



**Royal  
Pharmaceutical  
Society  
of Great Britain**

## **Consultation Document**

### **Draft Pharmacy Practice Framework**

#### ***Background***

#### **Why do we need a new Pharmacy Practice Framework?**

The face of our profession is changing. Aspects of practice that were nice to have, such as good consultation skills and meticulous record keeping are now crucial – from here on in it matters if pharmacists forget to ask questions in a medication review or in dispensing a repeat prescription; or misinterpret body language or miss cues from patients about emerging health problems. The Practice Framework has been developed to inform the education of pharmacists (need clarity over whether this is for pharmacists, technicians, MCA etc, all of whom are involved in aspects of pharmacy practice) and will make sure that the education pharmacists receive will deliver not only the knowledge but also the skills, attitudes and values required to deliver high quality, consistent and safe practice across pharmacy from day one. The Practice Framework will provide the link between education and practice standards, future performance standards, CPD and revalidation.

The Practice Framework will define what pharmacists do and what they therefore need to know, what skills they must acquire and how they need to behave. This work will be co-ordinated with the development of a performance framework for the new fitness to practise procedures and registration and the revision of the Society's Codes of Ethics. The Practice Framework will also fit in with wider future work such as Pharmacy 2020.

**The Practice Framework will involve the definition of:**

- Key roles of the pharmacist and members of the pharmacy team
- Broad functions that enable pharmacists and members of the team to fulfil each role
- Daily activities that contribute to each function

Parts of the Practice Framework will be relevant to pharmacy team members involved in direct patient care, while others are more relevant to those engaged in research, management, industry or academia (not a definitive list).

The Practice Framework includes activities that can and should in practice be undertaken by pharmacy technicians and other pharmacy support staff. To support effective skill mix within pharmacy it is anticipated that the Practice Framework will be used as the starting point for the development of practice frameworks for other pharmacy support staff groups. It should be noted that the Practice Framework is intended to be a working, facilitative and supportive document. The Practice Framework is not a set of professional standards.

**Why are we consulting and why now?**

Effective consultation is a key part of the policy making – process. Your views can help shape policy developments and set the agenda. Consulting can help us monitor service provision, identify possible improvements, gather opinions on a change of policy that may be implemented by the Society and help us provide information to stakeholders.

**Consultation questions**

**The following are specific questions the Society’s Council would like you to address in your response:**

- **Are the 7 principal roles correct?**
- **Are we looking at the right functions?**
- **Do the activities (i.e. the building blocks) fully describe what a pharmacist does? – now or tomorrow?**

- **Does the Practice Framework capture the breadth of the pharmacy profession?**
- **To what extent can pharmacy technicians and other pharmacy support staff contribute to the delivery of the Practice Framework to meet labour market needs?**

**In addition, if there are detailed comments that you would like to make regarding the functions, activities and indicators of good practice, please select the comment boxes in the body of the document: we are not expecting everyone to answer every question.**

We are very keen to obtain feedback and comment on the Practice Framework from a broad range of stakeholders. We welcome comments on any aspect of the Pharmacy Practice Framework. An electronic copy of the consultation document can be obtained by clicking onto the following link:

<http://www.rpsgb.org/worldofpharmacy/currentdevelopmentsinpharmacy/pharmacy2020/>

**To submit your response you can either:**

1. Download this document from the web page, complete your response electronically and email it back to us via:

[Practiceframeworkconsultation@rpsgb.org](mailto:Practiceframeworkconsultation@rpsgb.org).

2. Or write your response and post it to us.

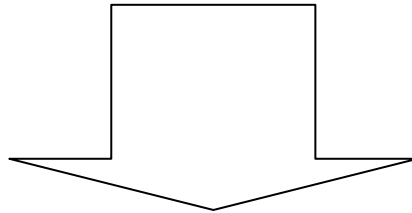
**When do you need my views and comments by?**

Please return the consultation document by the 31 October 2007.

If you require further information you can contact me directly: John Sloan, Education Policy Projects Manager, and I will be happy to discuss with you any aspect of the consultation.

I can be contacted directly at:

The Royal Pharmaceutical Society of Great Britain  
Education and Registration Directorate  
1 Lambeth High Street  
London  
SE1 7JN  
Telephone: 0207 572 2276  
Email: [john.sloan@rpsgb.org](mailto:john.sloan@rpsgb.org)



# DRAFT Pharmacy Practice Framework



If for all the professions and members of the time then this should be reflected in the pictures. This is really important to truly get engagement of the broadest membership

This draft consultation document is not for publication. For all enquiries regarding this document please contact: John Sloan, Education Projects Policy Manager, Education and Registration  
The Royal Pharmaceutical Society of Great Britain  
1 Lambeth High Street  
London  
SE1 7JN  
Telephone: 0207 572 2276  
Website <http://www.rpsgb.org.uk>

## **About this document**

### **Purpose must be flexible enough to cover S,E & W.**

Up to the point of registration, the education of pharmacists is uniform – don't agree with this. Although all courses must meet RPSGB accreditation, the emphasis on different elements of the course varies enormously. In addition, the credit loading in Scotland is higher than England/ Wales. All prospective pharmacists spend four years studying for an MPharm, then they spend one year in Preregistration training, then they take a national Registration Examination. The MPharm's syllabus is set by the Society, as are the standards for Preregistration and the syllabus of the Registration Examination. This consistency is to ensure that pharmacists have a common set of knowledge, skills, attitudes and values when they begin work: when they are a day one pharmacist. This is what the Practice Framework describes.

