Hospital pharmacy and medicines optimisation

Supporting hospital pharmacy to improve patient outcomes
Welcome

We have developed this brochure for hospital pharmacy teams to let you know how we can support you to improve patient outcomes.

The NHS is changing to meet new challenges and demands. We at CPPE recognise this and have educational and training solutions to support the hospital pharmacy workforce.

Read on to find out more about what resources we have to offer and how they can support you.

We offer HEE funded learning and development for all professional pharmacy team members. Whether you are just starting out in your career or taking the first steps as a chief pharmacist we offer learning programmes to meet your needs.

About CPPE

The Centre for Pharmacy Postgraduate Education (CPPE) is part of the Division of Pharmacy and Optometry, within the Faculty of Biology, Medicine and Health at the University of Manchester.

We provide educational solutions for the NHS pharmacy workforce across England to maximise its contribution to improving patient care.

Within the NHS we provide educational support to pharmacy departments across 240 NHS trusts. We are funded by Health Education England to offer continuing professional development for all pharmacists and pharmacy technicians providing NHS services in England.

About our learning programmes

We provide high-quality learning programmes which are relevant to you and your patients and which you can trust. We know this because our writers are pharmacy professionals nationally recognised for their expertise (which we are helping them to share with you). Our content involves patient and public representatives, so that we can make sure that it focuses on them and their perspectives. And we test all of our learning programmes with hospital pharmacy teams before we finalise them.

As you can access our programmes in different ways - on the web, downloaded or at face-to-face local sessions - we are confident that we have something to meet your learning needs.

We collaborate with national organisations to deliver high-quality training; for example, we have worked alongside the NHS Leadership Academy and the National Institute for Health and Care Excellence (NICE) to deliver interactive and engaging learning programmes for the NHS workforce.

For further information, visit: www.cppe.ac.uk

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Consultant Pharmacist and Pharmacy Adviser for older people
Toby Capstick
Lead Respiratory Pharmacist, Leeds Teaching Hospitals NHS Trust
Barry Jubraj
Clinical Senior Lecturer (Medicines Optimisation) Institute of Pharmaceutical Science, King’s College London

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The Carter Review

In 2016 the Carter Review recommended that the NHS needs to focus on the pharmacy workforce to drive optimal value and outcomes from the £6.7 billion it spends on medicines per year to support the challenging climate within the NHS.

NHS trusts need to ensure that their pharmacists and pharmacy technicians spend more time on patient-facing medicines optimisation activities.

Furthermore, the review has emphasised improving efficiency and skill mix to embed medicines optimisation as part of practice every day of the week to ensure patients get the best outcomes from their medicines and reduce unwarranted variation.

As part of the Carter Review recommendations, NHS trusts are developing hospital pharmacy transformation programmes (HPTP) to ensure clinical pharmacy staff are deployed on optimal use of medicines and delivering seven day health and care services.

We have educational and training solutions to support you with the implementation of the Carter Review recommendations specific to clinical pharmacy to enhance the quality of care and reduce variations in patient outcomes when admitted to hospitals.

We provide pharmacy education and training in and outside of working hours through our online programmes, distance learning programmes and our workshops at work, evenings and weekends.

Have you considered using our programmes as the foundation for multidisciplinary learning in your trust?

Source: Operational productivity and performance in English NHS acute hospitals: Unwarranted variations – An independent report for the Department of Health by Lord Carter of Coles (February 2016)
The NHS requires full utilisation of clinical pharmacy services, and pharmacy professionals must embed the principles of medicines optimisation into routine practice to reduce unwarranted variation.

Patients should expect to receive the same standard of care seven days a week.

Our learning programmes address current challenges within the NHS and support pharmacy professionals at all levels. They support foundation level pharmacy professionals to deliver clinical pharmacy and complement postgraduate studies and personal development.

They support advanced level pharmacy professionals to maintain general competency for seven-day services and assess and treat patients with comorbidities.
Pharmacy technicians

To address the clinical workforce challenges, we need to promote skill mix to upskill our current workforce to take on wider roles. Carter recommends that pharmacy technicians should spend more time on wards and be more involved in medicines optimisation activities.

We have developed learning programmes to support pharmacy technicians to deliver medicines optimisation and improve patient outcomes from their medicines.

Consultation skills to improve patient experience

The NHS needs pharmacy to drive patient experience. Our learning programmes on consultation skills will enable you to develop patient-centered consultations and enhance your patient-facing skills.

We also have programmes tailored to:
- facilitators who want to upskill their teams
- pharmacy professionals who work with specific groups of patients, eg, children and young people.

Consultation skills for pharmacy practice e-learning

Consultation skills for pharmacy practice: An introduction (hospital) workshop

Consulting with people living with dementia e-learning

Consulting with people living with mental health problems e-learning

Confidence in consultation skills workshops delivered at workplace

Medicines management to optimisation – an e-learning programme for pharmacy technicians

This e-learning programme provides practical ways that you can incorporate medicines optimisation into your everyday practice, from addressing problems with adherence and transfer of care through to improved communication and collaboration with other healthcare professionals.

