The Centre for Pharmacy Postgraduate Education

CPPE 2017-2018: Pathways, programmes and assessments for you

CPPE/17
May 2017
Welcome to CPPE

I am delighted to present our third annual brochure from the Centre for Pharmacy Postgraduate Education (CPPE). It tells you about the learning, assessment and support available to you from CPPE.

We are here to help you fulfil your potential and we offer a range of creative learning opportunities to do just that. From our face-to-face events to our online and distance learning programmes you’ll see that we are passionate about learning and development.

We have an excellent reputation for delivering learning that goes through a robust quality-assurance process and is developed in collaboration with pharmacy and healthcare colleagues.

I hope you find this brochure useful.

Professor Christopher Cutts, Director Centre for Pharmacy Postgraduate Education

About CPPE

CPPE is part of the Division of Pharmacy and Optometry at the University of Manchester. We are funded by Health Education England to support the learning and assessment needs of pharmacy professionals providing NHS services in England.

Our team of staff is committed to offering learning and assessment opportunities through high-quality services and learning materials. We run a number of events each semester in areas across England. These are facilitated by local pharmacy tutors. Learning is developed and managed by our team of pharmacists, in partnership with experts, pharmacy professionals, patients, the public and other healthcare professionals.

We have a dedicated team of support staff who manage our customer services, IT systems, communications, editorial functions, finances and head office services.

At CPPE we all commit to the following five values: improve and achieve, communication, encouraging others, openness and honesty, and working together. These values are underpinned by some guiding principles: patient care and public interest is at the heart of all our plans and actions, we act in a non-competitive way within the pharmacy family of organisations, and we collaborate and work with partners whenever possible.

Contents

About CPPE .................................................. 3
Why you should use CPPE .............................. 4
Declaration of Competence ............................ 4
Consultation skills for pharmacy practice .......... 5
Bite-sized learning ......................................... 6
Extended learning ......................................... 8
Coaching support ........................................... 10
Learning campaigns ....................................... 10
Learning communities ................................... 10
Get involved ............................................... 11
Developing your career .................................. 13
Providing NHS and public health pharmacy services ... 15
Enhancing your leadership, business skills and personal development ... 17
Focusing on clinical pharmacy and therapeutics ... 19
Supporting pharmacy educators and trainers ...... 21
Supporting you .............................................. 23
Why you should use CPPE

Our learning resources can support you with your continuing professional development (CPD) and as you develop in your career. We’ve created six pathways that you can explore to find a variety of learning programmes to support your preferred method of learning.

Our tutors and regional managers deliver close to 1000 events each year, many in partnership with local pharmacy organisations, education providers and stakeholders. We run events on clinical topics, public health services, medicines optimisation and essential skills, and we offer a mixture of daytime and evening workshops. Our focal point workshops are very popular high-intensity, clinical, short-duration events.

You can find a broad range of online learning resources if you prefer self-study. Our online learning includes e-learning, e-courses and downloadable PDFs. Most of our learning programmes can be accessed via portable devices.

You can test your learning through our online assessments, which have been developed to challenge your knowledge and skills on specific topics. Some programmes are supported by the completion of reflective essays to get you thinking about how you can apply your learning to practice.

Our customer services team is here to help answer your questions and our pharmacists are on hand to assist you if you need advice regarding your CPD. We also know that in our increasingly busy, stressful world you may need advice of a more personal nature and we can signpost you to useful support networks and organisations.

Read on to find more information about what we have to offer and why you should use CPPE. Pages 12-23 give you a flavour of the learning to be found in each of our six learning pathways.

Declaration of Competence

The Declaration of Competence (DoC) is a nationally approved system that has been developed to support you in assuring commissioners that you are service-ready and have the appropriate knowledge, skills and behaviours to deliver high-quality, consistent services.

Pharmacy is building strong relationships with public health commissioners who see the benefits of commissioning services from the highly accessible healthcare professional on the high street.

Many commissioners are now including the DoC system in their service specifications, service level agreements and patient group directions.