### **Knowledge, skills, attitudes and values – do think this framework should be moving to competence**

The Practice Framework is not a number of things: it is not a pharmacist's job description; it is not a national curriculum; it is not a description of advanced or specialist practice; and it is not a description of the first day of every single pharmacist. It is a statement of the full range of knowledge, skills, attitudes and values a pharmacist might have to deploy on day one – this is complex as this can vary greatly from day 1 onwards e.g. in Scotland there is staged training with differing activities, responsibilities etc. Unless there is clarity here then it is impossible to answer/ interpret the responses. The extent to which each item (meaning of item?) is deployed will vary, depending on the context in which a pharmacist is working. Some parts of the Practice Framework will be highly relevant to everyone from day one, and perhaps for every day of their professional lives, such as CPD. Other parts may be seemingly more relevant to pharmacists working in particular sectors, others less so. However, because the Register of Pharmacists is generalist and the profession varied, all members need a broad range of knowledge, skills, attitudes and values available to them on day one.

On closer inspection, the Practice Framework is relevant to all pharmacists, no matter where they work. Pharmacists working in academia need to understand how their contribution to pharmacist education (both research and teaching) shapes the profession; industrial pharmacists develop and manufacture medicines to be used by people, on the advice of other pharmacists and others:



## A reference point

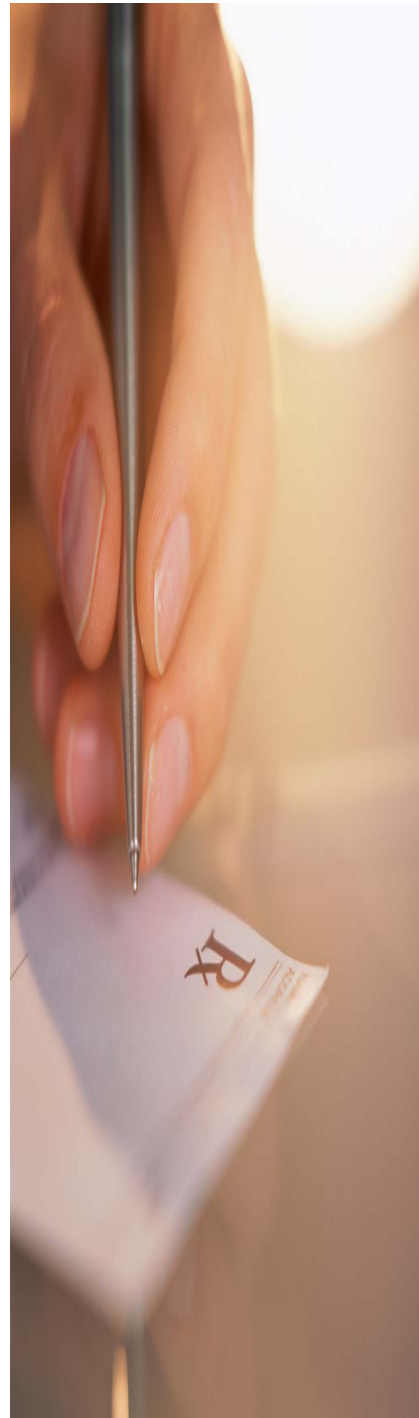
The Practice Framework is a reference point. If it describes what a day one pharmacist should be able to do, the logical corollary is that the knowledge, skills, attitudes and values it contains should have been acquired either as an MPharm student or a Preregistration graduate. When, how and where are not described and they are a matter for debate and discussion: the Practice Framework is not meant to restrict debate about the future of the MPharm or Preregistration but to facilitate it.

Finally, the Practice Framework is intended to be a working document for the short to medium term (1-5 years). This needs to come much earlier – see my comments above The pace of change is such that any description of currency must remain current for it to have any validity or use. In the same way the MPharm and Preregistration must evolve over time, so must the Practice Framework.

## Structure of the document

In order to corral all the various different things that pharmacists do into a coherent whole, we have divided them up as follows:

- Roles – 7 broad clusters of related functions
- Functions – a slightly more detailed description of what the roles comprise (between 2 and 6 Functions per Role)
- Activities – the basic building block descriptions of what pharmacists do (between 2 and 5 activities per role) Each Activity also has some Indicators of good practice, to give a better indication of what we see each Activity to be.
- Would it not be easier to use the standard frameworks and terminology of competencies? Asked this question of John Sloan & Damian Day.



**Roles, functions, activities and indicators of good practice**



**Contents – perhaps worth adding that some of these eg 1 and 2 overlap; also 2 and 6**

Role 1. Contribute to the effectiveness of healthcare and public health

Role 2. Implement, monitor and modify therapeutic approaches

Role 3. Dispense medicines – should this be supply medicines. How many pharmacists, even on day 1, actually dispense

Role 4. Produce, obtain, store and distribute products

Role 5. Contribute to the safe and effective operation of the pharmacy or other work place

Role 6. Professional and therapeutic decision making

Role 7. Maintaining and improving professional performance

Where does academia fit within this? (teaching, research etc)