Medicines reconciliation e-learning

This programme supports you in taking a structured approach to reconciling medicines for patients in hospital, focusing on NICE guidance recommendations.

Professionalism: a CPD programme for pharmacy technicians distance learning

This programme raises your understanding of professionalism and encourages you to strive for professional excellence, improving health outcomes for patients.
Clinical pharmacy leaders at all levels

The NHS needs effective clinicians at all levels with leadership and management skills to implement NHS reforms to improve patient care and outcomes.

Pharmacy professionals are integral members of the multidisciplinary team and are well placed to develop and lead all aspects of medicines optimisation.

Our leadership programmes use the NHS Leadership Academy’s Healthcare Leadership Model and the Royal Pharmaceutical Society’s Leadership Development Framework. These provide a competency framework to support you to develop your leadership skills to improve delivery of services and patient outcomes.

www.cppe.ac.uk/skills

Life skills e-course
Our Life skills – developing your potential e-course helps you reflect on your personal skill set and identify how you can develop a range of life skills to reach your full potential. This course is suitable for all pharmacists and pharmacy technicians.

Leadership for pharmacy professionals distance learning
Open to pharmacists and pharmacy technicians at foundation level to develop leadership skills and knowledge to improve patient outcomes.

Leadership school residential course
Our flagship course is open to pharmacy professionals with some leadership responsibility who want to develop their skills further to drive services in their workplace and improve outcomes for patients.

Chief pharmacist development programme*
Designed to equip new in-role and aspiring chief pharmacists with the necessary knowledge, skills, behaviours and experience to effectively perform this senior role. This course runs over 12 months.

*Programme developed in collaboration with NHS Leadership Academy

"The course took my leadership skills focus from my department and trust to a regional and national focus."
Participant on Chief pharmacist development programme
CPPE Optimise

The NHS is responsive and continually adapting to meet the needs of patients. At CPPE we are responsive to the needs of the pharmacy workforce to deliver optimal patient care.

After ten successful years of learning@lunch we recognise that delivering education and training has changed in hospitals due to greater demands and challenges.

We are saying goodbye to our learning@lunch programmes and launching a new dynamic format, CPPE Optimise, which supports the development of clinical skills and knowledge in just one hour.

CPPE Optimise programmes can be used by facilitators and specialist pharmacists within clinical areas and pharmacy departments, at team meetings, lunchtime training or ward-based teaching and aim to provide updates on current topics relevant to practice and the NHS.

We hope you’ll feel like pharmacy experts are with you at your local small group learning sessions, there is more use of technology to deliver training, content focuses more on primary evidence and translating it to practice and we continue to promote multidisciplinary learning with colleagues.

After completing all aspects of this programme you should be able to:

- Apply a structured approach to medicines reconciliation.
- Describe how medicines reconciliation contributes to medicines optimisation and patient-centred care.
- Explain how medicines reconciliation can reduce errors during transfer of care. It also offers an improved accuracy of health records and communication during transfer of care.
- Improved patient outcomes

For support, further information, references, credits and disclaimer, visit: www.cppe.ac.uk/optimise

Clinical pharmacy online

We are pleased to announce our new website with the introduction of clinical pages. The clinical pages aim to bring the clinical pharmacy expert into the room through the use of videos and technology to keep you up to date with practice and NHS priorities.

The website also hosts resources to support facilitators to deliver education and training locally and ensures consistency of training as our resources are written and reviewed by experts within practice.

We understand individuals learn in different environments so our website is designed to be versatile. You can learn on the go by accessing our resources via tablet devices or at home or work via a laptop or computer.

We split the learning into core/foundation and advanced to help you quickly find what you’re looking for.

You can save learning for later.

Phase 1 launches in April and is accessible via: www.cppe.ac.uk
Keeping up to date with changes to the BNF

Access our BNF resources to learn more about recent changes to the BNF. We’re delighted to work with our colleagues at the BNF to create new learning programmes twice a year. You can use these programmes for self-study or small group learning.

How to use the BNF
This interactive programme uses case studies to explore the key changes made to the BNF in its printed, online format and app.

What’s new in BNF?
Work through this interactive programme to see how new recommendations and information in the BNF will affect your clinical practice.

Putting your learning into practice
We believe that our learning programmes are successful if learning becomes part of routine practice. We encourage you to make a change in your practice by completing practice-based activities.

The learning you complete contributes to your collection of evidence for achieving competencies in the RPS Foundation pharmacy framework, RPS Advanced pharmacy framework or the APTUK Foundation pharmacy framework as well as contributing to evidence of continuing fitness to practice for the purpose of demonstrating ongoing competence and development to GPhC.

CPPE coaching service

In the current climate and with the challenges of delivering patient care it is important to look after the workforce.

The CPPE coaching service is a service that assists you in dealing with work-related issues, problems and barriers. Our coaches offer confidential, one-to-one advice.

The aim is to provide a supportive framework for a specific goal and over an agreed timeframe, which empowers you to find your own path and solutions.

Apply online at: www.cppe.ac.uk/coaching
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

Share your learning experience with us: email us at feedback@cppe.ac.uk

For information on all our programmes and events: visit our website www.cppe.ac.uk