

### Frequently asked questions (FAQs)

This document contains the questions most frequently asked about a training programme. Click on the underlined heading of each section below to access questions under that topic.

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### Background

#### What is the *Primary care pharmacy education pathway*?

The *Primary care pharmacy education pathway* is the education and development programme commissioned by Health Education England (HEE) on behalf of NHS England for pharmacy professionals working in primary care network (PCN) general practice and care homes roles. It is funded by the PCN Network Contract Directed Enhanced Service (Network Contract DES) Additional Roles Reimbursement Scheme (ARRS).

The pathway provides a modular approach to cater for all learning needs of members of the pharmacy workforce who are in different patient-facing roles in primary care. You can find out more about **PCNs**, the **GP Contract** and the related Network Contract DES on the **NHS England website**. You can find out more about the *Primary care pharmacy education pathway* on the **CPPE website**.

#### How can one pathway cover all the training needs of different roles?

The *Primary care pharmacy education pathway* has options depending on the area of primary care you are working in, if you have previous formal clinical training or if you are a pharmacist who is already prescribing.

# Primary care pharmacy education pathway

## Frequently asked questions

Your education supervisor will assess any prior learning/experience you have to help you choose the right options, support you with your role progression and signpost you to additional learning if necessary.

### **I was on one of the other CPPE national pathways but didn't finish. What happens to me?**

Please email [primarycare@cppe.ac.uk](mailto:primarycare@cppe.ac.uk) and we will reinstate your place and work out what you need to do to complete your previous pathway through equivalent modules on the *Primary care pharmacy education pathway*.

### **I have never worked in a primary care role. Does that matter?**

We realise that people will enter the *Primary care pharmacy education pathway* from various backgrounds, including community pharmacy, care homes, hospital pharmacy, clinical commissioning groups and general practice. The CPPE pathway is structured to meet the different learning needs and experiences of the pharmacy workforce. Once you have applied for the pathway and been accepted on to the course, you will complete a learning needs analysis and discuss this with your workplace clinical supervisor. Then you will speak to your education supervisor to create a personal development plan at the start of your training pathway.

### **Do pharmacists and pharmacy technicians complete the same training?**

Yes, the pharmacists and pharmacy technicians mainly do the same pathway and learn together. The *Primary care pharmacy education pathway* for pharmacists is an 18-month pathway. For pharmacy technicians, it is 15 months. Apart from Module 3, which is the clinical examination skills module, pharmacy technicians and pharmacists learn together in the workshops. This has worked very well on the *Medicines optimisation in care homes training pathway* and provides a greater understanding of each other's roles and how they can best work together for the benefit of patients.

### **What is the difference between the pharmacist and pharmacy technician pathways?**

Pharmacy technicians have a bespoke study day in the clinical examination skills module, whereas the pharmacists have two different days. The pharmacy technicians have four days in Module 5 (instead of seven days), and they will have an additional five days' study to complete assessments. They still have the 28-day protected study time.

### **Why do pharmacists and pharmacy technicians do the same pathway when they have different roles?**

Fundamentally we are the same profession. Learning together provides a greater understanding of each other's roles and how they can best work together for the benefit of patients in practice, complementing each other and understanding aspects of each other's practice. It is important that we have strong cohesion and understanding of each other under the umbrella of the pharmacy team in primary care.

### **Who is funding the *Primary care pharmacy education pathway*?**

Training for your role is funded by NHS England but commissioned by HEE.

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### Exemption

#### **I have already completed a CPPE national training pathway but I have a new position in a PCN. Do I need to complete the training again?**

No. You will not be expected to take part in another extended education pathway. However, you will need to apply to CPPE for an exemption so that there is a formal record for NHS England's post-payment verification audit processes. Please read the guidance about exemption on our website. This is a short process for those who have done a previous pathway.

You may wish to do some refresher training or access learning that was not part of your original pathway training. Visit the **primary care page** on the CPPE website for available training.

