General practice pharmacy

Developing your role to deliver medicines optimisation
Welcome

We have developed this brochure for general practice 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 general practice pharmacy workforce.

We offer Health Education England funded learning and development for all professional pharmacy team members. Whether you are just starting out or are more advanced in your career we offer learning programmes to meet your needs.

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

About CPPE

The Centre for Pharmacy Postgraduate Education (CPPE) is part of the Division of Pharmacy and Optometry at the University of Manchester.

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

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. You can trust that our programmes are written by pharmacy professionals who are nationally recognised for their expertise. Our content involves patient and public representatives to ensure the learning focuses on the perspectives of patients and carers. We test all of our learning programmes with pharmacy teams before we finalise them.

As you can access our programmes in different ways - on the web, downloaded or at face-to-face workshops or 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

These are some of the experts who have developed learning programmes with us

Diane Ashiru-Oredope
Pharmacist Lead for Antimicrobial Resistance and Stewardship and HCAI at Public Health England

David Gerrard
Learning Disability Pharmacist, Northumberland Tyne and Wear Foundation Trust

David Gerrett
Senior Pharmacist, Patient Safety, NHS Improvement

Gillian Gookey
Primary Care Pharmacist/Teacher Practitioner, NHS Rushcliffe Clinical Commissioning Group

Sallianne Kavanagh
Lead Pharmacist, Diabetes and Endocrinology, Sheffield Teaching Hospital

Steve Williams
Senior Clinical General Practice Pharmacist, Westbourne Medical Centre
The NHS Five year forward view sets out the shared vision for the future of the NHS based around new models of care to improve health and wellbeing, care and quality, and funding and efficiency.

The General practice forward view sets out the investment, workforce, practice infrastructure and care design programmes to address the GP workload pressures in general practice. The commitment to expand the workforce capacity includes 1500 clinical pharmacists working in general practice by 2020. This is in addition to the 470 pharmacists already working in Phase 1 of the NHS England Clinical Pharmacists in General Practice Scheme.

This investment in the clinical pharmacist role will make a difference for the 15 million patients in England who have long-term conditions and improve safety.

We are the education provider for the NHS England Clinical Pharmacists in General Practice Scheme and have developed a comprehensive 18 month pathway to support pharmacists to be successful in this innovative patient-facing role.

We know that the national NHS England scheme and vanguard initiatives are delivering evidence about the effectiveness of the general practice clinical pharmacist role, encouraging employment models outside the nationally funded schemes.

We have educational and training solutions to support you in your role in general practice to enhance the quality of patient care, deliver medicines optimisation, support patients when they transfer between care settings and improve safety.

Our pharmacy education and training offers online programmes, distance learning, workshops and assessment to evidence your development.

Have you considered using our programmes for your personal study, your team learning or for multidisciplinary learning in your workplace?

“I really enjoy working with pharmacist colleagues. They retain enthusiasm for the medicine and keep patients at the centre of what they are doing. So tough in the current primary care environment.”

Steve Pratt, Red Whale
Learning programmes to improve patient outcomes and medicines optimisation

Help patients stay well, self-care and be partners in their own care

The NHS requires pharmacy professionals to embed the principles of medicines optimisation, develop your skills to improve patient care and meet the increasing demands in general practice.

Our learning programmes address current priorities and challenges in the NHS and support pharmacy professionals at all levels.

They support foundation level pharmacy professionals to develop clinical skills relevant to general practice and start the leadership journey.

Advanced level pharmacy professionals can find clinical, leadership and management programmes to promote working in a multidisciplinary environment, lead innovation and service improvement and create new networks.

Fundamentals of general practice
- Our e-course General practice – the fundamentals of working with GPs offers a comprehensive introduction to working as a pharmacy professional in general practice.
- We have a range of resources that will help you to update knowledge, develop skills and gather evidence of your competence to prescribe.

Prescribing
- Choose from a variety of resources that will support you to develop patient-centred consultations and improve your patient-facing skills.

Consultation and communication skills
- Our Learning disabilities distance learning, Dementia e-learning and the clinical pharmacy online web pages can support you in your management of patients with long-term conditions.

Long-term condition management
- Medicines optimisation, multimorbidity and polypharmacy
- Evidence-based medicines and safety
- Leadership and management

Fundamentals of general practice
- Leadership and management
- Evidence-based medicine
- Medicines optimisation, multimorbidity and polypharmacy
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, e.g., children and young people.

We provide a series of e-learning modules on consultation skills in more specialised situations:
“It really helped me understand the things that I needed to focus on in the first three to six months of my new job, and it was extremely well put together with fantastic resources, and I couldn’t speak highly enough of that as an introductory course.”

Steve Williams, Senior Clinical General Practice Pharmacist

General practice – the fundamentals of working with GPs e-course

This online course supports you to start a new role in general practice or refresh your skills in new areas of practice.

This online course is structured over 13 weeks and includes:

- NHS structure and general practice
- Evidence-based use of medicines
- Introduction to the local general practice
- Prescribing and repeat prescribing
- Medication review
- Prescribing data
- Medicines optimisation
- Clinical information technology systems
- Working with the multidisciplinary team
- Audit
- Patient-centred professionalism

The course runs three times a year.

