

## Occupational Specialism: Pharmacy Services

### Performance Outcome 1: Provide pharmaceutical care and advice to contribute to a person's health and well being

Knowledge specific to Performance Outcome	Skills specific to Performance Outcome
<p><b>Roles and responsibilities in the pharmacy environment</b></p> <p>Job role, responsibilities and duty of Pharmacy Technician: Importance of personal development, CPD and self-reflection/ evaluation to support continuous improvement; the importance of professional registration and revalidation</p> <p>Roles and responsibilities within the pharmacy team; including activities which can only be carried out by registered professionals</p> <p>Understand how to supervise other staff within the pharmacy</p> <p>Characteristics of effective team working, how own performance and teamworking contributes to organisational performance such as achieving goals, building loyalty, job satisfaction</p> <p>How to communicate with team members</p> <p>Range of pharmacy environments in which a Pharmacy Technician may work, including: hospitals, small, large and independent pharmacies</p> <p>Roles of other health care professionals and organisations who may support the work of the pharmacy team and ensure the health and wellbeing of a person</p> <p>When to refer to a clinical colleague for support and advice including the raising of concerns</p>	<p>Apply knowledge of roles and responsibilities to provide appropriate pharmaceutical care and advice (14,20, 50)</p> <p>Maintain and further develop own skills and knowledge (CPD) including through accepting feedback and reflection</p> <p>Demonstrate effective teamworking within own scope of practice</p>

<p>Where to go to for help and advice when working in the pharmacy environment</p>	
<p><b>Person centred care</b></p> <p>How core knowledge of “Providing person centred care when working in Healthcare Science” relates to Pharmacy Services to ensure a person receives high quality care</p> <p>Understanding of medicines optimisation to ensure a person obtains the best possible outcomes from their medicines (2)</p> <p>How to safeguard people, particularly children and vulnerable adults</p> <p>How to respond to complaints including:</p> <ul style="list-style-type: none"> <li>• Requirement for policies and procedures in respect of customer complaints. Content of policies and procedures such as issuing refunds</li> <li>• Strategies to handle customer complaints within the pharmacy environment: how this links to after-sales policies</li> <li>• How complaints can impact on the overall success of the pharmacy business</li> </ul> <p>The importance of recording incidents and errors in the Pharmacy environment, including incident management and error reporting systems.</p>	<p>Provide all elements of person centred care when providing any pharmaceutical care and advice, including medicine optimisation</p> <p>Respond to complaints, incidents and errors in a way that demonstrates person-centred care</p>

**Biology, microbiology, Human anatomy and physiology, and chemistry**

How the basic principles of biology, microbiology, human anatomy and physiology, and chemistry relate to the provision of Pharmacy Services, including an understanding of:

**Biology**

- The structure and function of carbohydrates and lipids
- The structure and function of proteins
- The structure function and actions of enzymes
- The structure and function of the human genome, causes and effects

**Human anatomy and physiology**

- Different types of human cells and tissue
- The structure and function of the musculoskeletal system and the digestive system
- The cardiovascular, respiratory and lymphatic systems in the human body
- How the human body's nervous system and sensory organs function
- How the endocrine system and the genito-urinary system function

**Microbiology**

- The structure, function and classification of microorganisms
- Factors affecting microbial growth
- How the growth of microorganisms is monitored and controlled
- Transmission of infection

**Chemistry**

- Fundamentals underpinning the periodic tables and

Apply underpinning scientific knowledge of biology, microbiology physiology and chemistry to make judgements to ensure that the most appropriate pharmaceutical care and advice is provided

bonding including atomic structure, elements, inter and intra

- Fundamentals underpinning chemical reactions in pharmaceuticals including chemical and physical factors, pH, chemical formulae, chemical and physical properties
- The importance of water in pharmaceutical products including molecular structure, special characteristics, biological importance, types of water