Public health service delivery is well established in pharmacy. Delivering services such as emergency contraception or smoking cessation support are part of everyday practice. We have a wide range of learning programmes and assessments for each service, which help you assure and maintain your competence.

As you work through the DoC system you use the resources to reflect on your current competences and identify and meet your learning and assessment needs for each service.

Visit our website to see how the Declaration of Competence framework can support you.

www.cppe.ac.uk/services/declaration-of-competence

Consultation skills for pharmacy practice

In collaboration with Health Education England we have developed the Consultation skills for pharmacy practice six-step learning development pathway to support you to reflect on your current practice, work towards the practice standards and deliver a truly patient-centred approach.

The key knowledge, skills and behaviours expected of all pharmacy professionals are set out in Consultation skills for pharmacy practice: practice standards for England.

Every time you speak with a patient you have the opportunity to make a difference.

Patient consultations relating to medicines optimisation and public health are now a core role for most pharmacy professionals. You may speak with patients on a daily basis but how do you know you really get it right?

We have a large portfolio of learning to support you to develop your consultation skills, from face-to-face and distance learning programmes that look at consultation skills as a whole to e-learning programmes that focus on consultation skills for specific patient groups. Access these resources to enhance your practice.

www.consultationskillsforpharmacy.com
Bite-sized learning

Finding the time to keep up to date can be difficult. We have developed our e-challenge and quiz apps so that you can learn quickly and easily whenever the time is right for you.

**CPPE e-challenge**

Our e-challenge provides you with a regular quiz on what’s new and happening in pharmacy, medicines and the NHS. You will find questions on a range of topics such as pharmacy services, new medicines, legal issues, ethical concerns, and recently released reports and research.

We have teamed up with the *Pharmaceutical Journal* to help us with this so it’s a great way to keep up to date and find ideas for your CPD. We have added the odd fun question too!

Some e-challenges focus on specific topics, such as polypharmacy, acute kidney injury and changes to the *BNF*. Our answers link to further information in order to support you with your CPD.

Get every question right to earn the 100% e-challenge badge.

**CPPE apps for smart phones and tablet devices**

We have three apps to help you test your knowledge and learn more about medicines or medicines safety issues and keep up to date with CPPE learning programmes.

**CPPE app** – download this app to have instant access to CPPE news and our regular e-challenge quiz. You can also visit your CPPE learning record through this free app.

**Medicines Quiz app** – this app has been designed to test your knowledge on specific therapeutic areas. It will support you to keep up to date with developments in medicines.

**NHS Medicines Safety app** – use this app to test your knowledge and keep up to date with high-risk medicines safety issues.

The Medicines Quiz app and the NHS Medicines Safety app both provide quick quizzes with answers that offer links to further information and learning. Use these apps to test your knowledge, improve your practice and generate ideas for your CPD. Each app has a range of topics. Within each topic there are ten random quiz questions. If you’re not sure which topic to choose you can use the lucky dip.

You also have the chance to share your scores on our leaderboard. Download these free apps from the App Store or Google Play today!

Our interactive online learning environment offers engaging, bite-sized learning challenges for the whole community pharmacy team.

We’ve designed our topics to resemble pharmacy floors and on each floor you are presented with approximately seven to ten hotspots to choose from. Hotspots are interactive challenges that link to common scenarios and situations that you may face in the pharmacy.

There are many ways to make use of theLearningpharmacy.com™. It’s a great way to support the whole pharmacy team in their learning.

Topics include: antibacterials, cancer, consultation skills, dementia, depression, neurology, palliative care, sexual health, substance misuse and more.

Make the most of this resource to learn together, on your own, or to teach. Visit the website on your laptop, PC or tablet device. Access is free and there is no need to register.

www.thelearningpharmacy.com
Extended learning

If you’re looking for more in-depth or topic specific learning then our e-courses and longer face-to-face programmes are for you!

**General practice pharmacist training pathway**

We have developed our General practice pharmacist training pathway (GPPTP) to train over 450 pharmacists that are part of the NHS England and Health Education England Clinical Pharmacists in General Practice Scheme.