#### **I have a postgraduate clinical qualification. Do I have to do the pathway?**

If you are also an independent prescriber (IP) and have other relevant previous education, training and experience in primary care, you may be exempt from some or all of the pathway: pharmacists can be considered for exemption from the whole pathway or partial exemption from Module 3 (clinical examination skills) and/or Module 4 (leadership); pharmacy technicians can be considered for exemption from Module 4 (leadership). Please read the exemptions guidance on our website. After you have read this, if you think you might qualify for complete exemption, then please complete the exemption form and submit it to CPPE. If you think you may be eligible for exemption for Module 3 or 4, please enrol on the pathway and then complete the exemption form.

#### **I am an IP. Do I have to do the pathway?**

Depending on the type of prescribing course you have completed and any other education, training and experience you have, you may be exempt from some or all of the pathway. Please read the **exemptions guidance** on our website. After you have read this guidance, if you think you might qualify for complete exemption, then please complete the exemption form and submit it to CPPE. If you think you may be eligible for exemption from Module 3, then please enrol on the pathway and then complete the exemption form.

#### **I already work in a GP practice and have previous postgraduate qualifications. Is there a fast-track process to complete the training programme?**

Depending on your previous qualifications and experience, you may be able to apply for exemption from some or all of the learning on the pathway. If you think you should be exempt from all the training, you should look at the prior learning exemption guidance on our website before you apply. Please also see the previous section on exemptions.

#### **What is the pathway equivalence process?**

In 2021, NHS England and HEE asked CPPE to develop a process to enable pharmacists who are not eligible for the CPPE *Primary care pharmacy education pathway* (PCPEP) to demonstrate whether their knowledge, skills and experience are at least equivalent to those of pharmacists who have taken part in one of the extended education pathways. This process is also intended to help PCN clinical directors to understand that their pre-PCN pharmacist workforce has the competence to carry out structured medication reviews (SMRs) as described in the Network Contract DES **Structured medication review and medicines optimisation** guidance.

### I am not in a PCN role. How do I know if I can do SMRs?

In 2021, NHS England and HEE asked CPPE to develop a process to enable pharmacists who are not eligible for the CPPE *Primary care pharmacy education pathway* to demonstrate whether their knowledge, skills and experience are at least equivalent to those of pharmacists who have taken part in one of the extended education pathways. This process is also intended to help PCN clinical directors to understand that their pre-PCN pharmacist workforce has the competence to carry out SMRs as described in the Network Contract DES **Structured medication review and medicines optimisation** guidance.

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### Enrolment

#### I have accepted a PCN additional role reimbursement scheme post at a practice. How do I enrol on the *Primary care pharmacy education pathway*?

Go to the **CPPE website** and enrol by clicking on *Apply*. You will see the next available cohort (unless it is about three weeks after the start of the previous one). You will be asked to download the CPPE *Proof of employment* form, and to ask your employer to complete it before completing the application process. You will also need a current CV. Both of these documents will need to be uploaded during the application process. You cannot use a contract of employment or an employment offer letter.

Once a cohort has started, we update the application form and launch the subsequent cohort about three weeks after the start of the previous one (third week of January, May and September).

When you have successfully submitted your application, you will receive an automated acknowledgement email and the application will be processed within four weeks of submission, or sooner if it is nearer the cohort start date. You must make sure you have saved **noreply@cppe.ac.uk** as a safe sender, or you may miss this and other important emails.

When your application is approved, you will receive an email, again from **noreply@cppe.ac.uk**, with an electronic welcome pack, which includes preparation for your induction and learning needs analysis meeting with your education supervisor. Usually, your CPPE education supervisor will contact you a week or two before the start of your cohort to arrange your first education supervision meeting to discuss your learning needs analysis and introduce the education pathway.

