

About this newsletter

This newsletter provides information about the education pathway for pharmacists and pharmacy technicians employed as part of the NHS England Primary Care Network (PCN) Contract Directed Enhanced Service (DES) Additional Roles Reimbursement Scheme. The *Primary care pharmacy education pathway* (PCPEP) builds on the previous CPPE extended education pathways and aligns with the NHS Long Term Plan and the PCN Contract DES.

Newsletter 1, which can be downloaded from our **website**, has more background information about the pathway and how to enrol.

If you have any queries about the pathway that are not answered on our website, please email:
primarycare@cppe.ac.uk

To include:

In this newsletter

- Update on the pathway
- Case-based discussion feedback
- Resources to help support employers
- Recognition of pathway learning
 - Bath University
 - Royal Pharmaceutical Society
- Support for pharmacy technicians on the pathway
- Changes to the PCN Contract Directed Enhanced Service
- Clinical supervisor corner - training dates and ES contact
- PCPEP employer information webinar – upcoming date

Update on the pathway

Where we are now....

We have thoroughly enjoyed meeting our Cohort 11 learners in person at the residential events. The networking, sharing of ideas and 'lightbulb' conversations make any navigation of train strikes and travel more than worth it! Cohort 11 are nearing the end of their first module, and we are busy assigning education supervisors to Cohort 12 learners, who start in January. Cohort 12 applications are set to reach the 800 maximum.

We thought you might be interested in some figures.

- Since NHSE and HEE first commissioned this training in 2016, 7,535 pharmacy professionals have taken, or are taking, part in one or other of the CPPE extended education pathways.
- 3,551 pharmacy professionals have completed the extended education pathways; 600 pharmacy technicians and 2,951 pharmacists.
- CPPE has 117 education supervisors supporting all these learners.

A pharmacy technician who recently completed her pathway said in her *Statement of assessment and progression* feedback:

“In summary, I feel I am much more confident in my consultation skills having navigated the PCPEP course and am an important clinician on the team. I have moved from seeing myself as an administrator to a clinician which is a very important mind shift and will create the backbone of my role moving onwards.” Furthermore, here are two examples of the feedback we get from learners when they finish the pathway. These examples are from pharmacists who completed the pathway recently:

“I feel immensely grateful for the PCPEP for guiding me for the last 18 months, providing me with invaluable skills and helping me grow into the professional I am today.”

“Thanks to you I have not felt alone, you’ve been such an important person in my CPPE pathway journey and have helped me settle down in GP land. I have had some very tough challenges at the beginning at home and work, you’ve been so understanding. I have persevered and shown strong determination to get where I want. I have felt and seen my confidence growing during this course and found the MSF (multi-source feedback) very useful as it’s not always easy to ask people for your own feedback and taking any criticism positively, thank you for your guidance. I always try and look on the positive side as it helps with the feel good factor. The leadership section was very interesting to learn about how yourself and others therefore improving communication. I’m so happy to finally find the role that suits me and is satisfying. There is still a lot of growing to do and I haven’t quite reached my goal yet which is a specialist pharmacist in diabetes (but it’s on my PDP) and this is a good strong base and I wanted to thank you and the whole CPPE team.”

This feedback is so good to hear as it is exactly what the pathway has been commissioned by NHSE and HEE to do.

Case-based discussion feedback

As part of the assessment on the pathway, we use the popular and evidence-based assessment method of case-based discussions (CbDs). This can be a challenge for pharmacy professionals who have typically never participated in this form of assessment. Each pharmacy professional presents a case from their practice that demonstrates the skills they have in their role – primarily clinical judgement. There are two CbDs that all pharmacy professionals need to pass to complete the pathway. CbDs are assessed by experienced primary care pharmacists called ‘clinical mentors’ who have undertaken training and assessor standardisation with CPPE.

A pharmacy technician who just passed her second CbD fed-back:

“I really wanted to find every reason possible not to like/need this course in the beginning! I can honestly say it’s been fantastic. I was just comparing this to my [first CbD]. I don’t recognise myself! I am such a different technician to the one when we first met. I actually looked at my calendar this morning and felt sad I had only two study days left!”