Where did these come from – may help to inform the interpretation

**Seven principal roles**

<p><b>1. Contribute to the effectiveness of the health care system and public health – wording is different to the above</b></p> <ul style="list-style-type: none"> <li>A. Comply with professional obligations and guidelines. – what does this really mean in this context and is this not relevant to all?</li> <li>B. Contribute to the safe, rational and cost – effective use of medicines</li> <li>C. Promote, evaluate and improve health in the community – why only community</li> <li>D. Advocate and support policies that promote improved health outcomes</li> <li>E. Medicines are designed with leading edge knowledge of compound pharmacology, medicines chemistry and pharmaceuticals and in response to patient needs/ requirements</li> <li>F. Contribute to the education, training and mentoring of students and health professionals – is this last one not generic and relevant to all?</li> </ul> <p><b>Comment:</b></p>	<p><b>2. Implement, monitor and modify therapeutic approaches</b></p> <ul style="list-style-type: none"> <li>A. Perhaps work with others to devise the care plan</li> <li>B. Support the patient (only) to implement the care plan</li> <li>C. Support and monitor the patient progress with the care plan</li> <li>D. Document findings, follow-up, recommendations, information provided and patient outcomes</li> <li>E. Share findings with others</li> <li>F. Would like to see the word prescribe somewhere here</li> </ul> <p><b>Comment:</b></p>
<p><b>3. Dispense medicines</b></p> <ul style="list-style-type: none"> <li>A. Evaluate and advise on prescribed medicines</li> <li>B. Assess prescriptions</li> <li>C. Supply prescribed medicines</li> </ul> <p>What about supply under other routes such as PGDs, local schemes, MAS etc.</p> <p><b>Comment:</b></p>	<p><b>4. Produce, obtain, store, and distribute products</b></p> <ul style="list-style-type: none"> <li>A. Produce drug preparations and products</li> <li>B. Obtain and store drug preparations and products</li> <li>C. Distribute drug preparations and products</li> <li>D. Dispose of drug preparations and products</li> </ul> <p><b>Comment:</b></p>
<p><b>5. Contribute to the safe and effective operation of the pharmacy or other work place</b></p> <ul style="list-style-type: none"> <li>A. Contribute to the maintenance of a productive, healthy and safe working environment</li> <li>B. Contribute to the management of staff and other resources within the workplace</li> <li>C. Contribute to systems to provide products and high quality services</li> <li>D. Contribute to the viability of the organisation or service</li> <li>E. Minimise practice errors and omissions, unsafe practices and professional misconduct</li> <li>F. Emphasis on governance hence risk management, minimisation etc.</li> </ul> <p><b>Comment:</b></p>	<p><b>6. Professional and therapeutic decision making</b></p> <ul style="list-style-type: none"> <li>A. Assess the patient’s health status and needs</li> <li>B. Agree the appropriate course of action with the patient</li> </ul> <p>This really overlaps with 2 and is about therapeutic decision making</p> <p><b>Comment:</b></p>

<p><b>7. Maintaining and improving professional performance</b></p> <ul style="list-style-type: none"><li>A. Plan and implement personal development strategies to improve current and future performance</li><li>B. ? being involved with others' CPD</li><li>C. Play an active role in the pharmacy-based and multi-disciplinary systematic monitoring and review of the quality of service provision, and the implementation of service improvement measures</li></ul> <p><b>Comment:</b></p>	
--	--

**Generally I think this is very disappointing and not forward looking at all. Not sure how this is any different from where we are at now. Not all sectors of the profession will identify with this at all and will feel omitted from it.**

**Importantly no coverage of competence, governance and other major drivers**

## Role 1 Contribute to the effectiveness of healthcare and public health

As members of the health care community (gives the emphasis that this is community only) , pharmacists contribute to the health care team by identifying ways to improve overall health outcomes. Pharmacists do this by ensuring the safe rational and cost effective use of medicines and promoting health and well-being in the community; improving working relationships; investigating emerging therapies; and sharing new information to benefit their patients (also clients, ie the general public who are not 'patients').

### Function A

#### Comply with professional obligations and guidelines

Activity	Comments
<p><b>Activity 1. Be aware of the requirements of the Code of Ethics and follow the principles it lays down</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Apply the principles of the Code of Ethics to your daily work</li> <li>• Comply with NHS contractual obligations/NHS public health policies</li> <li>• Act in the interests of patients and the public</li> <li>• Fully consider available options when faced with conflicting professional obligations or legal requirements and evaluate the risks and benefits associated with each course of action</li> <li>• Be prepared to justify your actions if asked to do so</li> </ul>	

### Function B

#### Contribute to the safe, rational and cost-effective use of medicines

Activity	Comments
<p><b>Activity 1. Maintain access to an appropriate evidence base relating to the safe, rational and cost effective use of medicines</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Maintain subscriptions to electronic/paper based learned quality journals on medicines (e.g. Martindale online, MHRA Device Bulletins, the British National Formulary and <i>The Pharmaceutical Journal</i>)</li> </ul>	<p><b>Don't see how these activities align to this function and not others??</b></p>
<p><b>Activity 2. Contribute to the application of the evidence base to the review of current practice and development of related policies when appropriate</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Critically evaluates and reviews pharmacotherapeutic literature</li> <li>• Applies research evidence into own practice</li> <li>• Applies evidence-based practice</li> </ul>	

--	--

**Function C****Promote, evaluate and improve health in local communities**

<b>Activity</b>	<b>Comments</b>
<p><b>Activity 1. Encourage health and well-being</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Patients are supported to make healthy and relevant lifestyle choices</li> <li>• Patients are encouraged and supported to seek knowledge of disease prevention and management</li> <li>• Options to promote health are presented</li> </ul>	Not only patients, see above
<p><b>Activity 2. Support access to and understanding of health information</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Sources of relevant, accurate and current information are identified for the patient</li> <li>• Information on disease prevention and management is provided</li> <li>• Patient's are referred to other services</li> </ul>	
<p><b>Activity 3. Identify problems and solutions to improve health care</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Patient's misuse or abuse of the health care system is identified, discouraged and prevented whenever possible</li> <li>• Patient's are provided with effective choices</li> <li>• Drug use is monitored and in keeping with legal and professional requirements</li> <li>• Inappropriate practices are identified and addressed</li> </ul>	

**Function D****Advocate and support policies that improve health**

<b>Activity</b>	<b>Comments</b>
<p><b>Activity 1. Apply knowledge of policy direction and decisions to improve health</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Primary care and other NHS organisations are encouraged to, and supported in understanding and engaging with the medicines management agenda</li> <li>• Healthcare information systems are used effectively to manage medicines</li> <li>• Pharmaceutical public health makes its</li> </ul>	

<p>full contribution to the wider public health agenda</p> <ul style="list-style-type: none"> <li>• Relationships between NHS organisations, the pharmaceutical industry and other commercial organisations are managed appropriately</li> <li>• Policy direction and decisions are appropriate and realistic</li> </ul>	
<p><b>Activity 2. Contribute to public and professional groups to promote improved health</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Information and ideas presented are current and relevant to audience</li> <li>• Information and advice are provided in a format and in a manner that promotes understanding</li> </ul>	
<p><b>Activity 3. Collaborate with other health care professionals in their efforts to improve health outcomes</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• All members of the multi-disciplinary and multi agency teams are supported in making an appropriate contribution to the medicines management agenda</li> <li>• Opportunities for collaboration are identified (collaboration reflects common goals and interests)</li> </ul>	