The 18-month pathway offers a comprehensive programme of residential study courses, study days, small group learning, resources for self-directed study, assessment and support to equip pharmacists with the necessary knowledge, skills, behaviours and experience for a general practice role.

www.cppe.ac.uk/career/gp-pharmacist-training-pathway

**Chief pharmacist development programme**

The Chief pharmacist development programme, designed and delivered in partnership with the NHS Leadership Academy, equips new in-role and aspiring chief pharmacists with the necessary knowledge, skills, behaviours and experience to effectively perform this senior role.

www.cppe.ac.uk/skills/chief-pharmacist

**CPPE leadership school**

CPPE leadership school is a four-day programme which is delivered over a three-month period. It has been developed to support pharmacists and pharmacy technicians with some leadership responsibility who would like to develop their skills further with an aim to drive pharmacy services in their workplace and improve outcomes for patients.

There are very limited places so visit the CPPE website to reserve your place now.

www.cppe.ac.uk/skills/leadership-school

**Return to practice course**

If you want to return to pharmacy practice to provide NHS services in England after being off the register for more than a year or if you are looking to change sector, our Return to practice residential course is a great place to start.

The course is delivered over four days and divided into two sessions. We support you to update your clinical knowledge and skills and you also have the opportunity to take part in a typical pharmacy day and develop your communication skills.

www.cppe.ac.uk/career/return-to-practice

**Return to prescribing course**

Our Return to prescribing course is a three-day course aimed at those who have not used their prescribing skills in the past year and want to start using their prescribing qualification to improve patient care.

The learning methods in this course allow for individual and group learning as well as encouraging you to share best practice and take part in group discussions.

www.cppe.ac.uk/career/return-prescribing

CPPE e-courses

Our e-courses are online programmes that run for approximately six to eight weeks. They allow a deeper learning experience while remaining flexible by allowing you to participate at times that suit you.

The tutor-supported courses give you the opportunity to work alongside other pharmacy professionals and take part in active discussions and problem-solving activities. You will be supported by a designated online tutor as well as other pharmacy professionals who have similar interests. Look out for our e-course dates on our website and social media pages.

Each e-course requires approximately four hours of learning each week, but this varies from course to course.

Courses include:

- Child health
- General practice - the fundamentals of working with GPs
- Healthy Living Pharmacy - preparing for self-assessment
- Life skills: developing your potential
- Mental health
- New medicine service: improving quality and getting it right.

www.cppe.ac.uk/programme-listings/e-courses
Coaching support

Working in any sector of pharmacy can be stressful and at times isolating. We all face challenges and professional difficulties in relation to our work, and sometimes the peer support to discuss issues is unavailable.

If you have a specific work-related goal you would like to achieve within a supportive framework and a set timescale then our coaching service is for you. We have a dedicated team of trained coaches who can work with you to find the right path and achieve your goals.

It’s a free service that assists pharmacy professionals in dealing with work-related issues, problems and barriers. The aim is to provide a supportive framework for a specific goal and over an agreed timeframe, which empowers individuals to find their own path and solutions.

To find out more and apply for this service, visit: www.cppe.ac.uk/coaching

Learning campaigns

In spring and autumn each year we develop a learning campaign that focuses on a key area of importance to the whole pharmacy profession. For each learning campaign we develop a distance learning programme and send a hard copy of this to all registered pharmacy professionals in England.

Alongside the learning programme, we set weekly challenges for you to take part in to help you focus on the topic and apply changes to your practice.

You can sign up to our learning campaigns on the CPPE website to view your progress and record your learning.

This year we are focusing on learning disabilities and mental health.

Get involved

You can get involved with CPPE by joining one of our advisory panels or supporting us with the development of learning programmes. We’re also active on social media so stay connected with us through Facebook, Twitter and LinkedIn.

Social media

By following our social media channels you can keep up to date with our latest news, events and learning programmes. You can also engage with some of our learning development pharmacists and local tutors and take part in our learning campaigns.