Should you have any problems with this process, please email: **primarycare@cppe.ac.uk**

#### What are the expectations of fully developed PCN pharmacy professionals?

The NHS expectations of the PCN pharmacy professional role are set out in the NHS England **Network Contract DES service specification**, which can be found on the **GP Contract pages** of the NHS England website. It is important that you familiarise yourself with the specification for your role once you have accepted an ARRS-funded position in a PCN. The *Pathway and role progression handbook*, which is available on the **CPPE website**, is also a great place to start, as it contains ideas for activities once you are in your role.

#### Where can I expect to be at the end of the *Primary care pharmacy education pathway*?

The CPPE *Pathway* handbook states that the pathway will train pharmacy professionals to:

- offer patient-facing person-centred consultations with an emphasis on shared decision making

- work in a multidisciplinary team, offering outcome-focused medication review for people with multimorbidities taking multiple medicines
- support person-centred medicines optimisation in care homes
- deliver medicines optimisation and offer high-quality, safe and cost-effective prescribing expertise
- focus on high-priority, common and long-term conditions or a broad range of medical conditions dependent on local need
- improve access to primary care, which supports people to manage their own health, medicines and long-term conditions
- deliver clinics via patient appointments or as drop-in services
- support enhanced liaison and closer working with local community pharmacy
- deliver NHS England priorities and plans for medicines optimisation, health and wellbeing.

### What is Canvas?

Canvas is an online platform that is your virtual classroom for your training pathway. You will be using both the CPPE website and Canvas to record your key activities, and to book and complete learning and assessments. You will receive an invitation to Canvas once you have successfully enrolled on the *Primary care pharmacy education pathway* programme. There are online induction webinars and other resources available to help you become more familiar with Canvas.

### I did not receive an invitation to Canvas immediately after my enrolment was approved. Why is this?

There are two reasons why you may not have received a Canvas invitation.

- If you have already completed a CPPE online course with a Canvas login, you will not get a new username and password. Log into **Canvas**, and the *Primary care pharmacy education pathway* course will be there under *Your Courses*.
- If you have not previously enrolled on a CPPE online course and have not received the invitation email, then check your 'junk' or 'spam' inbox for the email. Please double-check your spam or junk folders on your web browser and not your mobile device.

If you are still having issues, please email: [primarycare@cppe.ac.uk](mailto:primarycare@cppe.ac.uk)

### I seem to have important emails from CPPE ending up in my junk inbox. How can I stop this from happening?

It is important that you save [noreply@cppe.ac.uk](mailto:noreply@cppe.ac.uk) as a 'safe sender' in your email provider. This will mean that the important pathway emails from this address will not be missed by ending up in your junk inbox. It is also important that you use a web browser on a computer when checking your junk inbox, as your phone does not always show emails in this folder. You should also save the following email addresses as safe senders:

- [notifications@instructure.com](mailto:notifications@instructure.com) – this is for the weekly news we send to those enrolled on the pathway each week
- [no-reply@zoom.us](mailto:no-reply@zoom.us) – for booking links for workshops

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### Induction

#### What does the *Primary care pharmacy education pathway* induction from CPPE consist of?

The first meeting with your education supervisor and Module 1 makes up your pathway induction. Module 1 is three months long and is made up of two induction face-to-face residentials (each one is two days), and online workshops, group tutorials, online assessments and e-courses. For more detailed information, see the **CPPE website**, your *Pathway* handbook or Canvas. All learners joining the pathway are expected to complete Module 1, as this not only ensures that everyone has the essential building blocks in place, but also helps to develop networks and supports integration, which is important for pharmacy PCN roles.

#### Where can I get an overview of the *Primary care pharmacy education pathway* and of my role as a learner?

The pathways team runs learner induction webinars (75 minutes) regularly. These webinars give a comprehensive overview of the pathway and of your role as a learner. Dates and links can be found on the programme overview pages on Canvas.

