

# Declaration of Competence for pharmacy services

## Minor Ailments/Illness Service

(includes Level 1 service and Level 2 supply of a prescription-only medicine by a pharmacy professional authorised to use a PGD)

Please note: It is recognised that pharmacy professionals may maintain their competence to supply over-the-counter preparations as part of their routine practice through their CPD, or pharmacists may do this through provision of the Community Pharmacist Consultation Service (CPCS). Pharmacy professionals who do not need to undertake training to meet the competencies for a level 1 service but supply prescription-only medicines under a patient group direction as part of the service may need to complete additional training.

### The Declaration of Competence system

A separate document entitled *A guide to using the Declaration of Competence (DoC) system* is published on the CPPE website. It contains more information about the DoC system, how to use it and how to complete the DoC statement. If you are new to DoC or would like a reminder of this information, visit the [CPPE website](#).

### Keeping up to date

To provide the **Minor Ailments/Illness Service** you should complete the following Declaration of Competence framework every **two years**.

### Revalidation

Working through this DoC framework encourages self-reflection on practice and peer review, and provides a structured approach to supporting pharmacy professionals with CPD and revalidation requirements. For more information about revalidation and to record your entries, visit: <http://www.mygphc.org>

© Copyright Controller HMSO 2023

## Section A – Declaration of Competence framework

**Note: Although you may not be preparing to deliver a commissioned service for Minor Ailments/illness, the Declaration of Competence system can be used as a development tool to ensure you are competent in this subject area, as part of your daily practice.**

### Core competencies

1. Do you meet or are you **actively**<sup>1</sup> working towards the Consultation Skills for Pharmacy Practice: Practice Standards for England, as determined by Health Education England (now NHS England)?

*Yes, because I have:*

2. Do you meet the competencies expected of all healthcare professionals with regard to safeguarding children and vulnerable adults?

*Yes, because I have:*

<sup>1</sup> If you confirm that you are 'actively working towards' the standards, you are declaring that you are undertaking the relevant learning and CPD to meet the standards. It is expected that you will have accessed the standards and associated learning to meet this requirement and that you will complete the assessment within 12 months of signing the Declaration of Competence statement.

As a pharmacy professional you should continuously seek to develop your consultation skills throughout your career and, therefore, this topic should regularly feature in your CPD plan. To access the assessment, go to the [CPPE website](#). If you have not yet completed the assessment, you should be able to provide evidence of the consultation skills learning you have undertaken.

### Service-specific competencies: Are you/Do you?

Statements should be supported by appropriate evidence whenever possible. If the learning you have completed applies to more than one competency, you do not need to repeat this information. You can use this table for your own self-assessment purposes; you only need to submit this part of the DoC if your commissioner asks for it.

#### LEVEL 1

**This level covers the provision of the Minor Ailments/Illness Service without the supply of prescription-only medicines (POM) under a patient group direction (PGD). Pharmacy professionals wishing to supply a POM using a PGD should meet the Level 2 competencies in addition to Level 1.**

a. Are you able to communicate with and advise people appropriately and effectively on self-care and the treatment of minor ailments, both now and with future occurrences?

*Yes, because I have undertaken the following:*

b. Are you able to assess the treatment needs of patients with minor ailments/illness?

*Yes, because I have undertaken the following:*

c. Are you able to act on referrals from, and make referrals to, other healthcare professionals?

*Yes, because I have undertaken the following:*

d. Are you able to appropriately promote the service to the public, in line with the expectations of the service commissioner?

*Yes, because I have undertaken the following:*

e. Are you able to explain how the service operates, including the range of conditions and treatments covered, to the public and other appropriate professionals?

*Yes, because I have undertaken the following:*

f. Do you understand the pharmacotherapy for the full range of available medicines and appropriate clinical guidance?

*Yes, because I have undertaken the following:*

g. Are you able to support and develop the pharmacy team in the provision of a safe and effective service?

*Yes, because I have undertaken the following:*

SPECIMEN

**LEVEL 2**

**Level 2 is restricted to pharmacy professionals authorised to supply medicines under a PGD and lists the additional competencies required where the Minor Ailments/Illness Service uses PGDs. The following competencies expand on the Level 1 service and should be met in addition to Level 1 competencies in order to provide the Level 2 service.**

i. Are you able to demonstrate knowledge of the clinical content of the relevant PGD(s)?  
*Yes, because I have undertaken the following:*

j. Do you satisfy the NICE competency framework for health professionals using PGDs, including the legal implications and professional responsibility of using a PGD, where applicable?  
*Yes, because I have undertaken the following:*

### Commissioner requirements

Consider the following commissioner requirements and complete this section.

