



### Welcome

 Welcome to the spring edition of the CSfPP newsletter.

It has been three years since the *Consultation skills for pharmacy practice: taking a patient-centred approach* distance learning programme was launched, but the learning is still as important today. There are many tools and resources showcased in the programme that can make a difference to the consultations that pharmacy professionals conduct, and ultimately help to improve patient outcomes.

This is even more important with the launch of the latest CPPE [campaign on learning disabilities](#). The campaign has been designed for pharmacy professionals to raise awareness of learning disabilities and enable them to reflect on how they can best support people with a learning disability and their carers. What better way to make a difference than reflecting on your consultation skills? By working through both the CSfPP distance learning, and Section 2 of the [Learning disabilities](#) distance learning, pharmacy professionals can truly make a difference to all patients that need their advice, help and support.

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### What's new?

#### Anticoagulation: what a good consultation looks like

The e-learning programme—*Anticoagulation: what a good consultation looks like* has recently been launched. This latest addition to our consultation skills portfolio supports pharmacy professionals to develop the therapeutic knowledge they need when optimising anticoagulant medicines. Consultations involving anticoagulant medicines can involve the transfer of lots of information; this e-learning allows learners to hear directly from the experts about key therapeutic information. Through a variety of activities, the programme covers the core therapeutic knowledge of what can be included in consultations with patients on anticoagulants and moves on to examples of how to practically use this knowledge in a patient-centred manner without overwhelming the patient with medical jargon. This programme is a great example of how to combine clinical knowledge and consultation skills



### What's new?

#### Consulting with people with physical disabilities

We have also launched *Consulting with people with physical disabilities* e-learning, which aims to support pharmacy professionals to address the challenges for people with a physical disability, and how they can adapt their consultations to meet the patient's needs. The programme focuses on three types of physical disability; sight loss, hearing loss and mobility/dexterity problems, although the learning will also be applicable to other types of physical disability.

### On the horizon

#### Clinical history-taking: what good looks like

The *Clinical history-taking skills: what good looks like* e-learning is currently in development. Through the use of video and other interactive activities this programme will provide the tools needed to take a clinical history in an effective and patient-centred manner.



### Top messages to share

1. Have a go at our new e-learning programme—*Anticoagulation: what a good consultation looks like*, and see how you can make your consultations about anticoagulation therapy more patient-centred.
2. Take a look at *Consulting with people with physical disabilities* e-learning, and see how making small changes to your consultations can make a big difference to patients.
3. Revisit the CSfPP website and take a look at the [practice standards](#). Reflect on your current practice, by thinking about what you do well, and what areas you can improve.
4. Get the whole team involved by working through the *Consultation skills for pharmacy support staff* learning and the *Consultation skills* floor on [thelearninggpharmacy.com](http://thelearninggpharmacy.com)

### 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.