## Function E

### Contribute to the discovery, design and development of new medicines and technologies, knowledge, skills and their application

Activity	Comments
<p><b>Activity 1. Contribute to the discovery and development of new medicines and products</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Drug products are designed with a contemporary knowledge of bio pharmaceuticals materials science aligned with patient needs/requirements</li> <li>• Experimental practices and reporting are performed to contemporary standards</li> <li>• Trends in new science and treatments are regularly evaluated</li> </ul>	
<p><b>Activity 2. Investigate and contribute to research and developmental activities that improve health, support the health of the public and enhance pharmacy practice</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Health care and health care issues are identified through a systematic process</li> <li>• New services that can enhance health outcomes in patients are investigated, supported and promoted</li> </ul>	

<ul style="list-style-type: none"> <li>• Evidence-based, cost-effective drug strategies are developed, implemented and supported</li> <li>• Pharmaceutical care processes and pharmacy practices are regularly evaluated and evidence-based</li> <li>• Technological advancements are studied and implemented where appropriate</li> <li>• Systems are established to support the implementation of the changes</li> </ul>	
--	--

<p><b>Activity 3. Participate in patient care practices that yield new or expanded knowledge about the effectiveness and safety of drugs</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Unanticipated drug therapy outcomes are monitored and reported through professional, scientific or regulatory channels</li> <li>• Findings arising from independent observations about drug therapies are reported, tested and validated or discarded</li> <li>• Formal research activities conform to accepted standards of study design, data collection, data confidentiality, security, interpretation and presentation of findings</li> <li>• Participation in research activities conforms to ethical standards</li> <li>• Expertise, resources and data from practice settings are provided to research studies in adherence with ethical, legal and professional requirements</li> </ul>	
--	--

**Function F**  
**Contribute to the education, training and mentoring of students and health professionals**

Activity	Comments
<p><b>Activity 1. Identify the learning needs and goals of students and health professionals</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Individuals and groups are encouraged to clarify learning needs</li> <li>• Individuals and groups are given information and support to enable them to define and set learning goals</li> </ul>	
<p><b>Activity 2. Contribute to the Selection or develop of learning activities to meet identified needs and goals</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Multiple and diverse learning opportunities are identified, supported, provided and recognised</li> <li>• Activities are relevant to the needs, learning styles and abilities of the learners</li> <li>• Learning resources are relevant,</li> </ul>	

engaging and promote the development of the learners' skills and knowledge	
<p><b>Activity 3. Facilitate or implement learning activities and assess outcomes</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Learning environment fosters curiosity, discussion and personal reflection</li> <li>• Learning activities encourage the learners' active participation</li> <li>• Learners are encouraged and supported to ask questions and value constructive feedback from peers and others</li> <li>• Assessment strategies and tools are valid, reliable and appropriate</li> <li>• Learning and assessment outcomes are recorded in a timely, accurate and meaningful way</li> </ul>	
<p><b>Activity 4. Contribute to improving quality and relevance of education and training</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Feedback is requested from learners</li> <li>• Feedback is analysed, interpreted and used to review learning activities and assessment strategies</li> <li>• Changes in learning activities and assessment strategies are planned and implemented based on the results of the evaluation, as appropriate</li> </ul>	

## Function G

### Create, maintain and enhance working relationships with others

Activity	Comments
<p><b>Activity 1. As appropriate to contribute to multi-professional and multi disciplinary team working</b></p> <p>Indicator of good practice:</p> <ul style="list-style-type: none"> <li>• Engage in clinical audit of outcomes</li> <li>• Share information</li> <li>• Contribute to shared understanding</li> <li>• Communicate, establish and maintain working relationships and gain the co-operation of others</li> </ul>	
<p><b>Activity 2. Exchange information and advice with others</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Information needs are clarified</li> <li>• Relevant, current references and literature are accessed, interpreted and shared with others, as appropriate</li> <li>• Information obtained and exchanged is accurate, objective, current and timely</li> <li>• Information and advice provided responds to the patient's needs</li> <li>• Referrals to other information services are made, as appropriate</li> </ul>	

<ul style="list-style-type: none"> <li>Information and advice are provided in a format and in a manner that promotes understanding</li> <li>Recommendations and information exchanged are documented</li> </ul>	
---	--

**Role 2 Implement, monitor and modify therapeutic approaches**

Having agreed the most appropriate course of action with the patient and the other members of the health care team, pharmacists have a key role to play in helping the patient implement that choice, monitor progress and take whatever further action may prove to be necessary. This implementation role will in some cases continue over an extended period but in more straight forward cases will be much less extensive.

**Function A**

**Support the patient to implement the care plan**

Activity	Comments
<p><b>Activity 1. Enable the patient to maximise health outcomes</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Therapeutic objectives are confirmed with the client</li> <li>Patient's understanding of therapy is confirmed</li> </ul>	Needs to have emphasis on a concordant approach – the patient may opt not to follow the evidence based route
<p><b>Activity 2. Provide information</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Information provided to whom? is relevant, accurate and current</li> <li>Information is conveyed in a manner that promotes patient understanding</li> <li>Information includes non-drug therapy options, as relevant to desired health outcomes</li> <li>Appropriate written information and reference sources are provided to support the patient's management of therapy</li> </ul>	

**Function B**

**Support and monitor the patient's progress with the care plan**

Activity	Comments
<p><b>Activity 1. Obtain and evaluate information on the patient's progress with the care plan</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Needed follow-ups with the patient are conducted</li> <li>Information is gathered as appropriate</li> <li>Changes in health and health care are evaluated</li> </ul> <p>Concordance is assessed and positively promoted</p>	Is compliance/ adherence promoted?