Action	Competency	Date completed	Date review due
Have a working knowledge of the most recent service documents relating to provision of the service, including: <ul style="list-style-type: none"> <li>the service specification</li> <li>administration and claims procedures, etc.</li> </ul>	d, e, f,		
Have a working knowledge of the current PGD and agree to work under its provisions.	e, f, h, i, j		
Where appropriate, review and/or develop relevant standard operating procedures (SOPs) and policies in your practice	g		

## Section B – Recommended learning and assessment

Table 1.1 contains details of the learning and assessment available to support you in meeting the core professional competencies within the self-assessment framework.

Table 1.2 contains details of CPPE learning programmes and assessments you can use to help develop your skills and knowledge to satisfy the service-specific competencies in the self-assessment framework.

Table 1.3 provides information on other associated learning.

Information relating to learning acquired from other training providers can be entered in Table 1.4.

### 1.1 Learning and assessment to support you to meet core competencies

Training/learning	Core competencies linked to the DoC framework
CPPE <a href="#">Consultation skills for pharmacy practice: taking a patient-centred approach</a> distance learning	1
CPPE <a href="#">Consultation skills: what good practice looks like</a> e-learning	1
<a href="#">Consultation Skills for Pharmacy Practice</a> website	1
CPPE <a href="#">Consultation skills for pharmacy practice</a> e-assessment	1
CPPE <a href="#">Culturally competent communication in person-centred care</a> e-learning	1
elearning for healthcare <a href="#">Safeguarding adults Level 1</a>	2
elearning for healthcare <a href="#">Safeguarding adults Level 2</a>	2
elearning for healthcare <a href="#">Safeguarding children Level 1</a>	2
elearning for healthcare <a href="#">Safeguarding children Level 2</a>	2
CPPE <a href="#">Safeguarding children, young people and adults: Level 2 case studies for pharmacy professionals</a> e-learning	2
Health Education England <a href="#">Spotting the signs of child sexual exploitation</a>	2

### 1.2 CPPE programmes, workshops and assessments you could access if required

Training/learning	Service-specific competencies linked to the DoC framework (Level 1)	Service-specific competencies linked to the DoC framework (Level 2)
<a href="#">Common clinical conditions and minor ailments</a> (hosted on behalf of NES)	b, c	b, c, f
CPPE <i>Minor ailments: a clinical approach</i> e-assessment	a, b, c, d, e	a, b, c, d, e
<a href="#">CPPE NHS CPCS essential skills</a> programme	a, b, c, f	a, b, c, f

### 1.3 Other associated learning you may wish to access

Training/learning	Service-specific competencies linked to the DoC framework (Level 1)	Service-specific competencies linked to the DoC framework (Level 2)
<a href="#">NICE MPG2: Patient group directions</a>	Not applicable	j
<a href="#">NICE competency framework for health professionals using patient group directions</a>	Not applicable	j
<a href="#">elearning for healthcare: Patient Group Directions</a>	Not applicable	j

### 1.4 Learning and assessment completed from other training providers

You can complete training courses and workshops delivered by other trainers, provided that they deliver the equivalent knowledge and learning outcomes to meet the competencies in Section A (as with the CPPE programmes listed). You should list non-CPPE learning and assessments you have completed in the table below.

Training/learning/competencies/assessment (list below)	List competencies covered from DoC framework



## Specimen Declaration of Competence statement to provide a Minor Ailments/Illness Service

Pharmacy professional:	John Smith
GPhC number:	20202020

### CPPE learning and assessment

The above pharmacy professional has accessed the following learning and successfully completed the listed assessment(s) from the Centre for Pharmacy Postgraduate Education (CPPE).

### Minor Ailments/Illness Service

This section will list personalised information on CPPE learning programmes and assessments and dates accessed and completed.

NB: e-learning and distance learning programmes are verified by successful completion of the associated assessments.

### Learning and assessment completed from other providers (please add below)

**Declaration by pharmacy professional:** I declare that (please tick, as appropriate):

I meet the underlying professional core competencies outlined in statements 1 and 2.	
I have reviewed the local policies and documentation from commissioners for this service and reviewed and/or developed relevant SOP(s) in my practice.	
The information above is a true representation of my learning and assessment.	
I have the necessary knowledge and skills to provide the Minor Ailments/Illness Service and can demonstrate these skills.	
I am a pharmacy professional and I have completed the self-assessment framework of service-specific competencies for the Minor Ailments/Illness Level 1 (non-PGD) Service and answered yes to ALL of the statements a to g.	
Level 2 for PGD services only: I am a pharmacy professional authorised to supply medicines under a PGD who will supply treatment under the PGD element of the service and have completed the self-assessment framework of service-specific competencies and answered yes to statements h to j.	
Level 2 for PGD services only: I am a pharmacy professional authorised to supply medicines under a PGD and have signed and attached a copy of the relevant PGD(s) for this service which cover(s) the supply of the following medicine(s):	

Signature of pharmacist/pharmacy technician (delete as appropriate):.....

Date:.....