Supporting programme development

To keep up to date with changes in pharmacy, we regularly release new learning programmes and update existing programmes. We ask clinical experts to make recommendations about any updates that may be required, and we always pilot new learning programmes.

If you are a pharmacist or pharmacy technician and are interested in supporting our programme development, contact us at: info@cppe.ac.uk

Customer panel

Our customer panel works with us to help improve the way we communicate with our customers and provide our service. Join our customer panel and support our customer service improvements. Register your interest by emailing us at: info@cppe.ac.uk

Vacancies

We advertise vacancies on the University of Manchester website and by sending emails to our contacts in specific areas of the country. If you want to receive emails about vacancies, please ensure your email address is up to date in your profile on the My CPPE page of our website.

www.cppe.ac.uk/about-cppe/get-involved

Learning communities

Do you find it difficult to attend CPPE workshops? Do you want to meet with pharmacy colleagues at a time and place that suits you? Why not set up a learning community?

A CPPE learning community is a group of between 2 and 20 people who meet to study CPPE learning materials. It can be as formal or informal as you want and can be work-based or simply a group of pharmacy friends who meet together in a pub or coffee shop – it’s entirely up to you.

You can set up your learning community and book events through the CPPE website. There are a range of CPPE learning materials available to learning communities, and we will post them to you before the event.

www.cppe.ac.uk/learning-communities
We are here to help you to fulfil your potential at any stage of your career. Our learning programmes will support you whether you are just starting out, returning after a break, looking to specialise or seeking to gain professional recognition.

Experience has shown us which of our programmes are most relevant to different groups of users. We want to make it as easy as possible for you to find the right learning for you. Our Developing your career pathway highlights key programmes for the main stages of your career, and helps you keep up to date, deliver services and develop as a manager or leader.

We work closely with the Royal Pharmaceutical Society (RPS) and the Association of Pharmacy Technicians UK (APTUK) to ensure that our learning resources support your professional development and link to national priorities and guidelines.

**Popular programmes**

These are just some of our programmes that can help you develop your career.

- **Career development guide**
  This programme will be of value if you wish to assess or review your career to date. It provides the tools that will allow you to consider, plan or manage your career development.

- **Managing people guide**
  As you progress in your career, it’s likely you’ll be managing people. The aim of this guide is to give you step-by-step guidance on the skills and techniques to do this.

- **Managing teams guide**
  Within this guide there are toolkits to support you in assessing, planning and conducting your leadership. You will see positive outcomes for both yourself and your team members.

- **Mentoring guide**
  Many of us have benefited from the support and knowledge of a wise and experienced colleague. This guide has been developed in two parts to support both mentors and mentees.

- **General practice – fundamentals of working with GPs e-course**
  This course will help you develop your knowledge, skills, experience and behaviours to support your introduction to work in general practice.

**Foundation years pharmacy technicians – Career progression – Return to the register**

**Return to practice – Fundamentals of working with GPs e-course – RPS Faculty Pre-registration trainee pharmacists – Foundation years pharmacists**
Providing NHS and public health pharmacy services

Our learning and assessment will support you in keeping your knowledge and skills up to date in order to deliver high-quality pharmacy services. We can help you to equip yourself with the tools that you need to be service-ready and to support the medicines optimisation and public health agendas.

The Quality Payments Scheme is a priority for many community pharmacies. We are here to support you in working towards and meeting the criteria.

We design our programmes to help you gain the evidence that you need to complete your Declaration of Competence to deliver high-quality public health services.

We recognise that commissioners may need access to some of our resources and information too. If you are a commissioner, you can find out more about Declaration of Competence on our website and find out how CPPE can support you in the delivery of training for pharmacy professionals.

Popular programmes

These are just some of our programmes that can support you to deliver high-quality services.

- **Consultation skills programmes**
  Patient consultations are likely to be a key part of your everyday practice and services; these programmes encourage you to put your current practice under the microscope.

- **Summary Care Records e-learning**
  Learn about the policy and context behind using Summary Care Records, how and when to obtain explicit consent from patients and how to maintain secure records and document accurate information.