To support your employers, we also run employer information webinars. The details and upcoming dates for these events can also be found on the programme overview pages on Canvas (which you can share with your employer), and in the latest **PCPEP newsletter**. A recording of an earlier employer webinar can be found on the *Primary care pharmacy education pathway* landing page of the **CPPE website**.

#### As part of Module 1, I need to attend two 2-day residential workshops. What is this?

As part of your induction to your pathway, you will need to attend two 2-day residentials. These residential workshops are a great way to network and meet other pharmacy professionals on the pathway, as well as introducing you to the essentials for working in primary care. The residentials include facilitated interactive sessions, role play with medical actors, GP-led clinical skills activities and expert speakers.

The residentials are designed to introduce you to the *Primary care pharmacy education pathway*, create the opportunity for networking with other pharmacy professionals and support integration to achieve success as part of the NHS England scheme.

#### How do I book my Module 1 residential workshops?

The days are booked in pairs. You will need to select the dates you wish to attend and make one booking for Days 1 and 2, and one booking for Days 3 and 4. The information on how to book is on Canvas, but you make the bookings through the CPPE website. You will need a keycode (password) to book these residentials, which you can find under *Module 1* on your Cohort page on Canvas. We advise booking as soon as we make these events available, so that you don't miss out on a place on the most convenient dates for you. Indicative dates and venues can be found on the **Event dates** document on the CPPE website.

#### What is covered in each of the induction residential days?

You will find details about what is covered on each of the days once you have access to Canvas.

#### What else is involved in Module 1 besides the two residentials?

You will attend an online workshop and a group tutorial session with your peers. You will also have a number of online assessments to complete, as well as the ***Primary care essentials e-course***. For more information, see the Module 1 section on Canvas.

### What if I need to cancel or reschedule my place at the induction residential or online workshops?

If you cannot attend at short notice, you must inform the lead tutor for the event as soon as possible. The lead tutor's details will be in the pre-event email and under the event in your *Pending bookings* on the CPPE website. You can then cancel your place on your *Pending bookings*. If you need to reschedule an event, then you will need to cancel the event on your *Pending bookings* and then rebook. Make sure you inform your education supervisor if you need to cancel a place but cannot rebook, for instance, if there are no more dates available for your cohort.

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## Modules and workshops

### How do I register for the module I am starting?

The pathway is linear, so you do the modules in order. Once you start the pathway, you will be given access to the relevant modules at the correct time. You will be sent weekly newsletters from Canvas, which will advise you when to book your workshops and provide other information. Your education supervisor will provide additional advice about how to book your workshops and residential events through the CPPE website if you are having any problems.

### How do I stay in touch with other learners in similar roles on the pathway?

You will have weekly pathway announcements via email from Canvas. There are also discussion forums on Canvas, and you will participate in local peer group tutorials, as well as meet a number of people from your region at the Module 1 residential workshops.

### I've enrolled on the pathway but my cohort isn't starting for a couple of months. What should I do?

Please read the information in the welcome email. If you have enrolled on the pathway and your application has been approved but your cohort has not yet started, you will still have access to Canvas, so you should start the *Primary care essentials e-course*, which is a separate icon on your Canvas dashboard. It is recommended that you complete the first six units before your residential workshops, so it is worth getting ahead if you can. There are also other learning programmes and assessments to be getting on with. Pharmacy professionals can also do the **Shared decision making e-course**, which is part of Module 5. This is an extended e-course.

### How do I book on to the workshops for my module?

Once you have been given access to Canvas, you will receive information about which workshops to book. This information comes in weekly announcements, and you can set your 'notifications' under your profile on Canvas, so that these come to your email inbox. If you need to remind yourself how to set up your notifications, check the recording of the Canvas online induction under the *Programme overview and compulsory induction webinars* section on Canvas. To book a workshop, you will need the keycode from Canvas. Each workshop has a different keycode, as these events are only open to pathway learners. You will be asked for the keycode on the workshop booking page on the CPPE website.

