



## Competencies for EHC Enhanced Service using the General Level Framework Quick Reference Guide

This quick reference guide shows where the HAG competencies specifically map to the GLF behaviours. A comprehensive document mapping the GLF against the enhanced service specification (where this exists) and the use of PGDs is available at [www.codeg.org](http://www.codeg.org). The mapping interprets the key GLF behaviours for the enhanced service. Pharmacists using the GLF are advised to access the comprehensive document.

Delivery of Patient Care Cluster	Link to HAG Competencies for EHC <sup>1</sup>	Examples of Evidence for a Portfolio
<p><b>Patient Assessment</b> Uses appropriate questioning to obtain relevant information from the patient</p>	<p>a) Able to communicate with clients appropriately and sensitively</p> <p>b) Able to counsel and advise on emergency contraception and regular methods of contraception</p> <p>h) Able to demonstrate knowledge of the clinical content of the relevant PGD</p>	<p>Witness Statement</p> <p>Patient feedback /audit of the EHC service</p> <p>Performance record from informal/formal training role play/OSCE</p> <p>Successful completion of HAG workshop or similar assessments (i.e. role play)</p> <p>Case Example</p> <p>Critical Incident e.g. where information was later identified that could have been elicited earlier</p>
<p><b>Consultation or referral</b> Pharmaceutical or health problems are appropriately referred</p>	<p>c) Understands how and when to refer clients and when to ask for support or advice</p>	<p>Case Example where referral to local services took place</p> <p>List of relevant local services, including those who fit IUDs</p> <p>Successful completion of HAG workshop or similar assessments (i.e. role play)</p>

		Examples of completed paperwork / patient records related to scheme
<b>Patient consent</b> Satisfactorily obtains patient consent if appropriate	d) Understands confidentiality issues and is aware of their role in the process of child protection.	Service documentation showing consent +/- knowledge and use of Fraser Guidelines  Case example demonstrating where consent was problematic  Successful completion of CPPE open learning programme on 'Child Protection'  Successful completion of HAG workshop or similar assessments (i.e. role play)
<b>Drug interactions</b> Identified, Prioritised and Acted upon	b) Able to counsel and advise on emergency contraception and regular methods of contraception  e) Understands the different types and methods of hormonal contraception; their use, advantages, failure rates and complications  f) Understands the pharmacotherapy for the full range of available medication and appropriate clinical guidance (e.g. NICE).  h) Able to demonstrate knowledge of the clinical content of the relevant Patient Group Direction(s).	For all of these behaviours case examples using straight forward supplies and/or examples where an exclusion criteria was identified and the supply not made.  CPD entry demonstrating that clinical knowledge is updated (e.g. review articles, completion of formal CE programmes)
<b>The prescription is legal</b> Legality of prescription is ensured	g) Understands and able to apply the medico-legal aspects of EHC provision in accordance with a PGD	
<b>Labelling of the medicine</b> The label on the dispensed medicine includes required information	g) Understands and able to apply the medico-legal aspects of EHC provision in accordance with a PGD	A copy of an anonymised label could be used with a case example

<p><b>Public Health</b> Provides lifestyle advice appropriately</p>	<p>b) Able to counsel and advise on emergency contraception and regular methods of contraception</p> <p>e) Understands the different types and methods of hormonal contraception; their use, advantages, failure rates and complications</p>	<p>Copies of leaflets available or given to clients</p> <p>Witness statement demonstrating this competence</p> <p>Case example</p> <p>CPD entry demonstrating update on knowledge in this area</p> <p>Completion of CPPE open learning programme 'Emergency Contraception'</p> <p>Completion of CPPE open learning programme 'Contraception'</p> <p>Successful completion of HAG workshop or similar assessments (i.e. role play) with examples where sexual health advice was given</p>
<p><b>Need for information is identified</b> Patient need for information is accurately identified</p>	<p>a) Able to communicate with clients appropriately and sensitively</p> <p>b) Able to counsel and advise on emergency contraception and regular methods of contraception</p>	<p>Case Example</p> <p>Copies of leaflets available or given to clients</p> <p>Successful completion of HAG workshop or similar assessments (i.e. role play)</p>
<p><b>Provision of written information</b> Appropriate information is provided</p>	<p>a) Able to communicate with clients appropriately and sensitively</p> <p>b) Able to counsel and advise on emergency contraception and regular methods of contraception</p>	<p>Copies of leaflets available or given to clients</p> <p>List of useful internet sites passed on to clients</p> <p>List of local related services and IUD centres</p>
<p><b>Use of Guidelines</b> Current clinical guidelines are applied as appropriate</p>	<p>c) Understands how and when to refer clients and when to ask for support and advice</p> <p>e) Understands the different types and methods of hormonal contraception; their use, advantages, failure rates and complications</p>	<p>Copy of Guideline (or executive summary) and local Service Specification that includes clinical information</p> <p>Case example demonstrating where guidance applied e.g. Fraser Guidelines</p> <p>Case example of provision of EHC according to the PGD e.g. outside its licence</p>

