



## Welcome

 **Welcome to the spring edition of the CSfPP newsletter.**

It has now been over four years since the CSfPP programme was launched, and it is great that we are still seeing many pharmacy professionals engaging with all the resources the programme portfolio has to offer. To keep the portfolio fresh and relevant to practice we have recently updated the [CSfPP website](#), and added links to some of our new programmes such as [Consulting with people with physical disabilities](#). This website provides you with easy access to a range of resources, including guidance documents and assessment tools, and should be the first port of call for all pharmacy professionals wanting to improve their communication and consultation skills. The website also refers to the NHS England [Making every contact count](#) approach which enables individuals to use a different approach in their interactions with people when addressing their health and wellbeing. Many of these approaches are based around improving communication and consultation skills, and taking a person-centred approach to all interactions. All of the CSfPP resources will be able to support you with this.

## What's new?

**[Confidence in hospital consultation skills full-day workshop](#)**  
This new full-day workshop aims at improving the consultation skills of hospital pharmacy professionals. This workshop builds on many of the tools and techniques showcased in the four-hour workshop released last year and also introduces the learner to consultation models such as the Calgary-Cambridge framework.

**[Consulting with people with mental health problems animation](#)**  
We have also added to our consultation skills animation portfolio. In the animation we are introduced to Emma, a busy working mum who is struggling to balance the demands of her job and caring for her family, and reunited with Georgina the pharmacist from our previous animation. This short animation is a great resource to be able to share with colleagues, and help them to reflect on their current consultation skills.

**[Watch the Consulting with people with mental health problems animation.](#)**

**[Consultation skills gateway pages](#)**  
We have introduced new gateway pages to the CPPE website, and here you will find two new consultation skills gateway pages – [Consultation skills foundation](#) and [Consultation skills advanced](#). These two gateway pages have been developed to make the consultation skills learning portfolio more accessible and user-friendly.

## What's new?

**[Making every contact count e-learning programme](#)**  
This valuable programme has been developed by NHS England and is housed on the e-Learning for Healthcare (e-LfH) hub. The programme is another valuable resource that pharmacy professionals can access through the CPPE website, and aims to support them in improving their communication and consultation skills when in discussion with patients about their physical and mental wellbeing.

## On the horizon

**[Consultation skills for pharmacy practice e-assessment](#)**  
The [CSfPP e-assessment](#) is going to be updated to allow learners who have previously passed to re-attempt the assessment if they so wish. Attempting the assessment gives pharmacy professionals an opportunity to check their progress and their ability to meet the national practice standards. Revisiting the assessment is a great opportunity to reflect on their key skills and behaviours, while also recognise good practice versus practice that may need improvement.

## Top messages to share

1. Revisit the [CSfPP website](#), and refresh your knowledge of the six-step learning and development pathway.
2. Have a go at (or re-attempt) the [CSfPP e-assessment](#). Watching other people in action will help you develop your skills, or give you an opportunity to reflect on how you have progressed since your last attempt.
3. Share the [Consulting with people with mental health problems animation](#), and help to spread the message of person-centred practice when dealing with mental health problems.
4. We have a large range of teaching resources to help promote consultation skills within your team. Get in touch – we are more than happy to help!

## 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.