- **New medicine service and medicines use reviews programmes**
  We have a number of programmes to support you to deliver these services and we host an MUR assessment set by a higher education institute.

- **Public health workshops**
  We run workshops on public health services such as emergency contraception, sexual health, smoking cessation, alcohol identification and weight management.

- **Safeguarding children and vulnerable adults**
  Our e-learning programme, assessment and workshop support you to recognise the signs and symptoms of potential abuse and take appropriate action.
Demonstrating a range of business and personal skills, such as communication, leadership and project management, will help you seize opportunities when competing for services. These skills can be applied to all roles, whether you are just starting out in your career or are a more experienced pharmacy professional looking to improve your practice. These are transferable skills that can enhance your professional and personal life.

If you are a line manager or team leader, you need to understand your team in order to support them to produce the best results. We offer a range of materials to help you develop your own skills and support your team or staff to develop theirs. These will help you to seize opportunities when competing for services and they can enhance your professional and personal life.

**Popular programmes**
These are just some of our programmes that can help you enhance your leadership, business skills and personal development.

- **Leadership programmes**
  Our leadership resources provide a range of learning options suitable for pharmacists, pharmacy technicians and pre-registration trainee pharmacists from all sectors and at all levels of practice.

- **Life skills e-course**
  We have written this eight-week e-course to help you to reflect on your personal skill set and identify how you can develop a range of life skills to reach your full potential.

- **Leadership for Healthy Living Pharmacies all-day event**
  This workshop will support you to develop your leadership skills and behaviours to help your pharmacy work towards Healthy Living Pharmacy Level 1 Quality Criteria.

- **Managing projects guide**
  By using this guide and taking part in the exercises you will become more confident in knowing where to start and how to plan, implement and deliver projects more effectively.

- **Time management guide**
  Poor use of time can lead to work overload and increased stress. By using this guide, you will develop skills and techniques to make sure you use your time effectively.

**Leadership school – Personal development – Management – Selling yourself**
Leadership – Networking – People and teams – Business skills
**Chief pharmacist programme – Leadership for HLPs**
Focusing on clinical pharmacy and therapeutics

We provide a variety of learning programmes and assessments linked to clinical pharmacy, diseases and therapeutics. Our programmes support you to advance your knowledge and skills and deliver medicines optimisation in practice for all sectors of pharmacy. In this pathway, we provide information on programmes that are suitable for community, primary care and hospital pharmacy professionals. You can browse our clinical programmes by sector to find ones that are suitable for your learning needs.

One of the key elements in the development of our learning portfolio is to ensure our programmes align with NHS England and Public Health England strategy and priorities.

Popular areas of learning
These are just some of the areas in which we can support you to improve patient outcomes.

- **Different sectors of pharmacy**
  Whether you work in community, hospital or primary care pharmacy you will find our programmes on clinical pharmacy topics look at the relevant therapeutics along with effective medicines optimisation centred around the patient.

- **Medicines optimisation**
  Having the skills to deliver effective medicines optimisation is as important as having a thorough knowledge of the actions of medicines. Our programmes look at how you can develop your skills to deliver successful medicines optimisation.

- **Apps**
  Our three apps – CPPE, Medicines Quiz and NHS Medicines Safety – provide clinical quizzes to test your knowledge and provide CPD ideas.

- **Transfer of care**
  We have a number of programmes that incorporate discharge or a change to care setting within the learning. Our e-learning programme *Transfer of care: supporting patients into and out of hospital* supports you to facilitate safe and effective transfer of care.

- **NHS clinical priorities**
  We have many programmes to meet NHS priorities such as antibacterial resistance, acute kidney injury, urgent care and dementia. Search our website for the topic you are interested in.

Antimicrobial stewardship – Community pharmacy – Clinical networks – BNF
Transfer of care – Quick clinical updates – Learning communities
Primary care and GP pharmacy – Hospital pharmacy
Enhance your learning and development skills

www.cppe.ac.uk/trainers

Supporting pharmacy educators and trainers

We offer a range of resources that can help you to develop yourself as a pharmacy educator or trainer as well as enabling you to use our materials as you support others.