A clinical mentor assessing CbDs commented:

“I think it’s a privilege to be able to assess these sessions and see the value of these roles. It’s very uplifting to see what the cases are and how the pharmacy professionals have really made a difference in their practice.”

Resources to support employers

Changes to the PCN Contract Directed Enhanced Service in October 2022

We have a number of pharmacists and pharmacy technicians providing remote clinical pharmacy services to PCNs. If you are sub-contracted to employ people like this using the PCN Additional Roles Reimbursement Scheme, you will be interested to note that the NHS England PCN DES guidance was updated in November. It now includes a section regarding sub-contracted remote clinical service. Please see page 27 of the **updated document**.

Pathway resources

A meeting with a training hub contact last month made us realise that some employers are not aware of all the resources we have to support you with your pharmacy professional in practice.

The table below outlines the resources that are readily available for you to access to help ensure the partnership between you and your pharmacy professional is successful.

Resource	Description	Where to find
Employer webinar	Bi-monthly webinar for employers, clinical supervisors and interested parties outlining the PCPEP. This includes background, support, overview, expectations, etc.	Dates in the latest newsletter Link from your pharmacy professional
Pathway and role progression and handbook	Explains the pathway and how it all fits together with the PCN directed enhanced service (PCN DES). A comprehensive handbook that has tables of activities your pharmacy professional can start doing in their role.	CPPE website under Pathway handbooks
Newsletters	Previous newsletters can all be accessed through the CPPE website. This page also outlines how to sign up to the mailing list.	CPPE website under Newsletter
FAQs	Employer and learner frequently asked questions. A great resource when you 'don't know what you don't know'. <i>These are currently being updated.</i>	CPPE website under FAQs
Clinical supervisor (CS) page	Dedicated page on the CPPE website that links to information on who can be a CS, CS handbook, links to training webinars and a CS readiness self-assessment.	CPPE website under Clinical supervisor
Exemption and equivalence	Resources and information clearly outlining the process for applying for exemption for part or all of the PCPEP.	CPPE website under Exemption and equivalence
Assessment information	The assessment handbook provides information on all the assessments during the pathway. This includes criteria, the purpose of	CPPE website under Pathway handbooks

Resource	Description	Where to find
	<p>the assessment and where it falls on the pathway.</p> <p>The Clinical examination and procedural skills assessment record (CEPSAR) handbook outlines all the clinical skills that will be observed during the pathway – typically in Module 3.</p>	
Independent prescribing information	This page contains information on the timing of independent prescribing (IP), CPPE authorisation and our policy on how to support pharmacy professionals who are already partaking in another form of study.	CPPE website under Independent prescribing
Learner application and progress	<p>Learners enrol on the PCPEP through the CPPE website. They will need a copy of their CV and a proof of employment form.</p> <p>Progress on the pathway is also monitored here using the pathway ‘progress tracker’ that the learner completes as they progress through the pathway.</p>	<p>CPPE website under Apply</p> <p>CPPE website under Pathway progress tracker</p>

Recognition of pathway learning

University of Bath

The University of Bath has been exploring using the CPPE *Primary care pharmacy education pathway* (PCPEP) towards an academic award in advanced pharmacy clinical practice in the primary care setting. All learners who have completed PCPEP and want to gain master’s-level academic credits towards an award in clinical pharmacy (postgraduate certificate, diploma or MSc) at the University of Bath, now have a route to do this. This route is called Accreditation of Prior Experiential Learning (APEL).

PCPEP meets the learning outcomes for two of the units from the primary care and community programme:

- Professional Skills for Medicines Optimisation (15 credits)
- Evidence Based Pharmacy Practice (15 credits)

Successful completion of the APEL route for both units provides 30 master’s-level academic credits towards the learner’s chosen award. The cost is considerably lower than the taught units. More information can be found on the **University of Bath website**.

Royal Pharmaceutical Society

Many pharmacists are wanting to be recognised as practicing at an advanced level of practice. CPPE believes many PCPEP pharmacist alumni meet the criteria. Now, recognition of practicing at an advanced level of practice will be awarded by the Royal Pharmaceutical Society (RPS).