<p><b>Basic pharmacological principles that apply to the use of medicines in relation to disease processes and the treatment of identified clinical conditions</b></p> <p>How core knowledge of diseases, disorders and minor illnesses relates to the provision of Pharmacy Services</p> <p>What is meant by disease, disorder and minor illness in the context of Pharmacy</p> <p>Understanding of:</p> <ul style="list-style-type: none"> <li>• Pathophysiology of major disease states likely to be encountered within the pharmacy environment, for example Cardiovascular diseases, diabetes and Respiratory diseases</li> <li>• Pathophysiology of minor illnesses likely to be encountered within the pharmacy environment, for example coughs and colds, sickness and diarrhoea</li> <li>• The range of, and specific factors contributing to major diseases and minor illnesses</li> </ul>	<p>Apply underpinning scientific knowledge of diseases, disorders and minor illnesses when making any judgements to, ensure that the suitability of a person's medicine for use</p>
<p><b>Health and wellness</b></p> <ul style="list-style-type: none"> <li>• What is meant by health and wellness in the context of pharmacy i.e. that this is not just an absence of disease</li> <li>• How health inequalities may affect different parts of society (</li> <li>• Sources of information on healthy lifestyles such as the British Nutrition Foundation, the Health Foundation and Live Well (NHS)</li> <li>• Understanding of and promotion of ways to maintain healthy lifestyles including healthy eating, regular exercise, smoking cessation and limiting alcohol consumption (10)</li> <li>• How to provide public health advice and recommend</li> </ul>	<p>Promote healthy lifestyles to a person using available resources and evidence based techniques (10)</p> <p>Give a person all relevant information in a way they can understand, so they can make informed decisions and choices and decisions about their health, care and well being</p> <p>Recognise and value diversity, and respect cultural differences – making sure that every person is treated fairly whatever their values and beliefs (7)</p>

recognised health screening or public health initiatives (11)	
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**Standards, legislative requirements and legal responsibilities in pharmacy**

How core knowledge of standards, legislative requirements and legal responsibilities relate to working in the pharmacy environment, including:

Legal Classification of Medicines:

- General Sales List (GSL)
- Pharmacy Only
- Prescription Only Medicines (POM)

Acts & Regulations:

- Medicines Act 1968
- Human Medicines Regulations 2012
- Veterinary Medicines Regulations
- The Misuse of Drugs Act 1971 as amended
- The Misuse of Drugs Regulations 2001 as amended
- The Misuse of Drugs (Safe Custody) Regulations 1973 as amended
- The Health Act 2006
- Controlled Drugs (Supervision of Management and Use) Regulations 2013

Standards for Pharmacy Professionals and Registered Pharmacies, published by the General Pharmaceutical Council

Medicines, Ethics & Practice, published by the Royal Pharmaceutical Society of Great Britain

Recognise and adhere to all ethical standards and legal responsibilities and, where appropriate, take responsibility for the safe and efficient supply of medicines

<p><b>Information in the pharmacy environment</b></p> <p>How to work within the local, regional and national guidelines and policies including how to prioritise time and resources</p> <p>How to obtain relevant information from people – including patients, carers and other healthcare professionals</p> <p>How to communicate with individuals in a manner appropriate to needs including using verbal and non-verbal communication techniques; confirming valid consent; capacity; disability, behaviours, recognising diversity, values and beliefs; clarifying information that is not clear and questioning techniques</p>	<p>Apply the principles of information governance in line with local and national policies to meet all legislative and legal requirements and keep information confidential</p> <p>Adapt information and communication to meet the needs of particular audiences</p> <p>Use information to make decisions</p> <p>Gather information to deliver the provision of care and advice, through questioning, listening and observing</p>
<p><b>Principles of Governance</b></p> <p>Understanding of the principles of audit, quality-improvement strategies and clinical governance, and how to implement recommendations effectively</p> <p>Understanding of the principles of risk management</p>	<p>Adhere to the principles of governance when providing pharmaceutical care</p>
<p><b>Health and Safety, and Quality standards in the pharmacy environment</b></p> <p>How core knowledge of Health and Safety, and Quality standards relates to Pharmacy Services, including identifying risks and knowing the appropriate action to take in response to incidents or medical emergencies and the provision of first aid</p> <p>Understanding own limits and scope of work and that of others</p> <p>Standard Operating Procedures and processes for reporting of accidents and emergencies</p>	<p>Follow safe working practices at all times when undertaking any activities when in the pharmacy environment</p> <p>Identify risks or dangers to self, customers or colleagues and act to eliminate or minimise these</p> <p>Follow procedures and processes for reporting of accidents and emergencies</p>



