmacist</li> </ul> |
| Identify<br>discrepancies from<br>information<br>gathered              | Х   | х   | Х   | Case based discussion              | <ul> <li>Pharmacy Technician</li> <li>Pharmacist</li> <li>signed off Trainee</li> <li>Pharmacist</li> </ul> |
| Discuss and resolve any issues identified with MDT                     | OBS   | Х   | Х   | Case based discussion     Mini-CEX | Pharmacist  |
| Provide patient education relating to any issues identified            | OBS   | Х   | Х   | Mini-CEX                           | Pharmacist  |









# **Care Planning and Prioritisation**

Student pharmacists in the final two years of the undergraduate curriculum will be expected to consider care planning, firstly for individual patients and then for groups of patients. This should include consideration of how to prioritise patients both individually and as groups. In the final stage of the course, student pharmacists would be expected to have discussions with member of the MDT to resolve care issues.

| Care Planning and<br>Prioritisation                           | Second Year<br>Student Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4) | Fourth Year<br>Student Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs                                       | Staff supervision              |
|---|---|---|---|---|--------------------------------|
| Identify care issues  | OBS   | X   | X   | <ul> <li>Case based discussion</li> </ul>             | <ul> <li>Pharmacist</li> </ul> |
| Prioritise care issues for individual patients                | OBS   | Х   | Х   | Case based discussion                                 | Pharmacist                     |
| Identify appropriate monitoring needs for individual patients | OBS   | Х   | Х   | Case based discussion                                 | Pharmacist                     |
| Identify RAG rating for individual patients                   | OBS   | Х   | Х   | Case based discussion                                 | Pharmacist                     |
| Make suggestions on how to resolve care issues                | OBS   | Х   | Х   | Case based discussion                                 | Pharmacist                     |
| Discuss and resolve<br>any issues<br>identified with MDT      | OBS   | OBS/X   | Х   | <ul><li>Case based discussion</li><li>DONCS</li></ul> | Pharmacist                     |
| Prioritise and manage care for groups of patients             | OBS   | OBS/X   | Х   | Case based discussion     ACAT                        | Pharmacist                     |









# Calculations

Calculations are a fundamental skill required at all levels of practice. Suggested activities move from simple calculations to more complex calculations and should be included in all EL placements.

| Calculations  | Second Year<br>Student Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4) | Fourth Year<br>Student Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs       | Staff supervision  |
|---|---|---|---|-----------------------|--|
| Undertake<br>dispensary<br>calculations   | Х   | X   | Х   |                       | <ul><li>Pharmacy Technician</li><li>Pharmacist</li></ul> |
| Accurately calculate doses for safe administration of medicines                         | х   | Х   | Х   |                       | Pharmacist   |
| Undertake<br>pharmacokinetic<br>calculations  | Х   | Х   | Х   |                       | Pharmacist   |
| Undertake ward based calculations   | OBS/X   | Х   | Х   |                       | Pharmacist   |
| Calculate renal clearance   | OBS/X   | Х   | Х   | Case based discussion | Pharmacist   |
| Undertake<br>calculations for high<br>risk medicines (eg<br>gentamicin &<br>vancomycin) | OBS/X   | Х   | Х   | Case based discussion | Pharmacist   |











## **DOAC Patient Education**

Local guidance is available for DOAC patient education and student pharmacists in the final two years of the course should undertake this as appropriate.

| DOAC patient education                                 | Second Year<br>Student Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4) | Fourth Year<br>Student Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs | Staff supervision  |
|--|---|---|---|-----------------|--|
| Provide patient education relating to DOAC prescribing | OBS   | X   | X   | Mini-CEX        | <ul><li>Pharmacy Technician</li><li>Pharmacist</li><li>signed off Trainee</li><li>Pharmacist</li></ul> |









# **Discharge Screening and Patient Education**

Discharge screening and patient education encourages students to consider professional responsibilities in the context of the final pharmacy processes prior to discharge. This should consolidate student pharmacists' knowledge and skills and encourage responsibility for clinical checking, screening and professional decisions.

| Discharge<br>Screening and<br>Patient Education   | Second Year<br>Student Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student Pharmacist (RGU Stage 3/ UoS Year 4) | Fourth Year<br>Student Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs       | Staff supervision              |
|---|---|---|---|-----------------------|--------------------------------|
| Undertake<br>discharge screening<br>for individual<br>patients                                  | OBS   | OBS/X   | Х   | Case based discussion | <ul> <li>Pharmacist</li> </ul> |
| Provide patient education (as appropriate)  | OBS   | OBS/X   | Х   | Mini-CEX              | Pharmacist                     |
| Discuss and resolve any issues identified with MDT  | OBS   | OBS/X   | Х   | Case based discussion | Pharmacist                     |
| Consider and make<br>recommendations<br>on the continuity of<br>care for individual<br>patients | OBS   | OBS/X   | х   | Case based discussion | Pharmacist                     |









## Introduction

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

- Acute Prescription Requests
- Re-authorisation of Repeat Prescriptions
- Prescribing Quality and Strategy
- Medicines Reconciliation
- Medicine Queries
- Patient Education
- High Risk Drug Monitoring
- Care Planning and Prioritisation

