



ELSEVIER



CrossMark

Available online at www.sciencedirect.com

ScienceDirect

Currents in Pharmacy Teaching and Learning ■ (■■■■) ■■■–■■■

Currents
in Pharmacy
Teaching
& Learning

<http://www.pharmacyteaching.com>

Commentary

The national consultation skills for pharmacy practice program in England

Samuel Jee, BSc, MRes, PhD^{a,*}, Lesley Grimes, BSc^b,
James Desborough, MPharm, PhD^c, Christopher Cutts, BSc, DCLinPharm, MBA^b

^a Centre for Pharmacy Workforce Studies, Manchester Pharmacy School, The University of Manchester, Manchester, United Kingdom

^b Centre for Pharmacy Postgraduate Education, Manchester Pharmacy School, The University of Manchester, Manchester, United Kingdom

^c School of Pharmacy, Faculty of Science, University of East Anglia, Norwich, United Kingdom

Abstract

Background: Pharmacy professionals are playing an increasing role in caring for patients, yet evidence has shown their consultation skills are lacking.

Objective: This article aims to discuss the need to enhance pharmacy professionals' (pharmacists and pharmacy technicians) consultation skills in England and describe the development of a national consultation skills training program to meet these needs.

Methods: The Centre for Pharmacy Postgraduate Education led on a project to create a consultation skills training program for all pharmacy professionals across England. The program embedded a set of consultation skills practice standards developed by a large task and finish group consisting of pharmacy professionals of varying roles from the National Health Service, private pharmacy organizations and academia.

Key findings: A Consultation Skills for Pharmacy Practice (CSfPP) training program, consisting of a distance learning workbook and website, was produced and disseminated to all registered pharmacy professionals in England, in March 2014.

Conclusions: The first consultation skills training program of its kind was created that aimed to address the growing need to improve the consultations skills of pharmacy professionals in England. Future work will examine the reception of the CSfPP among pharmacy professionals and the impact it has on their practice.

© 2016 Elsevier Inc. All rights reserved.

Keywords: Consultation skills; Consultation skills training; Pharmacist consultation skills; Pharmacy technician consultation skills

Introduction

A national consultation skills training program—the first of its kind—for all pharmacy professionals (pharmacists and pharmacy technicians) in England was launched in early 2014. This article discusses the need for such a program, how it was developed, a description of the program, and

how it was implemented. While the focus of this article is on the development of consultation skills for pharmacy professionals in England, the utility of such a program has pertinence to pharmacy professionals elsewhere as pharmacy is taking on a larger role in caring for patients across the globe.^{1,2} The program also has relevance to other health care professions, as these skills are increasingly being developed through interprofessional learning.^{3,4}

Pharmacists are increasingly involved in direct patient care, as pharmacy is encouraged to play a bigger role in, for example, supporting patients with long-term conditions and detecting serious illnesses earlier.^{5,6} Pharmacy technicians, working under the supervision of pharmacists, will also play

* Corresponding author: Samuel Jee, Centre for Pharmacy Workforce Studies, Manchester Pharmacy School, The University of Manchester, 1st Floor, Stopford Building, Oxford Road, Manchester M13 9PT, United Kingdom.

E-mail: sam.jee@manchester.ac.uk

a larger role in supporting patients.⁷ Together, they will face further involvement in patient care. To succeed in carrying out this extended role effectively, pharmacy professionals must move from a product-centric to a patient-centric approach to understand the patient perspective around medication use and support patients in decision making.^{8,9} In order for pharmacy professionals to move toward a patient-centric approach, they need to be proficient in consultation skills.