### What are the timings for workshops?

Workshop timings vary; however, online workshops usually start at 9:30am for all-day or morning events, and face-to-face events usually start at 10:00am. Some events are a full day and may not finish until 4:30pm. Some webinars run in the evenings. We expect learners to arrive on time for all the events. For online events, latecomers will not be let in. We also expect learners to stay for the whole event, so you

should plan your events so that you can be there for the duration. At the residential workshops, the second day always starts at 8:30am, which is one of the reasons we expect people to stay overnight even if they live fairly near.

### **Do I need to attend workshops in my own time?**

Workshops are part of your 28-day 'ring-fenced' study time for this pathway, so they will be undertaken in work time. Your employer will have agreed to this when they signed the proof of employment form when you enrolled on the pathway. There are a few webinars to attend in your own time, mainly scheduled in the evenings. There is a detailed document on Canvas showing how the study time is allocated to the pathway events.

### **I understand that the online workshops are being run on Zoom. How can I check if I'm set up correctly?**

You will need internet access and a computer to access the online workshops. Alternatively, you can download the Zoom mobile app.

If you have not attended a Zoom meeting using your computer before, please ensure you do the following:

- test your connection to Zoom prior to the scheduled time by visiting: <https://zoom.us/test>
- once on the Zoom test page, click on the blue *Join* button to launch Zoom.

If you do not already have Zoom installed on your computer, follow the prompts to download and run Zoom. Click on the download file if it does not open automatically and follow the computer prompts to install. Once Zoom is installed, it will open the Zoom window.

Please log in early to ensure any technological difficulties are addressed, as the sessions will begin on time.

Your work computer may block Zoom. In this case, please make sure you bring a personal device to work in order to participate in online workshops or group tutorials. It is not recommended that you attend an online workshop or group tutorial on a phone.

At online events, we expect you to have your camera on during workshop and tutorial sessions.

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## **Group tutorials**

### **What are group tutorials?**

Group tutorials are small peer groups of pharmacy professionals for discussing progress and learning together in a 'live' online session. Organised and run by your education supervisor, they bring together pharmacy professionals with different levels of experience and ability, offering support for each other's learning and the opportunity to critically review and improve practice. It is essential for your training that you meet regularly for the duration of your 18-month pathway. These tutorials are compulsory.

### Do I attend group tutorials in my own time?

A group tutorial typically runs for two to three hours. The time for each group tutorial is taken from your 28-day protected study time during your pathway, so you will be attending in work time. If you are attending an online group tutorial in the workplace, it is important that you are not interrupted. If you miss part of a tutorial, you will be asked to catch up additionally with your education supervisor after the tutorial.

### What do we cover in group tutorials?

Group tutorials provide a platform for discussions around role progression as well as assessment (eg, multisource feedback). You can find out more information about group tutorials in the *Pathway* handbook.

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## Independent prescribing

### I am an independent prescriber (IP) but I am not currently prescribing. Do I need to renew my qualification?

You do not need to renew your qualification. However, you need to make sure that you are competent to prescribe. If you have not prescribed for some time, you will find Module 3 very useful and will also have your examination skills assessed by your clinical supervisor. There will also be an opportunity to attend the CPPE **Return to prescribing online workshop** during the pathway. More information will be available once you enrol.

### Which IP courses are funded for pharmacists on the *Primary care pharmacy education pathway*?

A factsheet listing IP courses for pharmacists who are on the CPPE pathways can be found on the **HEE website**. HEE will only fund places on the IP courses listed on the factsheet. HEE updates the factsheet regularly, and more dates will be added in due course.

### Will HEE pay for me to study IP at a higher education institution (HEI) that isn't on the HEE list?

No. Independent prescriber courses for pharmacists who are on the CPPE pathways are commissioned and funded directly by HEE, and you can only study IP at the HEIs on the HEE list to receive this funding. If you want to study IP at a HEI that isn't on this list, then you or your employer will need to pay for the IP course.