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 give 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 Primary Care Setting

| Activity   | Second Year<br>Student Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year<br>Student Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year<br>Student<br>Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) |
|--|---|--|--|
| ACUTE PRESCRIP   | TION REQUESTS   |  | •  |
| Review acute prescription requests and evaluate clinical appropriateness   | OBS   | X  | Х  |
| Demonstrate clinical decision making for actioning/authorising acute medication requests   | OBS   | X  | Х  |
| Analyse clinical history and appropriate clinical parameters   | OBS/X   | X  | Х  |
| Carry out patient education or consultation (via phone or face to face)  | OBS/X   | X  | Х  |
| Make clear and concise journal entry in patient medication record  | OBS/X   | OBS/X  | Х  |
| RE-AUTHORISATION OF  |   |  |  |
| Identify the requested medication is on the list of repeat medicines   | X   | X  | Х  |
| Check that the patient has received the medication for an appropriate and current indication   | Х   | Х  | Х  |
| Assess that patient monitoring for requested medication is appropriate and up to date  | OBS/X   | Х  | Х  |
| Re-authorise prescription  | OBS   | OBS/X  | Х  |
| Make clear and concise journal entry in patient medication record  | OBS/X   | OBS/X  | Х  |
| PRESCRIBING QUAL   | ITY AND STRATEGY  |  |  |
| Run searches: using GP practice medicines management system, STU tool, PRISM   | OBS/X   | Х  | Х  |
| Develop knowledge of national therapeutic indicators and develop awareness of health board medicines budget  | OBS/X   | Х  | Х  |
| Implement prescribing quality and strategy local priorities to enhance patient centred care e.g. follow local medicines protocol to undertake prescribing review | OBS/X   | Х  | Х  |
| Carry out medication reviews (e.g. non-clinical medication review (NCMR) or polypharmacy)  | OBS/X   | Х  | Х  |
| MEDICINES RE   | CONCILIATION  |  |  |
| Gather information to reconcile medication history and establish ongoing treatment plan.   | OBS/X   | Х  | Х  |
| Update patient medication record with medication changes   | X   | X  | X  |
| Demonstrate an ability to identify and resolve medicines reconciliation issues   | OBS/X   | OBS/X  | Х  |
| Carry out patient education  | OBS/X   | Х  | Х  |
| Communicate with MDT to resolve issues   | OBS/X   | Х  | X  |
| Make clear and concise journal entry in patient medication record  | OBS/X   | OBS/X  | Х  |
|  |   |  |  |

# Framework for EL Placements in Primary Care









| Activity  | Second Year<br>Student Pharmacist | Third Year<br>Student Pharmacist | Fourth Year<br>Student Pharmacist |
|---|-----------------------------------|----------------------------------|-----------------------------------|
|   | (RGU Stage 2/<br>UoS Year 3)      | (RGU Stage 3/<br>UoS Year 4)     | (RGU Stage 4/<br>UoS Year 5)      |
| MEDICIN   | E QUERIES                         | 003 feat 4j                      | 003 Teal 3)                       |
| Receive medicine query and capture all relevant information required  | OBS/X                             | X                                | X                                 |
| Determine urgency for query   | OBS/X                             | X                                | X                                 |
| Demonstrate knowledge of appropriate reference sources  | OBS/X                             | Х                                | X                                 |
| Demonstrate systemic and logical approach to researching query  | OBS/X                             | Х                                | X                                 |
| Formulate clear, concise, professional and safe answer  | OBS                               | X                                | Х                                 |
| Clearly communicate enquiry response with the enquirer  | OBS                               | OBS/X                            | X                                 |
| Document enquiry using local enquiry database   | OBS                               | OBS/X                            | X                                 |
|   | DUCATION                          | ,                                | '                                 |
| Carry out patient education  Examples may include*:  - New medication - Directions for use - Recent discharge from hospital - Therapeutic monitoring - High risk medicines - Public health and lifestyle advice  *This list is not exhaustive | OBS/X                             | X                                | X                                 |
| HIGH RISK DRU   | G MONITORING                      |                                  |                                   |
| Demonstrates knowledge of high risk drug monitoring   | OBS/X                             | X                                | X                                 |
| Discuss appropriate follow up and review of high risk medicines with members of the MDT to ensure clear plan for patient review   | OBS                               | OBS/X                            | X                                 |
| Arrange blood monitoring for high risk medicines  | OBS                               | OBS/X                            | Х                                 |
| Formulate appropriate care plan for high risk drug medicines and document in the patient medication record  | OBS                               | X                                | X                                 |
| Carry out patient education   | OBS/X                             | X                                | Х                                 |
| CARE PLANNING A   | ND PRIORITISATION                 |                                  |                                   |
| Identify care issues  | OBS/X                             | X                                | X                                 |
| Prioritise care issues for individual patients  | OBS/X                             | X                                | X                                 |
| Identify appropriate monitoring needs for individual patients   | OBS/X                             | X                                | X                                 |
| Suggest actions to resolve care issues  | OBS/X                             | X                                | X                                 |
| Resolve identified care issues through discussion with MDT  | OBS/X                             | X                                | X                                 |









# **Acute Prescription Requests**

Acute prescription requests are core task undertaken in the primary care setting. Student pharmacists will apply their clinical and professional knowledge in assessing appropriateness of acute prescription requests. Complexity of requests will increase based on experience and year of study.

