



### Welcome



**Welcome to the first CSfPP newsletter!**

The *Consultation skills for pharmacy practice* (CSfPP) website was launched in March 2014 in response to Health Education England's call to develop the consultation skills of the pharmacy profession as a priority. The launch of the CSfPP website was just the beginning. We have been working hard to develop new learning resources and assessment components of the CSfPP website and to encourage skill development within pharmacy. We need everyone to adopt a patient-centred approach in practice, so this newsletter will pop into your inbox every two to three months to keep you up to date with developments and equip you in supporting your colleagues to develop their skills and spread the CSfPP message.

### Top messages to share

1. Take a look at the [CSfPP website](#). It includes a six-step learning and development pathway and the new practice standards for pharmacy consultation skills, which outline the key knowledge, skills and behaviours expected of all pharmacy professionals in a patient-facing role. There are some great learning resources and videos. The new e-lecture on [patient-centred practice](#) is in the core learning section.
2. Lost your blue book (*Consultation skills for pharmacy practice: taking a patient-centred approach*)? You can [download a copy from our website](#). If you would prefer a paper copy, phone CPPE on 0161 778 4000 or email: [info@cppe.ac.uk](mailto:info@cppe.ac.uk)
3. Have a go at the [CSfPP assessment](#). You may not pass first time but watching other people in action may help you develop your skills.
4. Join in our social media campaign to promote the #CSACselfie days by following @CSfPP and liking the CPPEEngland Facebook page. Our next #CSACselfie day is on Thursday 17 September 2015.



### What's new?

#### The assessment

Feedback suggests some pharmacy professionals have been struggling with the CSfPP assessment. [Reena Barai is the star of a new video talking about her experiences of working through the assessment](#). We have also included an [e-lecture webinar on hints and tips on working through the assessment](#).

#### The learning

A new e-lecture, [Consultation skills: improving your performance](#), outlines the key principles of patient-centred practice. There are some helpful videos which challenge your perceptions on practice.

We have a new workshop [Consulting with older people](#) which highlights the key skills and behaviours needed to adapt the consultation to the needs of the older person to ensure a patient-centred approach.

### On the horizon

Our e-learning portfolio is about to grow as we develop programmes which focus on specific patient groups. Upcoming e-learning programmes include:

- Consulting with children and young people
- Consulting with people with disabilities
- Consulting with people with mental health problems
- What does the good consultation look like?



Keep an eye on the [CSfPP website](#), the [CPPE website](#) and social media (@CSfPP and the CPPEEngland Facebook page) for the latest news.

### Supporting you

Would you like some support in promoting CSfPP or are you interested in delivering some training? We can help. Email Lesley Grimes ([lesley@cppe.ac.uk](mailto:lesley@cppe.ac.uk)) or Clare Smith ([clare.smith@cppe.ac.uk](mailto:clare.smith@cppe.ac.uk)) with your questions.

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