We provide quality-assured learning for you to train teams of pharmacists, pharmacy technicians, pharmacy assistants or medicines counter assistants in a work environment. We have materials to support pre-registration trainees (pharmacists or pharmacy technicians). And you can use our resources to teach students on MPharm, national vocational qualification (NVQ) or qualification and credit framework (QCF) programmes.

We also recognise that you may want to improve your skills, perhaps to advance your career or because you want to be a better trainer. You can use our resources to support your own personal development in this area.

Popular areas of learning

These are just some areas that can help you to enhance your learning and development skills.

- **Helping others learn e-learning**
  This programme will introduce you to some principles of teaching and learning. It is designed for those who are involved with training new starters and other members of the pharmacy team.

- **theLearningpharmacy.com™**
  Our fun and interactive online learning environment offers bite-sized challenges for the community pharmacy team. You can use the learning challenges in different ways to support your trainee pharmacists, medicines counter assistants and students.

- **Motivating guide**
  By working through this useful guide you will gain a better insight into your own personal motivation and explore strategies and tools to help others to become more motivated.

- **Learning communities**
  A learning community is a group of between 2 and 20 pharmacy professionals who meet to study CPPE materials. The group can be as formal or informal as you want. Leading a learning community is a great way to enhance your facilitations skills.

- **Workshops**
  You may want to run one of CPPE’s workshops. If you would like training to facilitate workshops, why not book onto a Facilitator support: maximising your potential event.

MPharm – Your skills – Lead a learning community – Pre-registration tutors

Work with CPPE – Run a workshop – theLearningpharmacy.com™

Train my team – Facilitate Optimise – NVQ/QCF
We can offer you support and advice on your personal and professional development, respond to your individual needs and guide you through any professional difficulties you may face. Our customer services team is here to help answer your questions and our pharmacists are on hand to assist you if you need advice regarding your CPD. We have a variety of ways in which you can contact us: by telephone, email or Live chat.

We also know that in our increasingly busy, stressful world you may need advice of a more one-to-one nature and we have a coaching service open for pharmacy professionals. We can also signpost you to useful support networks and organisations.

We value your opinion and we would love to hear from you if you have feedback or an idea you want to share. You can connect with us through social media, chat via our website, call us on 0161 778 4000 or email us at: feedback@cppe.ac.uk

Possible routes for support
These are some of the ways you can access support from us.

- **Coaching support**
  Through our coaching service we can provide you with a supportive framework to help you achieve a specific work-related goal over an agreed timeframe.
  Visit: [www.cppe.ac.uk/coaching](http://www.cppe.ac.uk/coaching)

- **Live chat**
  Do you need an answer quickly? Try Live chat – you can send an instant message to a member of our customer services team and receive a reply within minutes. Look out for the Live chat icon next time you are on our website and want to ask a question about CPPE.

- **Talk to us**
  Unsure which programme you want? If you need help or have any questions about our learning programmes or assessments ring us and talk to a member of our customer services team. Call us on 0161 778 4000.

- **Email**
  You can also email our customer services team with your enquiry. If your question is more complex or has a clinical focus we will pass it on to one of our experienced pharmacists.
  Email: info@cppe.ac.uk

- **Local tutor**
  If you have a question about a workshop, event or CPPE programme you can contact your local tutor. Visit: [www.cppe.ac.uk/about-cppe/find-a-tutor](http://www.cppe.ac.uk/about-cppe/find-a-tutor) and enter your postcode to find tutors in your area.

CPD help – Connecting with others – Got a great idea? – Ask CPPE
Coaching support – Stressed or isolated? – Using CPPE
Contacting CPPE
For information on your orders or bookings, or any general enquiries, please contact us by email, telephone or post. A member of our customer services team will be happy to help you with your enquiry.

Email
info@cppe.ac.uk

Telephone
0161 778 4000

By post
Centre for Pharmacy Postgraduate Education (CPPE)
Division of Pharmacy and Optometry
1st Floor, Stopford Building
The University of Manchester
Oxford Road
Manchester M13 9PT