| Acute Prescription Requests   | 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               |
|---|--|---|--|--|---------------------------------|
| Review acute prescription requests and evaluate clinical appropriateness                          | OBS  | Х   | х  | Case based<br>discussion<br>Reflective account |                                 |
| Demonstrate clinical decision<br>making for<br>actioning/authorising acute<br>medication requests | OBS  | Х   | Х  |  | Pharmacist                      |
| Analyse clinical history and appropriate clinical parameters                                      | OBS/X  | Х   | Х  |  |                                 |
| Carry out patient education or consultation (via phone or face to face)                           | OBS/X  | Х   | X  | Mini-CEX                                       | Pharmacy Technician  Pharmacist |
| Make clear and concise journal entry in patient medication record                                 | OBS/X  | OBS/X   | X  | DONCS  Reflective account                      | Pharmacy Technician  Pharmacist |









# **Re-authorisation of Repeat Prescriptions**

Student pharmacists will apply their clinical and professional knowledge in assessing appropriateness of repeat prescription requests. Complexity of requests will increase based on experience and year of study.

| Re-authorisation of repeat prescriptions   | 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               |
|--|--|---|--|--|---------------------------------|
| Identify the requested medication is on the list of repeat medicines                         | Х  | Х   | X  |  | Pharmacy Technician             |
| Check that the patient has received the medication for an appropriate and current indication | X  | Х   | Х  | Case based<br>discussion                       | Pharmacy Technician  Pharmacist |
| Assess that patient monitoring for requested medication is appropriate and up to date        | OBS/X  | Х   | Х  | Reflective account                             | Pharmacist                      |
| Re-authorise prescription  | OBS  | OBS/X   | Х  |  | Pharmacist                      |
| Make clear and concise journal entry in patient medication record                            | OBS/X  | OBS/X   | X  | Case based<br>discussion<br>Reflective account | Pharmacy Technician             |
|  |  |   |  | DONCS  |                                 |









# **Prescribing Quality and Strategy**

Prescribing quality and strategy encourages student pharmacists to consider professional responsibilities in the context of the primary care pharmacist.

| Prescribing quality and strategy   | 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     |
|--|--|---|--|--|-----------------------|
| Run searches: using GP practice medicines management system, STU tool, PRISM   | OBS/X  | X   | Х  | DONCS Reflective account                             | Pharmacy              |
| Develop knowledge of<br>national therapeutic<br>indicators and develop<br>awareness of health board<br>medicines budget  | OBS/X  | X   | X  |  |                       |
| Implement prescribing quality and strategy local priorities to enhance patient centred care e.g. follow local medicines protocol to undertake prescribing review | OBS/X  | X   | X  | Cased based discussion  Reflective account  Mini-CEX | Technician Pharmacist |
| Carry out medication reviews<br>(e.g. non-clinical medication<br>review (NCMR) or<br>polypharmacy)   | OBS/X  | X   | X  | Mini-CEX  Case based discussion  DONCS               |                       |

# Framework for EL Placements in Primary Care









### **Medicines Reconciliation**

Medicines Reconciliation can be broken down into distinct processes for student pharmacist EL placements. In the early stages of the undergraduate course, this will focus on gathering information and identifying, moving on to resolving issues and patient education in the latter stages of the course. It may be that this links with care planning activities depending on the case being worked on.

| Medicines Reconciliation   | 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 to reconcile medication history and establish ongoing treatment plan. | OBS/X  | Х   | Х  | Case based discussion  Mini-CEX  Reflective account |                                      |
| Update patient medication record with medication changes                                 | X  | Х   | Х  |   | Pharmacy<br>Technician<br>Pharmacist |
| Demonstrate an ability to identify and resolve medicines reconciliation issues           | OBS/X  | OBS/X   | X  |   |                                      |
| Carry out patient education  | OBS/X  | X   | X  | DONCS  Reflective account                           | Pharmacy<br>Technician<br>Pharmacist |
| Communicate with MDT to resolve issues   | OBS/X  | X   | X  | Mini-CEX  | Pharmacy Technician Pharmacist       |
| Make clear and concise journal entry in patient medication record                        | OBS/X  | OBS/X   | X  | Case based discussion                               | Pharmacist                           |

# Framework for EL Placements in Primary Care









## **Medicine Queries**

Answering medicine queries are a fundamental skill required at all levels of practice and all areas of pharmacy. Suggested activities move from simple queries to more complex queries and should be included in all EL placements.

| Medicine queries   | 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      |
|--|--|---|--|--|------------------------|
| Receive medicine query and capture all relevant information required | OBS/X  | Х   | Х  | Case based discussion                    | Pharmacy<br>Technician |
| Determine urgency for query  | OBS/X  | Х   | X  | Reflective account                       | Pharmacist             |
| Demonstrate knowledge of appropriate reference sources               | OBS/X  | Х   | Х  | Case based discussion Reflective account | Pharmacist             |
| Demonstrate systemic and logical approach to researching query       | OBS/X  | X   | X  |  |                        |
| Formulate clear, concise, professional and safe answer               | OBS  | Х   | Х  |  |                        |
| Clearly communicate enquiry response with the enquirer               | OBS  | OBS/X   | Х  |  |                        |
| Document enquiry using local enquiry database                        | OBS  | OBS/X   | X  |  |                        |









# **Patient Education**

Local guidance is available for patient education and student pharmacists should undertake this as appropriate.

| Patient education   | 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              |
|---|--|---|--|-----------------|--------------------------------|
| Carry out patient education Examples may include*:  - New medication - Directions for use - Recent discharge from hospital - Therapeutic monitoring - High risk medicines - Public health and lifestyle advice *This list is not exhaustive | OBS/X  | X   | X  | Mini-CEX        | Pharmacy Technician Pharmacist |









# **High Risk Drug Monitoring**

Student pharmacists should be able to demonstrate their clinical knowledge of high risk medications and understand how these patients are managed in the primary care setting.