Health Education England has commissioned the RPS to work with CPPE to provide a supported programme to help pharmacists who have completed the PCPEP to map their practice against the 2022 **RPS Core Advanced Curriculum** and the **HEE advanced clinical practice framework**.

Pharmacists were asked to register interest through the CPPE website. A launch webinar took place in September 2022, which was attended by over 60 pharmacists. Currently, there are over 80 pharmacists who fit the criteria who have shown interest in the process.

Criteria to access this programme includes pharmacists who:

- are currently practising in primary care
- have a *Statement of assessment and progression* from a completed CPPE national training pathway (ie. MOCH, CPGPE, PCPEP) OR are exempt or have been granted equivalence
- are practicing as an independent prescriber (IP)
- are leading or managing other team members in the workplace
- have created or contributed to research in their field.

Three information webinars for pharmacists who registered interest ran during November and December, with contributions from representative from both the **HEE Centre for Advancing Practice** and the **RPS**.

Pharmacists have been invited to enrol on a bespoke Canvas course, created by CPPE, that clearly outlines how the PCPEP is mapped to the **RPS Core Advanced Curriculum**. A self-assessment document, based on this curriculum, has been distributed to these pharmacists so they can begin their mapping before their extensive learning needs analysis with a CPPE education supervisor.

We are looking forward to officially launching the first supported cohorts in early 2023 and supporting them through to the RPS e-portfolio assessment and credentialing to recognise their work at an advanced level of practice.



Image taken from the [RPS](https://www.rps.ac.uk)

Pharmacists can still register interest through the **CPPE website** to get involved. This will begin the process of registering on the **Centre for Advancing Practice** portal and gaining access to the RPS e-portfolio and CPPE's Canvas platform.

Support for pharmacy technicians on the pathway

CPPE now has several years' experience of pharmacists and pharmacy technicians (PTs) learning together with the Medicines Optimisation in Care Homes (MOCH) pathway and the PCPEP. This is still a fairly new concept, and we are aware that there is some opposition to it as pharmacists and pharmacy technicians do not typically have their initial education and training together. There are different approaches to how each profession is taught – typically 'apprenticeship' versus 'academic study'.

However, NHSE and HEE has commissioned this joint pathway so that both professions can better understand each other's role, their scope of practice and how they can work alongside each other to maximise the benefits for patients. Although pharmacy technicians did not join PCPEP right at the beginning, CPPE planned the pathway, building on the MOCH pathway, so that it would be suitable for both professions to learn alongside each other. When NHSE added pharmacy technicians to the list of additional roles in the PCN DES, we were ready to enrol pharmacy technicians (albeit with a little hiccup for COVID-19!).

As with the MOCH pathway, it was recognised that some pharmacy technicians had not studied for some time and were typically less familiar with a blended-learning, vocational-training programme than pharmacists. CPPE values continual feedback and it was feedback from the pharmacy technicians in the earlier cohorts that highlighted that more support was needed, especially at the very beginning of the pathway.

CPPE wanted to ensure we were specifically addressing the concerns and issues raised by pharmacy technicians and surveys and feedback sought from pharmacy technicians revealed that there were questions around the relevance of the material in the pathway, as they felt it was 'too clinical'. There was also a request for some separate sessions for pharmacists and pharmacy technicians.

In July 2021, pharmacy technician monthly Zoom sessions began; about 60 or more pharmacy technicians attend each month. The purpose of these hour-long lunchtime sessions is to:

- provide opportunities to network and share ideas
- discuss aspects of the pathway
- discuss tasks and roles in practice
- share useful resources
- provide a safe area to feedback issues and address concerns.

The main issues that surfaced included:

- the roles in primary care being very different to previous community pharmacy and hospital settings
- some pharmacy technicians were the only members of PCN pharmacy team (despite support of a senior pharmacist being clearly outlined in the PCN DES)
- limited understanding by the employers of the training, transferable skills and potential roles for technicians in primary care, which has led to unrealistic expectations from some employers.

Each month, a summary of the discussions from the sessions is shared in a pharmacy technician forum on CPPE's virtual learning platform, Canvas.

Through these drop-in sessions, CPPE has identified areas where we need to provide extra support, especially at the beginning of the pathway. We regularly update a comprehensive 'you said, we did' table that pharmacy technicians can access so they can clearly see the link from feedback in the drop-in sessions to changes made in the pathway.