### When can I do IP?

It is expected that IP training will happen **after completion** of the *Primary care pharmacy education pathway* if you are not already an IP. Pharmacists require a solid foundation of clinical knowledge and familiarity with their working environment before they embark on an IP course. CPPE's experience with hundreds of pharmacists on the extended education pathways has shown that allowing pharmacists to do IP earlier can put pressure on them to take on work they don't yet feel competent to do. This pressure can mean that you disengage with the rest of the pathway and miss out on vital learning, as well as wasting NHS funding.

Some GPs and practice managers think they need you to be an IP straight away, without understanding where you are in your competence and confidence. Doing IP training at the end of your pathway allows you to have two years' experience in your role before qualifying as a prescriber. HEE have had feedback from the universities running the IP courses that completing IP at the end of the pathway increases your chances of coping with the IP training and passing, and thus of being a safe prescriber.

In exceptional circumstances, pharmacists may be able to do IP training after Module 2 if they are progressing with their learning and assessments, and in their role, and if they have sufficient previous experience. If you wish to do IP before the end of your pathway, you should discuss this with your education supervisor at the six-month review meeting (six months after the start date of your cohort). You would then complete a request to pause the pathway to do IP early, which must be agreed by your clinical supervisor and a CPPE panel, who will review your request and make a decision.

### **Can I use some of my 28 days' study leave for IP?**

No. The 28 days' study leave is for the CPPE education pathway. Time to study for IP is in addition to this, and you will need to negotiate any time off with your employer. There is no guidance from NHS England/Improvement (NHSE/I) or HEE on this. See the next question.

### **Does my employer have to give study leave for the academic study and supervised practice time for IP?**

HEE does not provide any guidance or expectations to employers in terms of the reasonable amount of protected study time for IP training, so you will need to discuss this with your employer. Employers are expected to release you for the IP course so that you can meet attendance requirements. Before applying for an IP course, you must agree with your employer whether this time can be taken as study leave or annual leave or a combination of both. NHS England provides your salary support as recognition that you will need to be released from work for training. This should therefore be taken into consideration when agreeing the amount of protected study time for IP.

IP courses vary in terms of face-to-face and online study, so you should choose whichever is most suitable for your own situation. All IP courses include the requirement for students to undertake 90 hours of supervised practice in addition to the academic requirements of the course, and employers are expected to provide this as part of your training. It will be beneficial to your employer once you are a prescriber.

The supervised practice time can be 'woven into' your normal working hours, although the extent of this depends on how much you need to learn by observing others and developing skills that you haven't already obtained, and on how closely you and your designated medical practitioner (DMP) work together in the context of your normal practice.

### **Where can I find information about funded IP courses for pharmacists on the pathway?**

Please refer to HEE's *Independent prescribing factsheet for Pharmacists Pharmacy Integration Fund (PhIF)-funded courses* for details of funded IP courses for pharmacists on the pathway.

### **I am due to start the CPPE pathway next month and I am also enrolled on an IP course which starts at the same time. Can I do IP at the same time as the CPPE pathway?**

Pharmacists should not do IP training at the same time as the pathway because the pressure and demands of studying for two programmes, at the same time as working in a primary care role, are too much. The pathway takes priority so that the PCN can claim the funding for your role. NHS England/Improvement and HEE have developed a policy on the timing of IP training and other courses.

You should defer your place on the IP course and do the CPPE pathway first. If you defer your IP place, then you will be eligible for a HEE-funded IP course. For further advice on this, please email: [primarycare@cppe.ac.uk](mailto:primarycare@cppe.ac.uk)

### **I have already enrolled on an IP course and paid for it. Can I claim the money back from HEE?**

No. HEE will not pay for IP courses retrospectively. We suggest you cancel the place and explain to the HEI that you are now eligible for a HEE-funded place, and ask for a refund.

