



Welcome



Welcome to the winter edition of the CSfPP newsletter.

Earlier this year NHS England launched the Medicines Value Programme to improve health outcomes from medicines. Part of this programme focuses on healthcare professionals supporting people to take their medicines as intended, so that patients get the health outcomes they want. Encouraging all pharmacy professionals to adopt a more person-centred approach to their practice and demonstrating good consultation skills will help support this new programme.

All pharmacy professionals can work towards this by reflecting on their current practice, comparing it to the national practice standards for pharmacy consultations and looking at ways to further improve.

The range of resources available means that there will always be opportunity to improve, whether pharmacy professionals are at the start of their career or advancing into areas such as working in care homes or general practice.

Pharmacy professionals can take a look at the Consultation skills for pharmacy practice (CSfPP) website or the two CPPE gateway pages, Consultation skills foundation and Consultation skills advanced, to find resources to support their development.

What's new?

Consultation skills for pharmacy practice e-assessment

The CSfPP assessment has been updated to allow learners who have previously passed to re-attempt the assessment.

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 recognising good practice versus practice that may need improvement.



On the horizon

Consultation skills portfolio

We are looking at expanding our consultation skills portfolio in the coming months with some new and exciting learning resources. We will be developing videos which show groups of pharmacists, healthcare professionals and patients discussing how we can make sure that all our interactions with patients take a person-centred approach.

We are also developing a learning resource around pharmacy professionals carrying out consultations over the telephone, and how we can make sure we still keep a person-centred approach when not consulting face-to-face.



Top messages to share

1. 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.
2. Revisit the CSfPP website and read through the practice standards. Reflect on your current practice by thinking about what you do well and what areas you can improve.
3. Take a look at the CPPE gateway pages – Consultation skills foundation and Consultation skills advanced – and see what resources we have on offer.
4. 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) or Clare Smith (clare.smith@cppe.ac.uk) with your questions.