For more details and to book your place visit: www.cppe.ac.uk
National study days

“Thanks for having me. I had a really good time and was impressed by the pharmacists’ knowledge base and how quickly they picked up on things. Thanks for organising – it is definitely one of the best organised teaching sessions I’ve ever worked on!”
Abhijit Gill, Medical Educator

To address the clinical workforce challenges, we need to promote skill mix to work well in multidisciplinary teams. Pharmacy technicians are working in a variety of roles in general practice teams.

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

All of the programmes mentioned in this brochure, including our study days, are open and applicable to pharmacy technicians working in general practice.
Meet, mix and motivate – learn together in a learning community

We have developed learning communities to provide you with a flexible way to learn in a relaxed atmosphere. You and your colleagues choose the time, place and topic.

A CPPE learning community is a group of pharmacy professionals who meet to study a CPPE learning programme. You can set up a learning community with pharmacy colleagues from your work place, local area or colleagues who have common learning needs.

Benefits of being part of a learning community include:
- accessing CPPE learning with colleagues at a convenient time
- networking with peers to share ideas and improve practice
- holding meetings locally in rural communities
- fitting your learning around work and family, but still being able to share the learning
- focusing on topics that are relevant to you.

We have made our learning sets material from the General practice pharmacist training pathway available via the learning communities section of the website: www.cppe.ac.uk/learning-communities

“I really do enjoy our learning sets. I feel I have learnt something new every time I go to the learning set, as well as something to take away to look up.”
Khatija Jabeen, Clinical Pharmacist

“Learning sets create a safe and supportive learning environment, where experiences and knowledge can be shared in an open forum under the guidance of a highly experienced expert. A unique and innovative opportunity of networking and developing core skills to help support working in general practice.”
Ummar Pervaiz, Clinical Pharmacist

Type 2 diabetes

Work in partnership with patients to make shared decisions about intensification of treatment and promote self-management.

Learning disabilities: stopping over-medication of people with a learning disability

Ensure that people with a learning disability have a review of psychotropic medicines and if appropriate a gradual reduction and withdrawal of medicines.

Learning disabilities: supporting people with a learning disability to optimise their medicines

Increase your awareness of the challenges people with a learning disability face in using medicines and support them to optimise their medicines and health and wellbeing.

Antimicrobial stewardship – focus on engaging patients and the public

Assess how the antimicrobial toolkit can be used to engage and educate patients, and discuss how to promote awareness of antimicrobial stewardship.

Antimicrobial stewardship – focus on optimising antimicrobial prescribing

Examine national and local antimicrobial guidelines, and discuss how to engage and support the multidisciplinary team to optimise prescribing of antimicrobials.

Patient safety in general practice

Evaluate systems and processes, and consider changes that you can make to minimise medicines-related patient safety incidents and keep patients safe.

Working with community pharmacy

Improve communication and collaboration between community pharmacy and general practice teams to deliver patient-centred care.
Clinical pharmacy leaders

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.

“Leadership school for me was an invaluable experience. Over the four days I learnt a huge amount about myself and the way I work, and gained a much better understanding of how my team approach projects, how I fit in with that and how to lead my team so that we are all happy, motivated and working to our full potential to deliver best possible patient care. Yinka and Hayley were fantastic tutors, thoroughly engaging and exciting, and really brought the best out in the group. I also really enjoyed the opportunity to network with other pharmacy professionals in various sectors. I would not hesitate in recommending Leadership school to anybody who is looking to improve their confidence and skills in leadership.”

Helen Pinney, Lead Pharmacy Technician

Life skills e-course
Reflect on your personal skill set and identify how you can develop a range of life skills to reach your full potential.

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

Facilitator support: maximising your potential
Develop your facilitation skills and be confident to help others to get the most from their learning experiences.

Helping others learn e-learning
Develop your skills training new starters and other members of the pharmacy team. Understand principles of teaching and learning and apply them in your workplace.

Leadership and management guides
Topics range from assertiveness and effective change to managing teams and networking.

Leadership for pharmacy professionals distance learning
Develop leadership skills and knowledge to improve patient outcomes when you are new to leadership.
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 hosts resources to support facilitators to deliver education and training consistently locally with resources 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.

Clinical pharmacy online

Keeping up to date with changes in the BNF

Access our BNF resource 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.

What’s new in BNF? contains ten case studies to help you keep up to date with recent changes in the BNF. We develop a new programme each time the BNF publishes a new edition. You can use this programme for self-study or small group learning.

What’s new in BNF 73? contains ten case studies to help you keep up to date with recent changes in the BNF. We develop a new programme each time the BNF publishes a new edition. You can use this programme for self-study or small group learning.

You can save learning for later.

Take a quick quiz to identify gaps and decide which learning to complete.

We indicate how long each piece of learning will take you to complete.

Coming soon!

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

March 2017

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Coming soon!
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.

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Share your learning experience with us:
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For information on all our programmes and events:
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