The term “consultation skills” is being used in this article in a very broad sense and includes nomenclature such as “pharmacist–patient” communication and, in particular, “patient counseling.”^{10,11} These terms are regularly used by authors to describe the process of advising patients on medication use. However, the ability to provide effective consultations has been shown to be limited.^{12–17} It is important for pharmacy professionals to possess effective consultation skills as they can help improve medication adherence and also improve patient satisfaction, leading to better outcomes.^{9,18,19} Therefore, there is a need for improving pharmacy professionals’ consultation skills to enable them to support patients effectively.^{20,21}

In the United Kingdom (UK), there is increasing demand for pharmacy professionals to possess effective consultation skills due to changes in the services pharmacies are expected to provide in their contract with the National Health Service (NHS).²² Changes have also taken place in pharmacy education, with the push for enhancing skills in consultation skills evident in pharmacy curricula. The education standards for the four year (full-time) undergraduate Master of Pharmacy (M.Pharm.) degree course lists the development of effective communication skills as a key educational outcome.²³ Research by Willis et al.²⁴ and McAteer et al.²⁵ has shown that the M.Pharm. degree may serve to build communication skills for consulting patients according to the views of fourth year M.Pharm. students and graduates. However, in interviews with individuals involved in recruiting pharmacy graduates, Langley and Aheer²⁶ found that graduates’ communication skills were believed to be lacking. Jee et al.²⁷ corroborated these findings in a later study that examined the views of pharmacists that supervised graduates during their year of pre-registration training. Similar findings, showing weaknesses in pharmacy graduates communication skills, have been demonstrated outside of the UK.²⁸ Therefore, it would appear that there is room for improving pharmacy professionals’ consultation skills following formal (i.e., university-based) education and training. Communication is also an area emphasized in syllabi for pharmacy technician education and training though there is, comparatively, a dearth of research investigating communication skills in pharmacy technicians.²³

Attempting to train individuals in consultation skills may be more difficult following formal education and training, though pharmacy professionals have shown a desire to improve their skills. Al-Nagar et al.²⁹ conducted a survey of a large sample of pharmacists and showed that the majority of respondents would welcome more training in consultation skills. This suggested that consultation skills

training was in demand and, with it being a necessary area for pharmacy professionals to improve, there was an opportunity to develop a consultation skills training program.

The development of the consultation skills training program for pharmacy professionals in England

The development of the consultation skills training program, the Consultation Skills for Pharmacy Practice (CSfPP) program, followed work undertaken by the pharmacy board of Health Education England (HEE), a special health authority that ensures the NHS workforce has the right skills and training to support the delivery of excellent health care and drive improvements.^{30,31} The pharmacy board recommended that post-registration pharmacy professionals needed to improve their skills in working with patients, other health care professionals, and members of the public. Pharmacy professionals would also need to improve the safety, value, and effectiveness of medication use and enhance their skills in the delivery of public health interventions.³² In light of these recommendations, HEE placed training pharmacy professionals in consultation skills as a key educational priority to address. A team of learning development pharmacists at The Centre for Pharmacy Postgraduate Education (CPPE), funded by HEE, was tasked to lead on developing a consultation skills training program.³³

Initially, a set of practice standards for consultation skills that set out the standard of knowledge, skills, and behaviors expected of all pharmacy professionals to carry out effective consultations was created.³⁴ The standards fall under a range of rubrics described in Table. Once the consultation skills practice standards had been established, work on the program design began. The program was conceptualized with consultations defined in the broadest sense as “any discussion between a health care professional and a person.”³⁵ This definition could thus apply to all pharmacy professionals in all sectors and in all situations with patients.

The CSfPP program guides professionals through a learning pathway (Fig.) to help them reflect on, develop and improve their consultation skills. The first step along the pathway ensures that learners understand the importance of consultation skills for the benefits to patients and for the recognition and respect of the profession. Acknowledgment of the need to change and improve is an important preparatory step for learning.³⁶ The second step guides learners through the consultation practice standards to raise awareness of the standard of practice expected of them.³⁴ The third step is a reflective process that allows pharmacy professionals to gauge the strengths and weaknesses of their consultations skills and behaviors. Self-assessment is undertaken using the medication-related consultation framework (MRCF) and feedback from colleagues, other health care professionals and patients.^{37,38} Additionally, users have the opportunity to watch a videoed consultation and analyze and critique the skills demonstrated that supports

Download English Version:

<https://daneshyari.com/en/article/10313293>

Download Persian Version:

<https://daneshyari.com/article/10313293>

[Daneshyari.com](https://daneshyari.com)