High risk medicines include warfarin, insulin, methotrexate, lithium, DOACs.

| High risk drug monitoring   | 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 |
|---|--|---|--|---|-------------------|
| Demonstrates knowledge of high risk drug monitoring   | OBS/X  | Х   | X  | Case based discussion  Reflective account |                   |
| Discuss appropriate follow up and review of high risk medicines with members of the MDT to ensure clear plan for patient review | OBS  | OBS/X   | Х  | Case based discussion                     |                   |
| Arrange blood monitoring for high risk medicines  | OBS  | OBS/X   | Х  | DONCS  Reflective account                 | Pharmacist        |
| Formulate appropriate care plan<br>for high risk drug medicines and<br>document in the patient<br>medication record             | OBS  | х   | х  |   |                   |
| Carry out patient education   | OBS/X  | Х   | Х  | Mini-CEX                                  |                   |









# **Care Planning and Prioritisation**

Student pharmacists will be expected to consider care planning, firstly for individual patients and then for groups of patients. This should include consideration of how to prioritise patients both individually and as groups. As student pharmacists progress on the course, they will be expected to have discussions with member of the MDT to resolve care issues.

| Care Planning and Prioritisation                              | 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 |
|---|--|--|---|--|-------------------|
| Identify care issues  | OBS/X  | Х  | X   |  |                   |
| Prioritise care issues for individual patients                | OBS/X  | X  | X   |  |                   |
| Identify appropriate monitoring needs for individual patients | OBS/X  | X  | X   | Case based<br>discussion<br>Reflective account | Pharmacist        |
| Suggest actions to resolve care issues                        | OBS/X  | X  | X   |  |                   |
| Resolve identified care issues through discussion with MDT    | OBS/X  | X  | X   | Case based<br>discussion                       |                   |
|   |  |  |   | DONCS  |                   |









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









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











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











| Activity  | First Year<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year<br>Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year<br>Student<br>Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) |
|---|---|--|---|--|
| CLINICAL GOV  | ERNANCE & QUA   | LITY IMPROVEME   | ENT   |  |
| Use the Yellow Card Reporting website to record adverse events            | Х   | Х  | Х   | Х  |
| Review near miss/error logs and discuss trends and possible interventions | X   | Х  | Х   | Х  |
| Undertake audit activity  | Х   | Х  | Х   | X  |
| Analyse and disseminate audit results                                     | OBS   | OBS  | Х   | Х  |
| Undertake QI activity   | OBS/X   | OBS/X  | Х   | Х  |
| Analyse and disseminate QI results  | OBS   | OBS  | Х   | Х  |
| Be involved in service development/review                                 | OBS   | OBS  | Х   | Х  |
| LE,   | ADERSHIP & MAN  | AGEMENT  |   |  |
| Undertake prescription management processes eg counting/submission        | Х   | Х  | Х   | Х  |
| Manage stock and participate in the ordering medicinal products           | OBS   | OBS/X  | Х   | Х  |
| Delegate tasks within the team  | OBS   | OBS  | OBS/X   | Х  |
| Support the delivery of team training                                     | OBS   | OBS  | OBS/X   | Х  |

# Framework for EL Placements in Community Pharmacy









#### **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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3) | Third Year<br>Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5) | Supportive SLEs    | Staff supervision   |
|---|---|--|---|--|--------------------|---|
| Check the validity of prescriptions   | Х   | Х  | Х   | Х  |                    | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Accurately dispense medicinal products  | Х   | Х  | Х   | Х  | Reflective account | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Accurately label medicinal products   | Х   | Х  | Х   | Х  |                    | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Accurately dispense different 'types' of prescriptions eg Vet, Private, NHS, Dental etc | Х   | Х  | Х   | Х  |                    | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Dispense and supply daily/weekly/instalment prescriptions                               | Х   | Х  | Х   | Х  |                    | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Accuracy check dispensed medicinal products   | Х   | Х  | Х   | Х  | DONCS              | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Clinically check prescribed medicinal products  | OBS   | OBS  | Х   | Х  | DONCS              | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li></ul>                             |
| Resolve supply issues eg antibiotic shortage  | Х   | Х  | Х   | Х  | DONCS              | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li></ul>                             |
| Accurately complete near miss and error logs  | Х   | Х  | Х   | Х  | Reflective account | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Accurately maintain pharmacy records eg CD Register/POM                                 | Х   | Х  | Х   | Х  | Reflective account | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |









# Framework for EL Placements in Community Pharmacy

| Supply medicines to specific patient groups | Х | Х | Х | Х | Case based discussion | Pharmacist                             |
|---|---|---|---|---|-----------------------|--|
| eg children, elderly, palliative care,      |   |   |   |   |                       | <ul> <li>Trainee Pharmacist</li> </ul> |
| pregnancy etc                               |   |   |   |   |                       |  |