### **I've been told I need to do my IP course after my 18-month training pathway. Is there any scope to move this forward to earlier in my training?**

In our experience, the pharmacists who are new to their role can be overwhelmed when adjusting to their role, undertaking the pathway and taking on IP at the same time. If they are early in their career, they may not have the clinical foundation required to undertake IP training. The universities that provide the IP training have told HEE that pharmacists who do the IP training too early, before they have started to see the benefits of the CPPE pathway, often struggle with the IP course and are more likely to fail.

In exceptional circumstances, pharmacists may be able to do IP training after Module 2, provided they are progressing with their learning and assessments, progressing in their role and have sufficient previous experience. If you wish to do IP before the end of your pathway, then you should discuss this with your education supervisor at your six-month review meeting (six months after the start date of your cohort). You would then complete a request to pause the pathway to do IP early, which must be agreed by your clinical supervisor and a CPPE panel, who will review your request and make a decision.

### **Do I need to attend local CPPE group tutorials when I'm doing early IP?**

No. If we have agreed that you can pause the pathway, you will not need to do the group tutorials. Once you have returned from your IP training, you will move to another group.

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## Assessment

### **What does assessment look like on the *Primary care pharmacy education pathway*?**

There will be assessments associated with each module through your pathway. CPPE uses a range of formative and summative assessment systems. These will include:

- online assessment
- case-based discussion
- reflective assessment
- multisource feedback
- direct observation of practice
- patient satisfaction questionnaires.

### **I've already completed an assessment as part of my clinical diploma or IP course. Do I need to complete the assessments associated with my chosen modules as well?**

Yes. In order to complete a module, you need to complete the associated assessment. These cannot be substituted with local assessments or assessments completed as part of a diploma or IP course. There is specific guidance about how you may use direct observation of practice from another assessment to help you complete the clinical evaluation and procedural skills assessment record (CEPSAR) assessment for Module 3. This information is included in the guidance on how to claim exemption from Module 3.

### How do I keep track of my assessments throughout my pathway?

Progress with assessments will be recorded on the pathway progress tracker for the *Primary care pharmacy education pathway*. Assessments accessed through the CPPE website will automatically populate the pathway progress tracker. Assessments not accessed through the CPPE website will require you to add the date you completed the assessment. Each pharmacy professional must sign up for each series of the pathway progress trackers to initiate the automatic recording of the assessments on the CPPE website and in the *Pathway* handbook.

### Where can I find more information about all the assessments?

You can see the type of assessments you will be doing in the *Assessment handbook*, which is available on the **CPPE website**. There is also more information on Canvas, which you will have access to once you are enrolled.

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## Ongoing support

### Who is my education supervisor and how can I find them?

As part of your pathway, CPPE will allocate you an education supervisor. Your education supervisor will be responsible for overseeing your progress through the *Primary care pharmacy education pathway*. For more information on your education supervisor and their role in supporting you, please refer to the *Pathway* handbook.

### Who else do I have to support me on my training pathway?

You will have direct support from a clinical supervisor allocated by your employer, an education supervisor employed by CPPE and a clinical mentor (when required) funded by CPPE, in addition to support from your peers and a senior pharmacist. For pharmacy technicians, the clinical supervisor can be a senior pharmacist. The roles that they take are outlined in the *Pathway* handbook.

If you require additional short-term support while you are on the pathway due to unforeseen life events, then CPPE has a robust Pharmacy Professional Requiring Additional Support (PPRAS) system. Please speak to your education supervisor.

### Who provides peer support within my PCN if I am the first pharmacy professional in the PCN?

You should have support from a senior pharmacist either employed directly by your PCN or from the local integrated care system, eg, within the integrated care system (ICS) or acute trusts, as outlined in the PCN DES. Your local group tutorial of peers will also provide support, as well as the national network through the Canvas platform.

