



### Welcome



Welcome to the autumn edition of the CSfPP newsletter.

As the NHS seasonal influenza vaccination service gets underway again this year, many pharmacy teams will be looking to improve the consultation skills of the whole pharmacy team. Not only is consultation skills a core competence of the Declaration of Competence (DoC), but improving the consultation skills of the team will help them to fully engage with the service. It will also improve patients' understanding of flu, and help to combat any patient concerns.

NHS England have launched the second phase of *Clinical pharmacists in general practice education*, and this means that many pharmacists will be entering into a new role of clinical practice. These roles will bring many new challenges, not least looking to improve their consultations skills. We already offer a Consultation skills for general practice workshop to help facilitate this change, and now we have added another learning resource – Clinical history-taking: what a good consultation looks like. See *What's new?* for more information.

Pharmacy professionals can take a look at what resources are on offer on the CSfPP website to support both their own and their wider team's learning and development.

### What's new?

#### Mental health: support for people living with mental health conditions

CPPE has recently launched the autumn Mental health campaign, which aims to give pharmacy professionals new insights into different areas of mental health and how they can make a difference to people with these conditions. Having good and effective consultation skills can help to 'normalise' mental health conditions and allow people to speak freely about their issues. Take a look at the campaign to see how you can improve your consultation skills to support individuals living with these conditions.

#### Confidence in hospital consultation skills four-hour workshop

This recently launched workshop has been specifically developed for pharmacy professionals working in the hospital setting. The four-hour workshop looks at the knowledge, skills and behaviours needed to support person-centred practice and, through the use of role play, provides the learner the opportunity to put their learning into practice. The workshop also introduces key tools and resources and aims to support the learner to recognise good practice, and demonstrate a greater level of confidence in engaging with patients.

### What's new?

#### Clinical history-taking: what a good consultation looks like e-learning

This e-learning programme has been designed to support pharmacists working in general practice, running clinics or thinking about moving to a more clinical role. The video-based programme considers the key skills that can be used to take an effective clinical history. It guides the learner through the clinical history-taking consultation using the Calgary-Cambridge framework, while introducing tools and resources to help demonstrate a person-centred approach.

#### Effective management of OTC consultations

NHS Education for Scotland has developed this programme to support pharmacy teams in the management of over-the-counter (OTC) consultations. The programme offers support to the learner around consultations involving individuals requesting to buy an OTC medicine by name, and also individuals that are seeking advice for the treatment of a condition or symptom.

### On the horizon

#### Confidence in consultation skills full-day workshop

Building on our four-hour workshop, we are also developing a full-day event designed specifically for hospital pharmacy professionals. The full-day event builds on many of the tools and resources demonstrated in the four-hour event. It also demonstrates how to introduce consultation models to your consultations by working through each section of the Calgary-Cambridge framework.

### Top messages to share

1. Take a look at the *Mental health* learning resource, get involved with the learning campaign, and discuss with your team how to improve person-centred practice.
2. Work through the *Effective management of OTC consultations* resource and share this resource with your whole pharmacy team.
3. Get in touch if you would like to discuss hosting a *Confidence in hospital consultation skills* event in your trust.
4. If you are looking at moving in general practice, or another more clinical-based role, have a go at the *Clinical history-taking* e-learning programme.

### 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.