NHS Education for Scotland

| Activity  | First Year<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year<br>Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year<br>Student<br>Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs                   | Staff supervision   |
|---|---|--|---|--|-----------------------------------|---|
| Gather Information using a protocol eg<br>WWHAM   | Х   | Х  | Х   | Х  | Case based discussion<br>Mini-Cex | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Select appropriate OTC/P products for sale or supply                                    | Х   | Х  | Х   | Х  | Case based discussion<br>Mini-Cex | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Provide appropriate information on medicinal products                                   | Х   | Х  | Х   | Х  | Case based discussion<br>Mini-Cex | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Safety net consultations  | Х   | Х  | Х   | Х  | Case based discussion<br>Mini-Cex | Pharmacist  |
| Make appropriate referrals  | OBS   | OBS  | Х   | Х  | Case based discussion<br>Mini-Cex | Pharmacist  |
| Take appropriate action and signpost appropriately when refusing a supply of a medicine |   |  |   |  | Case based discussion             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Counsel on high risk medicines  | OBS   | OBS  | Х   | Х  | Mini-Cex                          | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li></ul>                             |









#### **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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year Student<br>Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year Student<br>Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs  | Staff supervision   |
|---|---|---|--|---|--|---|
| Participate in consultation relating to<br>Pharmacy First Plus                            | OBS   | OBS   | Х  | X   | Case based discussion<br>Mini-Cex                            | <ul> <li>Pharmacist</li> </ul>  |
| Provide self-care advice or make a supply under Pharmacy First                            | Х   | Х   | Х  | Х   |  | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Participate in consultation relating to a PGD   | OBS   | OBS   | Х  | Х   | Case based discussion<br>Mini-Cex                            | Pharmacist  |
| Make a supply under a PGD   | OBS   | OBS   | Х  | Х   |  | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Use clinical examination skills in the context of a patient consultation                  | OBS/X   | OBS/X   | Х  | Х   | Direct observation of practical<br>skills (DOPS)<br>Mini-Cex | Pharmacist  |
| Undertake tasks relating to the provision of compliance aids                              | Х   | X   | Х  | Х   |  | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Dispose of medicines (out of date/patient returns) and complete associated record keeping | Х   | Х   | Х  | Х   | Reflective account   | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Participate in the delivery of private services (if available) eg travel clinic           | OBS   | OBS   | OBS/X  | OBS/X   |  | 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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year Student Pharmacist (RGU Stage 2/ UoS Year 3) | Third Year Student<br>Pharmacist<br>(RGU Stage 3/<br>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) | Х   | Х  | Х  | Х  |                                   | Pharmacist     Trainee Pharmacist     Pharmacy Technician                           |
| Respond to requests for prescription-<br>only medicines from patients and<br>health-care professionals                                    | Х   | Х  | Х  | Х  |                                   | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Respond to First Aid situations   | OBS   | OBS  | OBS  | OBS  |                                   | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Proactively demonstrate an approach to Protect Vulnerable Groups  | Х   | Х  | Х  | Х  |                                   | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Respond to 'red flag' information   | Х   | Х  | Х  | Х  | Case based discussion             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Make appropriate referrals eg to the pharmacist, a GP, social support etc   | Х   | Х  | Х  | Х  | Case based discussion             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Create a plan of care for the patient, including considering arrangements for appropriate follow up                                       | Х   | Х  | Х  | Х  | Case based discussion<br>Mini-Cex | Pharmacist  |
| Work with other members of the MDT to provide care  | Х   | Х  | Х  | Х  | Case based discussion             | Pharmacist     Trainee Pharmacist   |
| Provide a rationale for decision making   | Х   | Х  | Х  | Х  | Case based discussion             | Pharmacist  |
| Provide a rationale for prescribing decisions   | OBS   | OBS  | Х  | Х  | Case based discussion             | 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 | Х | Х | Case based discussion | Pharmacist |
|--|-------|-------|---|---|-----------------------|------------|
| Consider professional responsibilities and ethical situations in the context of prescribing and supply in substance misuse | OBS/X | OBS/X | Х | Х | Case based discussion | Pharmacist |

# Framework for EL Placements in Community Pharmacy









#### **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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>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   | Х   | X  | Х   | X  | Case based discussion             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Communicate effectively with patients   | Х   | X  | Х   | X  | Case based discussion<br>Mini-Cex | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Communicate professionally by telephone   | Х   | X  | Х   | X  | DONCS                             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Communicate professionally by email   | OBS/X   | OBS/X  | Х   | Χ  | DONCS                             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Communicate effectively to resolve issues with patients   | OBS   | Х  | Х   | Х  | DONCS                             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Communicate effectively to resolve issues with prescribers eg GP                                    | OBS   | Х  | Х   | Х  | Case based discussion DONCS       | Pharmacist  |
| Use communication tools e.g. SBAR to accurately communicate patient information                     | OBS   | OBS  | Х   | Х  | DONCS                             | Pharmacist  |
| Record interventions appropriately eg PCR/PMR   | OBS   | Х  | Х   | Х  | DONCS                             | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Provide counselling and education when required to patients, their carers or members of the public. | Х   | X  | Х   | Х  | Mini-Cex                          | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Communicate with the patient about their ideas, concerns & expectations of treatment                | OBS   | OBS  | Х   | Х  | Mini-Cex                          | 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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>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   | Х   | Χ  | X   | X  | DONCS           | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Manage balances/owing prescriptions   | Х   | Х  | Х   | Х  |                 |   |
| Calculate the duration/quantity needed for treatment                          | Х   | Х  | Х   | Х  |                 |   |
| Correctly prepare liquid antibiotics  | Х   | Х  | Х   | Х  |                 |   |
| Undertake dose based calculations   | Х   | Х  | Х   | Х  |                 |   |
| Undertake weight based calculations   | Х   | Х  | Х   | Х  |                 |   |
| Calculate and respond to queries about breakthrough pain doses for analgesics | OBS   | OBS  | Х   | Х  |                 |   |