## Performance Outcome 2: Supply medicines

Knowledge specific to Performance Outcome	Skills specific to Performance Outcome
<p><b>Different types and forms of medicines</b>            What the different types and forms of medicines are, the differences between them and how they should be managed in the pharmacy setting:</p> <ul style="list-style-type: none"> <li>• Over The Counter (OTC) medicines</li> <li>• Prescription Only Medicines</li> <li>• Dose forms such as tablets, inhaler or liquid</li> <li>• Legal categories of medicines</li> </ul>	<p>Dispense prescriptions following standard procedures and apply knowledge of different types and forms of medicines</p> <p>Demonstrate person centred care when assisting in the dispensing of prescriptions</p> <p>Apply Good Clinical Practice (respect, welfare and justice) when dispensing prescriptions</p>
<p><b>Different types of prescriptions</b>            Knowledge of the different types of prescriptions that can be used/presented and the meaning of each:</p> <ul style="list-style-type: none"> <li>• Colours</li> <li>• Codes</li> <li>• Different types of prescriber e.g. Medical: doctor, dentist, Non-medical: Pharmacist, Nurse, Physiotherapist</li> </ul> <p>Awareness of the different sources and uses of each and how to check their validity</p>	<p>Recognise different types of prescriptions and ensure that all required information is included on prescriptions before they are dispensed</p>
<p><b>Dispensing procedures and practices</b></p> <p>How to order, receive, maintain and supply medicines and other pharmaceutical products safely, legally and effectively including:</p> <ul style="list-style-type: none"> <li>• Retrieving and reconciling information about a person's medicine</li> </ul>	<p>Receive and log requests for medicines</p> <p>Check prescriptions for their validity, safety and clarity, taking action to deal with any problems</p> <p>Order, receive, maintain and supply medicines and other pharmaceutical products safely, legally and effectively</p> <p>Assess supply and order appropriate medicines and products</p> <ul style="list-style-type: none"> <li>• Conduct in-process accuracy checks before issuing any prescribed items</li> <li>• Use systems to support the safe supply of medicines</li> <li>• Issue prescribed items safely and effectively and take</li> </ul>

	action to deal with discrepancies
<p><b>Pharmacy calculations</b></p> <ul style="list-style-type: none"> <li>• Underpinning maths to complete required calculations</li> <li>• How to complete pharmacy calculations e.g. the number of tablets or volume of liquid to be supplied</li> <li>• Different weights and measures including units and conversion between e.g. grams to kilograms or millilitres to litres, weight in weight, weight in volume and percentages</li> </ul>	<p>Accurately perform pharmaceutical calculations to ensure the safety of people</p>
<p><b>Medical devices</b></p> <ul style="list-style-type: none"> <li>• The range of medical devices that can be used</li> <li>• What the most common medical devices are</li> <li>• When, why and how they are used</li> <li>• Examples of medical devices include blood glucose monitors and stoma appliances</li> </ul>	<p>Advise people on the safe and effective use of devices</p>

### Performance Outcome 3: Assemble prescribed items (36)

Knowledge specific to Performance Outcome	Skills specific to Performance Outcome
<p><b>Infection control</b></p> <p>How core knowledge of infection control is relevant to Pharmacy Services when producing extemporaneous medicines, for example parenteral medicines and aseptic suite</p>	<p>Apply infection control procedures when assisting in the production of extemporaneous medicines</p>
<p><b>Compatibilities of medicines</b></p> <p>Awareness of:</p> <ul style="list-style-type: none"> <li>• Drug-drug compatibilities</li> <li>• Drug-excipient compatibilities</li> <li>• Excipient-excipient compatibilities</li> </ul>	<p>Recognise adverse drug reactions and interactions, and respond where appropriate</p>
<p><b>Principles of Good Manufacturing Practice in the pharmacy environment</b></p> <p>How core knowledge of the principles of Good Manufacturing Practice relate to Pharmacy Services, including:</p> <ul style="list-style-type: none"> <li>• Quality control procedures</li> <li>• Use and quality of appropriate raw materials</li> <li>• Preparation and use of appropriate equipment</li> </ul> <p>How to apply pharmaceutical principles to the safe and effective formulation, preparation and packaging of medicines and products</p> <p>How to safely and legally dispose of medicines and other pharmaceutical products</p>	<p>Apply Good Manufacturing Practice in the assembly of medicines</p>