**Function C****Document findings, follow-ups, recommendations, information provided and patient outcomes**

<b>Activity</b>	<b>Comments</b>
<p><b>Activity 1. Document information</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Information recorded is relevant, accurate and current</li> <li>• Information meets legal and professional requirements</li> <li>• Confidentiality is maintained</li> <li>• ? audit of information</li> </ul>	What should be recorded – eg recommendation for an OTC medicine or just POM etc. This is important
<p><b>Activity 2. Maintain and store information</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Access to information is controlled and integrity of records is protected</li> <li>• Electronic files are backed-up in case of data loss</li> <li>• Effective information maintenance and storage methods are used</li> <li>• Records are maintained for an appropriate length of time which is?</li> <li>• Maintenance and storage systems meet legal and professional requirements</li> </ul>	

**Role 3****Dispense medicines – see above****comment**

**We have more emphasis (function/activity) on this than any other. Is this appropriate in a profession developing away from this activity. Some of these read more like SOPs for dispensing. Lack of consistency with the others.**

The dispensing of medicines (and devices) is a core function in the provision of pharmacy services. It serves as the bridge between diagnosis/prescription and treatment, operating both as a key element of quality assurance and also helping the patient successfully to manage the next stage of their care. Although the technical aspects of dispensing are increasingly delivered by support staff, a pharmacist has responsibility for the clinical assessment of the prescription and retains overall responsibility for dispensing. Pharmacists may on occasions be required personally to perform any or all of the functions set out below.

**Function A****Evaluate and advise on prescribed medicines**

<b>Activity</b>	<b>Comments</b>
<p><b>Activity 1. Consider prescribed medicines</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Understands the therapeutic use(s) or pharmacological rationale for use of prescribed medicines.</li> <li>• Considers patient, drug and dosage form factors likely to impact on the efficacy or safety of treatment.</li> <li>• Takes appropriate action if prescription appears inappropriate</li> </ul>	

<p><b>Activity 2. Examine prescribed medicines in the context of medication history, current treatment and the evidence base</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Takes steps systematically to access and review patient medication history and current treatment regimen (based upon the information received or held on the patient medical record)</li> <li>• Obtains additional essential medication related information from patients and/or carers or the prescriber</li> <li>• Uses readily available information sources as needed to clarify treatment or confirm information or meet additional information needs</li> <li>• Considers the appropriateness of the dose, dose form, dosing regimen, route of administration and duration of treatment of the prescribed medicine.</li> <li>• Identifies clinically significant potential or actual drug related problems created by the provision of the prescribed medicine</li> <li>• Identifies factors likely to adversely affect adherence to treatment with the prescribed medicine or dosing regimen</li> </ul>	
<p><b>Activity 3. Promote optimal medication treatment</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Demonstrates a logical approach to deciding a course of action for resolving or minimising the impact of identified drug related problems and issues likely to affect adherence</li> <li>• Recommends alternate treatment options to prescribers for resolving or minimising drug related problems and/or issues affecting adherence</li> <li>• Initiates action, in consultation with prescribers and/or patient, to address issues impacting on adherence.</li> <li>• Records prescription interventions – where, how etc. Links to the above</li> </ul>	

**Function B**  
**Assess prescriptions**

Activity	Comments
<p><b>Activity1. Validate prescriptions</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Checks the authenticity of prescriptions and the identity of prescribers</li> <li>• Confirms that written prescriptions comply with all legal requirements and professional conventions</li> </ul>	

<ul style="list-style-type: none"> <li>• Verifies that prescriptions received orally or electronically comply with legal requirements and professional conventions</li> <li>• Acts to ensure fraudulent or illegal prescriptions are not dispensed</li> </ul>	
<p><b>Activity 2. Clarify medication orders</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Reads prescriptions carefully to ensure they are accurate and complete and clearly communicates the prescriber's intended treatment</li> <li>• Clarifies required drug, dosage form, dose, frequency and/or duration of treatment with prescribers where these are in doubt</li> <li>• Identifies required drugs and ingredients by generic or common name, or brand name</li> <li>• Obtains additional information required to safely dispense medicines from the prescriber or patient/carer.</li> <li>• Annotates prescriptions in accordance with legal requirements and professional conventions</li> </ul>	
<p><b>Activity 3. Confirm availability of medicines</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Establishes any special circumstances or supply arrangements impacting on availability of the prescribed medicine</li> <li>• Identifies suitable products held in stock or available from a supplier</li> <li>• Liaises with prescribers to identify suitable alternative products where supply difficulties are apparent</li> <li>• Accepts responsibility for advising patients/carers of any issue likely to cause a delay to medicines being dispensed</li> </ul>	

**Function C**  
**Supply prescribed medicines**

<b>Activity</b>	<b>Comments</b>
<p><b>Activity 1. Apply a systematic approach consistent with legal requirements and professional conventions.</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Ensures dispensed medicines and their labeling directly correlates to prescribed medicines and dosing regimen.</li> <li>• Accepts responsibility for ensuring dispensed medicines are issued (and administered for supervised dosing in the pharmacy) to the correct patient</li> <li>• Takes prompt action to minimise the impact of dispensing errors on patients</li> <li>• Accepts responsibility for the accuracy of prescription medicines dispensed with the assistance of unregistered personnel</li> </ul>	<p>In hospital the second bullet point is not relevant (or that responsibility would be very unfair as nurses administer)</p>