# **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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year<br>Student<br>Pharmacist<br>(RGU Stage 4/<br>UoS Year 5) | Supportive SLEs       | Staff supervision                                       |
|---|---|--|--|--|-----------------------|---|
| Use the Yellow Card Reporting website to record adverse events            | Х   | X  | Х  | X  | Case based discussion | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li></ul> |
| Review near miss/error logs and discuss trends and possible interventions | Х   | Х  | Х  | Х  |                       | Pharmacy Technician                                     |
| Undertake audit activity  | Х   | Х  | Х  | Х  |                       |   |
| Analyse and disseminate audit results                                     | OBS   | OBS  | Х  | Х  |                       |   |
| Undertake QI activity   | OBS/X   | OBS/X  | Х  | Х  |                       |   |
| Analyse and disseminate QI results  | OBS   | OBS  | Х  | Х  |                       |   |
| Be involved in service development/review                                 | OBS   | OBS  | Х  | Х  |                       |   |









# **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<br>Student<br>Pharmacist<br>(RGU Stage 1/<br>UoS Year 2) | Second Year<br>Student<br>Pharmacist<br>(RGU Stage 2/<br>UoS Year 3) | Third Year Student<br>Pharmacist<br>(RGU Stage 3/<br>UoS Year 4) | Fourth Year Student Pharmacist (RGU Stage 4/ UoS Year 5) | Supportive SLEs                            | Staff supervision   |
|--|---|--|--|--|--|---|
| Undertake prescription management processes eg counting/submission | Х   | X  | Х  | X  |  | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Manage stock and participate in the ordering medicinal products    | OBS   | OBS/X  | Х  | Х  |  | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li><li>Pharmacy Technician</li></ul> |
| Delegate tasks within the team                                     | OBS   | OBS  | OBS/X  | Х  | DONCS                                      | Pharmacist  |
| Support the delivery of team training                              | OBS   | OBS  | OBS/X  | Х  | Teaching observation<br>Reflective account | <ul><li>Pharmacist</li><li>Trainee Pharmacist</li></ul>                             |

# **Appendix IV: Experiential Learning Placement Attendance Record**

| Page | of |
|------|----|
|------|----|

# **Experiential Learning Placement Attendance Record**



For each EL placement, **you must print** a copy of this record **prior to your EL placement** for you and your EL facilitator to complete **daily**. You must upload a scanned copy of your completed record(s) to the relevant EL Placement Attendance Dropbox on Moodle within FIVE working days of completion of your EL placement.

| Student Pharma       | icist Name             |                        |   |   |  |  |  |
|----------------------|------------------------|------------------------|---|---|--|--|--|
| Matriculation Nu     | umber                  |                        |   |   |  |  |  |
| EL Facilitator Na    | me                     |                        |   |   |  |  |  |
| EL Site Address      |                        |                        |   |   |  |  |  |
| Contractor Code      | e (Community Pha       | rmacy only)            |   |   |  |  |  |
| Please report latene | ss or absences immedia | tely, referring to the | I/we confirm that the minimum core hours have been comple   | eted on each day of EL placement and if not, that this has been |  |  |  |
| -                    | Communication Pathwa   |                        | · ·   | •   |  |  |  |
| Absence Policy and C | .ommunication Patriwa  | у.                     | accurately recorded on this attendance record. <b>Note that core hours are defined as 9am-4.30pm (or equivalent) onsite</b> |   |  |  |  |
|                      |                        |                        | with half an hour lunch break or 9am-5.00pm (or equivale  | ent) onsite with one hour of lunch break. I understand that     |  |  |  |
|                      |                        |                        | any adjustment to these hours must be pre-authorised b  | y the RGU Professional Experiences team.                        |  |  |  |
| Date                 | Time of Arrival        | Time of Departure      | Signed (Facilitator)  | Signed (Student Pharmacist)                                     |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |
|                      |                        |                        |   |   |  |  |  |

Please note that you may need to print more than one copy for the duration of your EL placement.

Appendix V: MPharm Standards of Behaviour – Experiential Learning Placements



# **MPharm Standards of Behaviour - Experiential Learning Placements**

While attending Experiential Learning (EL) placement as a student pharmacist, you will not only be representing yourself as a future pharmacist but you will also be representing Robert Gordon University. RGU and EL facilitators expect all student pharmacists to behave in a professional manner being courteous to all members of staff, patients/service users and members of the public.