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## Human resources and practical issues

### Do I need personal indemnity insurance?

Pharmacy professionals have a professional responsibility to have a professional indemnity arrangement in place as required by the General Pharmaceutical Council (GPhC). This **may** be in addition to an employer's policy. CPPE is not an insurance provider nor is it an expert in this field, and we cannot advise on individual

cases. However, if you are employed by an NHS organisation, including GP practices, there will be cover in place for clinical negligence.

The **Clinical Negligence Scheme for General Practice (CNSGP)** is a state indemnity scheme covering NHS service as for other NHS organisations. It covers clinical negligence liabilities arising in general practice in relation to incidents that have occurred on or after 1 April 2019. You can find more detailed information about this [here](#).

Please contact NHS Resolution for any queries about the cover: [cnsqp@resolution.nhs.uk](mailto:cnsqp@resolution.nhs.uk)

For those employed by other organisations, check your employer's arrangements.

In all cases, it is up to you and your employers to decide if adequate cover is in place. Take legal advice if you are unsure. Pharmacy insurance companies have in-house solicitors who can advise on any extra cover you may need. This is sometimes called wrap-around cover.

We do not provide recommendations for any of the insurance providers, but you may find the information on the **Pharmacy Defence Association website** useful.

### **Do I need to have or update my NHS Smartcard?**

You will need to either obtain a new NHS Smartcard or update your existing one to allow you to access GP practice computer systems. Your PCN employer will arrange this during your induction period.

### **Do I need to pay for the *Primary care pharmacy education pathway*?**

No. The training on the programme is fully funded by NHS England if your salary is funded in full or in part by the PCN ARRS. The funding covers assessments, webinars, residential courses, workshops, education supervision and mentor support. It also covers one night's accommodation at each residential and your meals, but it does not include any travelling expenses or extra nights' accommodation.

If you are not eligible for the course under the PCN Network Contract DES ARRS, and your employer wishes to fund a place for you, please contact: [primarycare@cppe.ac.uk](mailto:primarycare@cppe.ac.uk)

### **What if I go on parental leave while I'm on the NHS England *Primary care pharmacy education pathway*?**

If you need to pause engagement with your pathway due to maternity leave, parental leave, adoption leave or if you are signed off work with a health-related issue, then we will offer you a place on the pathway at the earliest opportunity upon your return. If the pathway that you started has finished by the time you return, there will be alternative education and training support available to meet the required learning outcomes.

You will need to contact your CPPE education supervisor as soon as possible. It is essential that you keep your education supervisor informed regarding any circumstances or issues that may affect your ability to engage with the pathway.

### **Can I pause the pathway due to pressures of work?**

It is important that you continue to engage with the pathway while you are at work. Pausing the pathway is only allowed if you are not working, eg, parental leave, gap between jobs, long-term sick leave. If you are struggling with the pressures of the pathway and your job, please speak to your education supervisor.

# Primary care pharmacy education pathway

## Frequently asked questions

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### Learning available for the primary care pharmacy workforce

#### Can I do some learning to prepare to apply for a PCN post now?

Yes. The *Primary care essentials e-course* which is ten weeks long and part of Module 1, is available for those not yet in PCN roles through the **CPPE website**.

It will help you to prepare for a PCN role. CPPE is developing a resource to help those who are considering changing their area of practice, and this will be available by 2023.

#### What other learning is available for pharmacy professionals who are not part of the *Primary care pharmacy education pathway*?

CPPE has a variety of learning programmes available for pharmacy professionals who work in primary care, general practice, care homes or who are considering changing their area of practice. Programmes range from tutor-facilitated workshops to online courses and self-study.

You can attend (non-pathway) workshops or use learning community materials to focus on clinical topics in the primary care setting. You can also develop your consultation skills or leadership using CPPE resources. For more information, visit the ***Primary care, general practice and care homes*** page on the CPPE website.

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