<p><b>Activity 2. Maintain records</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Maintains prescription records for dispensed medicines, including controlled substances that include prescription annotations and are consistent with legal requirements</li> <li>• Maintains accurate, up-to-date and complete medication records for patients consistent with professional standards and conventions</li> <li>• Maintains accurate records of dispensing errors (including those that are intercepted before they reach the patient) and the actions taken to minimise their effect on patients and/or to prevent their recurrence.</li> </ul>	
<p><b>Activity 3. Assist patient understanding and concordance</b></p> <ul style="list-style-type: none"> <li>• Indicators of good practice:</li> <li>• Identifies patient specific information needs and circumstances likely to adversely impact on adherence</li> <li>• Clarifies changes to medication treatment and changes in the appearance of a medicine or its packaging</li> <li>• Explains the indications for use, expected benefits and any particular precautions to be observed when using the medicine, using written patient information resources as required for further clarification</li> <li>• Reinforces the storage and dosing requirements with specific reference to administration technique (if applicable), dose, frequency, timing in relation to food, and duration of treatment</li> <li>• Informs the patient of the most likely adverse effects and actions to take should they occur, using written patient medicines information resources as appropriate</li> <li>• Checks that patients understand why the medicines have been prescribed, what benefits to expect and how they are to be used/administered</li> <li>• Addresses issues likely to adversely impact on adherence with the patient and/or their carer or other members of the health care team as appropriate</li> </ul>	<p>Should there be emphasis on responsible action if systems break down and something goes wrong (applies to all)</p>

## Role 4 Produce, obtain, store and distribute products

Pharmacists play a leading role in most aspects of medicines: production, safe and proper storage, purchase and distribution. Some aspects are primarily technical, often performed by pharmacy technicians under direction or supervision of the pharmacist, but in many instances the pharmacist remains legally responsible, so they must be able to perform these functions in order to train or supervise others, even if they do not perform the functions directly.

### Function A Produce drug preparations and products

Activity	Comments
<p><b>Activity 1. Prepare pharmaceutical products</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Materials and procedures are selected to maximise the integrity of the product</li> <li>• Calculations and quantities of ingredients are complete and accurate</li> <li>• Ingredients are correct, within the expiry date for intended use and in the correct quantity</li> <li>• Proper aseptic techniques are used for sterile products</li> <li>• Equipment and environment are consistent with the needs of the procedure</li> </ul>	? overpay with previous
<p><b>Activity 2. Package pharmaceutical products</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Product meets specifications, is within expiry date for intended use and in the correct quantity</li> <li>• Container is appropriate for intended use and assures integrity and stability of the product</li> <li>• Labeling is accurate and complete and meets legal and professional requirements</li> </ul>	
<p><b>Activity 3. Develop and maintain quality management systems, including maintaining appropriate records</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Records are up-to-date, relevant and accurate</li> <li>• Records meet legal and professional requirements</li> </ul>	

## Function B

### Obtain and store drug preparations and products

Activity	Comments
<p><b>Activity 1. Ensure appropriate levels of stock and equipment are maintained</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Assess required levels in specific situations</li> <li>Comply with policies and procedures to order required stock and equipment</li> </ul>	
<p><b>Activity 2. Establish and maintain appropriate arrangements for procuring products and equipment</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Formulate procurement, return and exchange policies consistent with approved managerial and financial delegation</li> <li>Procure only from suppliers approved in line with workplace policy</li> </ul>	
<p><b>Activity 3. Select medicines and materials which are fit for purpose</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Select equipment and materials on the basis of suitability for intended use, accuracy, safety and cost.</li> <li>Be vigilant for counterfeit medicines and take appropriate action taken if detected</li> </ul>	
<p><b>Activity 4. Maintain an adequate storage environment and systems</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Environment maintains the stability and integrity of products</li> <li>Environment is maintained to meet legal and professional requirements</li> <li>Access is limited to authorised personnel</li> <li>Security of product is maintained to meet legal and professional requirements</li> <li>Storage system minimises dispensing errors and drug diversion</li> </ul>	

## Function C

### Distribute drug preparations and products

Activity	Comments
<p><b>Activity 1. Maintain security and integrity and timeliness during the distribution process</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Container is appropriate to intended use and transport</li> <li>Preparation and distribution systems minimise drug diversion</li> </ul>	

<ul style="list-style-type: none"> <li>• Discrepancies are dealt with promptly and in accordance with legal and professional requirements</li> </ul>	
<p><b>Activity 2. Maintain records of distribution</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Audit trail is created and maintained and discrepancies are investigated</li> <li>• Records are signed, dated and accurate</li> <li>• Receipt of controlled products is confirmed in accordance with legal and professional requirements</li> </ul>	

**Function D**  
**Dispose of drug preparations and products**

Activity	Comments
<p><b>Activity 1. Identify products requiring disposal</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Inventory is checked regularly for items requiring disposal</li> <li>• Products received from others requiring disposal are identified</li> </ul>	
<p><b>Activity 2. Store products requiring disposal securely and remove from pharmacy</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Products for disposal are stored in a suitable container and clearly identified</li> <li>• Products for disposal are stored separately. Methods for disposal are safe and environmentally responsible</li> <li>• Secure disposal service providers are identified and utilised</li> <li>• Products are disposed of in a manner that meets legal and professional requirements</li> </ul>	

## Role 5 Contribute to the safe and effective operation of the pharmacy or other work place

All pharmacists, regardless of their responsibility, contribute directly or indirectly to this role. For example: they contribute by helping to maintain the effectiveness and efficiency of the workplace; supervising others; ensuring adequate staffing and/or ensuring quality products and services are provided to meet patient needs.

### Function A

#### Contribute to the maintenance of a productive, healthy and safe working environment

Activity	Comments
<p><b>Activity 1. Contribute to the maintenance of the physical environment</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Space allocations maximise effectiveness of operations and assure confidentiality</li> <li>• Needs and deficiencies within the environment are identified</li> <li>• Recommendations for improving systems and procedures for acquiring and maintaining resources are referred to the appropriate person</li> <li>• Routine maintenance is carried out to conform to legal and professional requirements</li> <li>• Records of acquisitions and maintenance are kept</li> <li>• Manuals and contracts are readily accessible to others</li> </ul>	
<p><b>Activity 2. Contribute to the health, safety, accessibility and security of the environment</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Heating, lighting, ventilation, and cleanliness meet legal and professional requirements</li> <li>• Required security systems and procedures are maintained</li> <li>• Safety equipment, procedures and systems are maintained</li> <li>• Staff are updated promptly on modifications relating to health, safety and security</li> </ul>	