You must read, agree and adhere to the following standards at all times during EL placements:

- You must adhere to the GPhC Standards for Pharmacy Professionals at all times (<a href="https://www.pharmacyregulation.org/pharmacists/standards-and-guidance-pharmacy-professionals/standards-pharmacy-professionals">https://www.pharmacyregulation.org/pharmacists/standards-and-guidance-pharmacy-professionals</a>)
- You must adhere to the MPharm Dress Code Guidance for all EL placements.
- You must bring your RGU matriculation card and display this for the duration of the
  placement in your RGU Student Pharmacist lanyard (this identifies you as a RGU
  student pharmacist who is authorised to attend the EL placement and without it you
  will not be allowed to attend the EL placement).
- You must wear your RGU student pharmacist magnetic badge at all times during your EL placement.
- You must arrive at your EL placement at the time agreed with your EL facilitator. Allow enough travel time to make sure you arrive on time (transport may be slower than normal at peak times).
- You should not take unnecessary materials or valuables with you as there may not be anywhere to safely store such items.
- You must adhere to organisation-specific requirements.
- You should only consume food (including chewing gum) and drinks in designated areas.
- Mobile phones should only be used for learning purposes with the agreement of your
   EL facilitator while on EL placement premises.
- You must not attend the placement if you have been drinking alcohol or are hungover. You will be asked to leave the placement immediately and a report raised with the MPharm Placement Officer.



- Smoking or use of e-cigarettes are not allowed on or around the premises (as specified by the organisation concerned).
- You must always behave in a professional manner.
- You must respect the patients'/service users' right to privacy and if a patient/service
  user does not want you present while they speak to the pharmacist please accept this
  and move on to another activity.
- You must report any absences in accordance with the MPharm EL Placement Absence Policy.
- You must treat all information (whether about patients/service users or the
  organisation) you receive as confidential. You must ensure that you do not record any
  patient/service user details. It is a criminal offence under the Data Protection Act to
  divulge any information about patient records.
- You should always be polite and courteous to service users, patients, staff and members of the public.
- You must not impersonate a pharmacist or member of pharmacy support staff.
- You must be mindful that you are working within busy clinical environments and must not obstruct members of the team whilst they are carrying out their duties.
- You must always observe safe working practice, taking care of yourself and others.
- You should be familiar with procedures in the event of a fire or emergency.
- If you are involved in an accident you must report it immediately to the pharmacist in charge and to the MPharm Placement Officer as soon as possible.

| Appendix VI: Social Media Guide for Student Pharmacists |
|---|
|---|



# Social Media Guide for Student Pharmacists

# Scope

This guide is a reminder of your responsibilities for using social media appropriately as a student pharmacist and refers to all social media and online platforms. First and foremost, you are required to adhere to the GPhC guidance document <u>Using social media platforms professionally</u> which should be read in conjunction with the <u>Standards for Pharmacy Professionals</u>. It is important to consider and fully understand your responsibilities online as a student pharmacist and as an RGU student pharmacist.

# **Guidance Principles**

These apply to your use of social media as a student pharmacist. You should be aware that there is no distinction between your personal and professional use of social media. As a student pharmacist, your online behaviours should always remain appropriate.

- You should adhere to all relevant regulatory, professional and organisational guidance for the use of social media.
- Information created online can remain available for a long period of time and caution should be used in posting content, including images.
- You should refrain from posting content that is defamatory, pornographic, harassing or libellous in nature.
- You must not share any information which is considered confidential or which
  may be business sensitive. This may not always be immediately obvious e.g. a
  prescriber code or name of a hospital or GP surgery, or an invoice from a business
  and care should be taken to ensure that any information shared does not breach
  confidentiality.
- You must not share information relating to patients.
- You must have appropriate permission to share any information from an EL placement site.
- You must not share any ID badges or staff badges with company or NHS Board information visible.
- Your use of social media should not interfere with your responsibilities either in class or on EL placement.
- You must not share photographs or information about students, staff, patients, public or placement facilitators without permission.
- Whilst many social media platforms provide the option for 'private' conversations to take place, care should be exercised as due to the online nature of such platforms, content is never guaranteed to be fully private.

**Appendix VII: MPharm Dress Code Guidance** 



# RGU School of Pharmacy, Applied Sciences and Public Health

MPharm Dress Code Guidance

# **MPharm Dress Code Guidance**

This Dress Code Guidance applies to all Professional Experiences. It is not exhaustive but provides a guide for you to follow. Professional Experiences include the following:

- Experiential Learning (EL) placements in the hospital, community, primary care and specialist settings.
- Simulated environments (including N501 and the Clinical Skills Centre).
- Any situation where you will encounter patients (including simulated patients).

If you cannot comply with this Dress Code Guidance and/or guidance provided by your EL facilitator, you MUST inform the PE Team as soon as possible, and prior to any Professional Experience. The PE team will discuss your individual circumstances with you and your placement provider to explore potential options to support your attendance on EL placement.

Contact

MPharm Professional Experiences Team E: <a href="mailto:PharmExpLearning@rgu.ac.uk">PharmExpLearning@rgu.ac.uk</a>

#### **General Information**

Student pharmacists are expected to present themselves in a manner appropriate to working in a professional pharmacy environment.

### For ALL EL placements and Professional Experiences

- Your RGU Student ID badge must be presented in an RGU Student Pharmacist lanyard to confirm identification (please note these may have to be removed or worn on a retractable card holder during an EL placement depending on setting requirements).
- Your RGU Student Pharmacist magnetic badge must be worn.
- All clothes must be suitable for work: clean, pressed and in good repair.

# **Personal hygiene**

- High standards of personal cleanliness must be observed.
- Sores, cuts and grazes must be covered with a clean dressing or plaster.

