

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Contribute to Service Improvement in the Delivery of Pharmacy Services

Unit Reference Number: K/617/8904

Level: Three (3)

Credit Value: Six (6)

Minimum Guided Learning Hours: 30

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand the principles of audit in pharmacy services	1.1 Explain the principles that underpin: <ul style="list-style-type: none"> a) External audit b) Internal audit
	1.2 Describe the role of organisations responsible for external audit
	1.3 Explain how audit contributes to service improvement
2. Understand the principles of quality improvement in pharmacy services	2.1 Explain the principles that underpin quality improvement strategies
	2.2 Explain how quality improvement contributes to service improvement
3. Understand how partnership working contributes to improving the delivery of pharmacy services	3.1 Explain the importance of working with other organisations in pharmacy services
	3.2 Describe the benefits of effective communication across organisations
4. Be able to deliver pharmacy services for the benefit of individuals	4.1 Use appropriate communication techniques to obtain relevant information
	4.2 Identify the needs of the individual
	4.3 Provide information clearly and in a way that the individual can understand
	4.4 Advise the individual about relevant products and services to meet their needs

	4.5	Explain the advantages and disadvantages of each option for the individual and the organisation
	4.6	Agree the best option with the individual and for the organisation
	4.7	Refer any issues outside of own scope of competence to the relevant person
	4.8	Explain the information that should be recorded in accordance with organisational policies and standards
5. Be able to respond to complaints	5.1	Explain the organisational policy relating to the handling of complaints
	5.2	Respond effectively to resolve complaints within scope of own competence
	5.3	Refer any issues outside of the limits of own competence to the relevant person in accordance with Standard Operating Procedures
	5.4	Explain the steps to take when conflict escalates beyond the scope of own competence

Indicative Content	
LO1	<p>Principles: process; recording; error reporting; reasons for audit; implications and outcomes of audit; roles and responsibilities in the audit process</p> <p>Organisations: Medicines and Healthcare, Products Regulatory Agency (MHRA); Care Quality Commission (CQC), General Pharmaceutical Council (GPhC)</p>
LO2	<p>Principles include: 'Principles include: data and measurements; timelines; process mapping; evaluation; process and system redesign; standardisation; demand, capacity and workflow; involving and engaging others; responding to feedback and concerns; identifying ways to prevent adverse effects'.</p>
LO3	<p>Organisations may include: suppliers; commercial organisations; NHS Trusts; Health Boards; care homes; community pharmacies; GPs; prisons</p>
LO4	<p>Appropriate communication techniques: verbal; non-verbal; listening; questioning; showing empathy and sensitivity; adapting to the verbal and non-verbal forms of communication offered by the individual; checking own understanding of individual's needs or concerns</p> <p>Obtain relevant information: needs/concerns; medicines history; personal circumstances</p> <p>Relevant products and services: Over the counter medicines advice; smoking cessation; prescribed medicines advice, electronic prescription service etc</p>
LO5	<p>Standard Operating Procedures: skills and responsibilities; scope of role; interventions & referrals; handover</p>