### Function B

#### Contribute to the management of staff and other resources within the workplace

Activity	Comments
<p><b>Activity 1. Contribute to identifying staff needs</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Human resource needs are identified in keeping with practice objectives, current and anticipated workload, and legal and professional requirements</li> <li>• Human resource needs are identified and discussed with others</li> <li>• Individual, team and practice</li> </ul>	

development needs are considered at regular intervals	
<p><b>Activity 2. Contribute to the development of individuals and teams</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Development needs of individuals and teams are identified</li> <li>• Development is encouraged and assisted through a collaborative process</li> <li>• Participation and achievement is supported, encouraged and recognised</li> <li>• Individuals and teams are encouraged to provide feedback on their progress</li> <li>• Records and documentation of development are maintained</li> </ul>	
<p><b>Activity 3. Supervise staff</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Work activities and methods are planned and organised</li> <li>• Individual responsibilities reflect legal and professional requirements</li> <li>• Staff workload and performance expectations are clearly defined and communicated</li> <li>• Evaluations of work are used to plan and organise current and future work activities</li> <li>• Staff are encouraged to offer feedback on work activities and methods</li> <li>• Constructive feedback is given to improve staff motivation and performance</li> <li>• Ensure staff work within the limits of their competence</li> </ul>	
<p><b>Activity 4. Anticipate and lead change</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Emerging issues and practices are identified and their likely impact on practice operations are assessed</li> <li>• Opportunities to discuss potential changes and their implications are offered to individuals and teams</li> <li>• Suggestions and plans are offered for effective and practical ways of implementing change</li> </ul>	

**Function C**

**Contribute to systems to provide products and high quality services**

Activity	Comments
<p><b>Activity 1. Contribute to management and maintenance of stock and equipment</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Inventory is appropriately maintained</li> <li>• Inventory is organised to minimise errors</li> <li>• Inventory is organised to maximise efficiency and security</li> <li>• Opportunities for drug diversion are</li> </ul>	

<p>recognised and preempted</p> <ul style="list-style-type: none"> <li>• Inventory complies with legal, professional and organisational requirements</li> </ul>	
<p><b>Activity 2. Contribute to creating, maintaining and improving information, knowledge and resources</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Information and resources are collected to fulfill the objectives of the practice</li> <li>• Information and resources are relevant, accurate, and current</li> <li>• Information and resources meet legal and professional requirements</li> <li>• Information is recorded and stored following accepted formats, systems and procedures</li> <li>• Information can be retrieved promptly and conveniently when required</li> <li>• Information is evaluated and exchanged to make decisions and solve problems</li> <li>• Systems and procedures for storing and disposing of client information and records maintain confidentiality</li> <li>• Information is documented, dated, and authenticated according to legal and professional requirements</li> </ul>	
<p><b>Activity 3. Seek continuous improvement</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Feedback is sought from patients, staff and other users about the effectiveness of services and products</li> <li>• Systems and procedures to monitor and evaluate the effectiveness of products and services are implemented</li> <li>• Improvements suggested and implemented are effective and comply with legal and professional requirements</li> <li>• Outcomes of changes made are evaluated against expectations and further opportunities for improvement are identified</li> </ul>	

**Function D**

**Contribute to the viability of the organisation or service**

Activity	Comments
<p><b>Activity 1. Ensure the efficient use of resources</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Therapies are selected in agreement with the prescriber and the patient</li> <li>• Resources are used to maximise patient outcomes</li> <li>• Work activities and methods are designed to minimise waste</li> <li>• Security and integrity of resources and products is maintained to minimise loss and waste</li> </ul>	<p>First bullet overlaps with above</p>

<p><b>Activity 2. Promote the work of the organisation or service</b>            Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Information and advice about products and services are readily available</li> <li>• All promotional information and advice is relevant, accurate, current and meets the identified needs of individuals and the community</li> <li>• Opportunities to promote the practice to individuals and the community are identified and responded to as appropriate</li> <li>• Recommendations for improving the effectiveness of marketing and promotional activities are made</li> <li>• Promotional and marketing activities are safe, effective and meet legal and professional requirements</li> </ul>	

**Function E**  
**Minimise practice errors and omissions, unsafe practices and professional misconduct**

Activity	Comments
<p><b>Activity 1. Identify and prevent practice errors/omissions, unsafe practices and professional misconduct</b>            Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Policies and procedures to ensure safety and effectiveness of persons, products and services are maintained and communicated to staff</li> <li>• Accuracy and quality checks are routinely conducted and documented</li> <li>• Incidents are promptly documented and causal factors are reviewed</li> <li>• Documented incidents are regularly reviewed for patterns, causal factors and outcomes</li> <li>• Risk management and clinical governance procedures are adhered to</li> </ul>	
<p><b>Activity 2. Minimise, manage and report errors and omissions</b>            Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Errors and omissions are appropriately investigated, corrected, documented and reported to those affected by them</li> <li>• Consequences are monitored and care provided as necessary</li> <li>• Practice changes and/or preventive measures are implemented in consultation with those affected by them</li> </ul>	
<p><b>Activity 3. Respond to and resolve unsafe practices and professional misconduct</b>            Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Practice and conduct resulting in actual or potential risk is immediately stopped</li> </ul>	

<p>and consequences monitored</p> <ul style="list-style-type: none"> <li>• Corrective actions and/or referrals are implemented and documented</li> <li>• Alleged errors, unsafe practices and professional misconduct are investigated, documented and reported in accordance with legal and professional requirements</li> </ul>	
---	--

## Role 6 Professional and therapeutic decision making

Pharmaceutical care is a primary responsibility of the pharmacist, although shared with physicians and other healthcare providers. Pharmacists may provide this service directly to patients or their caregivers; or they may manage/supervise or teach/train others to provide this care. Thus the patient may vary depending on the specific responsibility pharmacists have in this role. Pharmacists have a key role in working with the patient to assess their health status and needs, and to agree with the patient the most appropriate way of addressing those needs. The latter may include the provision of medicines on prescription or over the counter and the provision of medical devices. These interventions may have a therapeutic and/or a prophylactic function. Need to mention prescribing here.