The following is guidance on acceptable professional dress. If further information is required in addition to what is provided in this document, this will be communicated to you by the Professional Experiences team or your EL facilitator.

The following are considered appropriate options for Professional Experiences:

- Smart blouse/shirt/top.
- Smart trousers.
- Skirt or dress. This should be of an appropriate length (i.e. at least knee length).

The following are not permitted:

- Denim clothing or jeggings.
- Short skirts or dresses e.g. mini-skirts.
- Shorts.
- Low cut trousers or tops.
- Items of clothing that reveal bare midriffs.
- Football colours.
- Clothing with logos or pictures which may cause offence.
- Clothing which does not adequately cover underwear or is designed to reveal underwear.

#### **Dress Code Guidance**

While on EL placement, you will be required to adhere to the EL placement provider's dress code in addition to the information below. Failure to comply may result in you being unable to attend your EL placement.

### **Compliance with Hand Hygiene Protocol:**

- "Bare below the elbow" applies in clinical areas at all times, whether providing direct patient care or not.
- Sleeves must be able to be rolled or pulled back and kept securely in place during hand-washing and direct patient care activity.
- Fingernails must be kept short and clean. False nails or coatings, for example, gel; BIAB, acrylic; shellac or varnish are not appropriate and must not be worn.
- Rings with stones, ridges, sharp edges, and/or crevices must not be worn. A
  plain, smooth 'wedding' band is acceptable.
- Wrist watches must not be worn.

# **Other Key Points:**

- Ties should not be worn.
- Hair must be clean, neat, tidy and worn off the collar. Longer hair must be clipped back from the face and always tied up off the collar in clinical areas.
- Head wear must be clean and must not obscure the face while delivering patient care. Headscarves will be worn in a way which avoids contact with patients and their immediate surroundings.
- Make up should be minimal. Please note in some settings, false eyelashes are not permitted.
- No jewellery (including body piercing) other than one plain band ring may be worn. Stud earrings are permitted in the immediate period following piercing for up to 6 weeks but must be covered whilst on placement.
- Body art or tattoos must not be visible if they have the potential to offend; they should not contain explicit, discriminatory, or political images or slogans. New body art or tattoos must be covered with a waterproof dressing until healed.
- Smart, soft soled, closed toe shoes must be worn to protect against spillage or sharps. Flip-flops, slip-ons (e.g. sliders), or similar are not permitted.
- Plain coloured trainers may be appropriate, but you must check with your EL facilitator in advance of your EL placement.
- High-heeled shoes may pose a health and safety risk and are not appropriate for the professional environment.

# **Appendix VIII: EL Placement Induction Checklist**



# **EL Placement Induction Checklist**

| Suggested Task  | Complete |
|---|----------|
| Introduction to workplace and tour of site  |          |
| Introduction to experiential learning facilitator and staff   |          |
| Timekeeping   |          |
| Tea/meal breaks and facilities  |          |
| General health and safety, including handling sharps  |          |
| Dealing with hazardous materials  |          |
| Fire alarm system explained   |          |
| Escape routes and assembly points identified  |          |
| Action to be taken on discovering fire  |          |
| Location and use of fire-fighting equipment   |          |
| Smoking policy explained  |          |
| First aid and facilities  |          |
| Reporting of accident and safety issues   |          |
| Hand washing and general hygiene  |          |
| Confidentiality and sensitivity of patient information  |          |
| Dealing with threatening and/or violent behaviour   |          |
| Discussion about aims and objectives for placement based on pre-EL communication form and framework |          |

I have received information, instruction and advice on the areas detailed above. I understand the health & safety and governance issues concerning my Experiential Learning and will, as far as is reasonably practicable, ensure that the procedures and practices are followed in accordance with the specifications. I am aware of and agree to abide by the Health and Safety Regulations of the host organisation and the governance procedures.

| Signed (Student Pharmacist) & Date |  |
|------------------------------------|--|
| Name (Student Pharmacist)          |  |
| Signed (EL Facilitator) & Date     |  |
| Name (EL Facilitator)              |  |

Appendix IX: Experiential Learning Facilitator – Enforced Student Pharmacist Absence



# **EL Facilitator: Enforced Student Pharmacist Absence Form**

This form must be completed by the EL Facilitator if they have enforced the absence of a student pharmacist from an EL placement.

| Student Pharmacist<br>Name   |   |
|--|---|
| EL Facilitator Name  |   |
| EL Site Address  |   |
| Date & Time  |   |
| Reason for enforced<br>absence (please check<br>the box which applies) | <ul> <li>☐ Health/illness related reason</li> <li>☐ Issue related to professional dress (including student pharmacist presentation without all three of the following: student ID badge, student pharmacist lanyard, magnetic student pharmacist badge)</li> <li>☐ Issue related to professional behaviour</li> <li>☐ Other (describe below)</li> </ul> |
| N.B. this form will be used by t                                       | er details below to justify reason(s) for enforced absence.  The student pharmacist as supporting evidence regarding their absence from EL placement is mandatory and contributes to the successful completion of RGU MPharm  |
| Signed (EL Facilitator)  |   |
| Date (EL Facilitator)  |   |

Please email the completed form to the Professional Experiences team <a href="mailto:PharmExpLearning@rgu.ac.uk">PharmExpLearning@rgu.ac.uk</a>. This form will be reviewed and discussed with the student pharmacist and MPharm course leader.