Examples of changes we have made include:

- Reducing the clinical content of an ice-breaker quiz and linked the quiz more clearly to pre-work for a Module 1 workshop.
- Changing one of the activities in a Module 1 study day on medication review using material from the MOCH pathway to explore who can do what during medication review.
- Running preparation session for each Module 2 case, which are open to any pharmacy technicians (and pharmacists) who wanted to discuss the case study ahead of the workshop. This includes:
 - How to approach preparation of the case for the workshop
 - How to avoid 'going down rabbit holes' when working through the pre-workshop materials
 - How to be 'comfortable with not knowing everything'
 - Starting to consider how you might use the information in your role

Other changes planned include:

- A new section of Canvas 'How to learn on the pathway' including 'How to be comfortable with not knowing everything'.
- Capturing testimonials from pharmacy technicians who are pathway alumni so they can share what they are doing and inspire others.
- Mapping the DES role description to examples of how pharmacy technicians are already developing their role.
- A short video for each case detailing how pharmacy technicians can use some of the learning from the case in their role.
- Creating a folder of shared resources which pharmacy technicians have found useful during the pathway.

Clinical supervisor corner

If your pharmacy professional has attended their second Module 1 residential, then you should have a hardcopy of the recently revised *Clinical supervisor* handbook. Please ask them to give this to you. It is also available to download from the **CPPE website**.

Clinical supervisor training dates

The two 90-minute online workshops help clinical supervisors understand the pathway, following on from the national pathway information (or employer) webinars. In the training, we explore their role in supervision and the competency and capability of pharmacists and pharmacy technicians, which will help manage expectations of what the pharmacy professional can and can't do. The second session is an assessor standardisation using a bespoke consultation observation tool.

All details, including booking links and keycodes can be found on the *Clinical supervisor* pages on the **CPPE website**.

Here are the upcoming dates.

Clinical supervisor online workshop 2	Tuesday 13 December 12:30 – 2:00pm
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2023 dates	
Clinical supervisor online workshop 1	Tuesday 10 January 12:30 – 2:00pm
Clinical supervisor online workshop 2	Thursday 12 January 7:00 – 8:30pm
Clinical supervisor online workshop 2	Wednesday 18 January 12:30 – 2:00pm
Clinical supervisor online workshop 1	Monday 23 January 7:00 – 8:30pm
Clinical supervisor online workshop 2	Thursday 26 January 12:30 – 2:00pm
Clinical supervisor online workshop 2	Tuesday 31 January 7:00 – 8:30pm
Clinical supervisor online workshop 1	Wednesday 8 February 12:30 – 2:00pm
Clinical supervisor online workshop 2	Monday 20 February 7:00 – 8:30pm
Clinical supervisor online workshop 2	Thursday 23 February 12:30 – 2:00pm

Pathway information webinar for employers

This is a bi-monthly webinar for employers, clinical supervisors and interested parties outlining the PCPEP pathway. For clinical supervisors, this is in addition to the clinical supervisor training. We advise all employers, clinical supervisors and interested parties to attend one of these or listen to a recording to get the basic information about the pathway.

They all run from 1:00 – 2:00pm. To register for an upcoming date, click on the link in the table below.

Date	Registration link
Wednesday 11 January 2023	Register in advance for this webinar here .

There is a recording of a previous employer information webinar on the PCPEP landing page on our website, just above the pathway diagram.

CPPE stakeholder reference group members needed

We are looking for patient and learner representatives on our CPPE stakeholder reference group that meets for 90 minutes three times a year. If you know of any willing patients who have experienced consultations with your pharmacy professionals and would be able to contribute to a reference group, please ask them to contact emma.wright@cppe.ac.uk.

We also want a pharmacist or a pharmacy technician who has recently been through the pathway, or who has nearly finished, to be part of the group. We do pay an attendance fee to patient and learner representatives (if they are doing this in their own time).

How to contact us

If you have any queries about the pathway, you can contact primarycare@cppe.ac.uk.

Please also visit our website to find the **Frequently asked questions** documents for learners and employers, as well as the dedicated clinical supervisor pages and the pathway handbooks.