### Function A Assess the patient’s health status and needs

Activity	Comments
<p><b>Activity 1. Establish and maintain a relationship with the patient</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• An effort is made to establish trust and respect</li> <li>• A safe, quiet and private environment is created, if feasible</li> <li>• The patient is encouraged to express his/her needs and views</li> <li>• Consent is obtained for the professional services, treatment or care provided in accordance with RPSGB professional standards for patient confidentiality</li> <li>• Role, responsibilities and accessibility of the pharmacist in supporting the patient is clarified</li> <li>• Barriers to communication and other limitations are identified and evaluated</li> </ul>	<p>There needs to be some emphasis on selection of patients for pharmaceutical care</p>
<p><b>Activity 2. Obtain information about the patient’s health</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Relevant providers of information are determined</li> <li>• The patient’s medical history and other relevant information is obtained from appropriate and reliable sources</li> <li>• The patient’s characteristics, beliefs and lifestyle factors pertaining to health are determined and discussed</li> <li>• The patient’s signs, symptoms and health parameters are evaluated as appropriate</li> <li>• Information obtained is relevant, accurate and current</li> <li>• Questions and information are communicated in a manner that promotes the patient’s understanding</li> <li>• The patients are encouraged to</li> </ul>	

<ul style="list-style-type: none"> <li>participate in the discussion</li> <li>The patient's understanding is verified</li> <li>Information relating to the patient's health is documented as appropriate</li> </ul>	
<p><b>Activity 3 Determine the patient's desired health outcomes and priorities</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Patient's expectations are determined, discussed and clarified</li> <li>Measurable therapeutic objectives are established with the patient and other healthcare providers, as appropriate</li> </ul>	

**Function B**

**Agree appropriate course of action with the patient and other members of the health care team**

Activity	Comments
<p><b>Activity 1. Formulate therapeutic options</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Options are relevant to the patient's expectations, priorities and limitations</li> <li>Options reflect accepted pharmacotherapeutic practice</li> <li>Financial considerations are discussed with the patient, if appropriate</li> </ul>	
<p><b>Activity 2. Make recommendations to meet the patients need</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Recommendations are communicated in a manner that promotes understanding</li> <li>Benefits and drawbacks of recommendations are discussed with the patient</li> </ul>	
<p><b>Activity 3. Support the patient to select care plan options</b></p> <p>Indicators of good practice:</p> <ul style="list-style-type: none"> <li>The Patient is encouraged to evaluate and select option(s)</li> <li>The Patient is given adequate time to reflect on options</li> <li>Patient's concerns and questions are responded to appropriately and respectfully</li> <li>The Patient is given information to help in the decision making process</li> <li>Information provided is supported by literature as appropriate to the patient needs</li> </ul>	<p>May not always be the patient and the patient may not be able to participate in this – what should the activity then be?</p>

<ul style="list-style-type: none"> <li>Pharmacist respects the patient's decision</li> </ul>	
<p><b>Activity 4. If appropriate, refer the patient to other services</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Referral information is accurately presented in a timely manner</li> <li>Information reflects available and accessible services</li> <li>Information is conveyed in a manner that promotes the patient's understanding</li> </ul>	
<p><b>Activity 5. If Appropriate supply or prescribe medication for the patient (including over the counter medication, Patient Group Directions and Independent prescribing)</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Prescribing or supply of medicines meets legal and professional requirements (refer to RPSGB professional standards for pharmacist prescribers and professional standards for the sale and supply of medicines)</li> <li>The formulation, dosage and quantity of medication prescribed or supplied is appropriate for the patient and only supplied/prescribed in response to a genuine clinical need</li> <li>Relevant information and advice on the safe and effective use of the medication is provided.</li> </ul>	<p>Covers a lot; seems to be an after thought stuck in at the end</p>

## Role 7 Maintaining & improving professional performance

Professional development is a continuous process in the evolving science and practice of pharmacy. The RPSGB Code of Ethics requires that pharmacists knowledge, skills and performance are of a high quality and relevant to their field of practice throughout their working life. As pharmacy practice evolves, pharmacists need to keep current and knowledgeable, and support others. They can do this through continuous professional development, workplace interaction and research.

### Function A

#### Plan and implement personal development strategies to improve current and future performance

Activity	Comments
<p><b>Activity 1. Use reflective practice and appraisal to create and maintain a professional development plan to improve current and future performance</b> Indicators of good practice:</p> <ul style="list-style-type: none"> <li>Personal and professional needs are identified and maintained in keeping with current and future goals</li> <li>Professional development goals are established</li> <li>Realistic development priorities are set</li> <li>Emerging issues in pharmacy and the pharmaceutical sciences are reflected in</li> </ul>	

<p>priorities</p> <ul style="list-style-type: none"> <li>• Development opportunities are identified, selected and pursued</li> </ul>	
<p><b>Activity 2. Monitor, evaluate and record development achievements</b>  Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Development is reviewed on a regular basis</li> <li>• Achievements and practice outcomes are evaluated and documented</li> <li>• Development plans are modified in keeping with changing goals</li> </ul>	

**Function B**

**Play an active role in the pharmacy-based and multi-disciplinary systematic monitoring and review of the quality of service provision, and the implementation of service improvement measures**

Activity	Comments
<p><b>Activity 1. Take part in regular and systematic audit as part of the continuing process of quality improvement.</b>  Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Honest and complete data recording</li> <li>• Active role in joint review of the data</li> <li>• Implementation of recommendations arising from the audit, in terms of service delivery and personal development</li> </ul>	<p>Almost implies that record keeping could be dishonest</p>
<p><b>Activity 2. Play a full part in local arrangements for clinical governance or equivalent</b>  Indicators of good practice:</p> <ul style="list-style-type: none"> <li>• Full understanding and acceptance of personal responsibilities</li> <li>• Active participation in local arrangements for clinical governance or equivalent</li> </ul>	

**Any other comments:**