	f) Understands the pharmacotherapy for the full range of available medication and appropriate clinical guidance (e.g. NICE).	Successful completion of CPPE open learning programme 'Child Protection
<b>Record of contributions</b> Appropriate documentation of the intervention is completed	g) Understands and is able to apply the medico-legal aspects of EHC provision in accordance with a Patient Group Direction	Case Example Service proforma / examples of record keeping Documented use of Fraser Guidelines
<b>Personal Competency Cluster</b>	<b>Link to HAG Competencies for EHC<sup>1</sup></b>	<b>Examples of Evidence for a Portfolio</b>
<b>Communication with (client/carer and health professionals and PCO)</b> Communication is clear, precise and appropriate	a) Able to communicate with clients appropriately and sensitively  b) Able to counsel and advise on emergency contraception and regular methods of contraception	Witness statements  Case example demonstrating communication skills  Case example of a referral  Successful completion of HAG workshop or similar assessments (i.e. role play)
<b>Multi-disciplinary Team</b> Recognises the value of other health professionals and uses appropriate channels for referral	c) Understands how and when to refer clients and when to ask for support or advice	Knowledge of local Referral Pathways/services  Case example where referral was made
<b>Confidentiality</b> Maintains confidentiality	d) Understands confidentiality issues and is aware of their role in the process of child protection.	Premises accreditation record  Critical Incident E.g. of Service SOPs re record keeping / confidentiality for staff involved with service
<b>Legislation</b>	d) Understands confidentiality issues and is aware of their role in the process of child protection.  g) Understands and able to apply the medico-legal aspects of EHC provision in accordance with a PGD	Critical Incident  Completion of CPPE open learning programme 'Child Protection Examples of record keeping / documented use of Fraser Guidelines

		<p>Examples of Service SOPs re record keeping / confidentiality for staff involved with service</p> <p>Case example of provision of EHC according to the PGD but outside its licence</p>
<b>Problem Solving Cluster</b>	<b>Link to HAG Competencies for EHC<sup>1</sup></b>	<b>Examples of Evidence for a Portfolio</b>
<p><b>Pharmacology</b> Able to discuss how drugs work</p>	b) Able to counsel and advise on emergency contraception and regular methods of contraception	<p>CPD record (i.e. plan and record entry relating to EHC)</p> <p>Completion of underpinning knowledge course (e.g. CPPE)</p>
<p><b>Side effects</b> Able to describe the major side effects of drugs</p>	e) Understands the different types and methods of hormonal contraception; their use, advantages, failure rates and complications	Completion of CPPE open learning programme 'Emergency Contraception'
	h) Able to demonstrate knowledge of the clinical content of the relevant Patient Group Direction(s).	Completion of CPPE open learning programme 'Contraception'
	f) Understands the pharmacotherapy for the full range of available medication and appropriate clinical guidance (e.g. NICE).	<p>Successful completion of HAG workshop or similar assessments (i.e. role play)</p> <p>Case Example</p>
<b>Management and Organisation Cluster</b>	<b>Link to HAG Competencies for EHC<sup>1</sup></b>	<b>Examples of Evidence for a Portfolio</b>
<p><b>Standard Operating Procedures</b> Uses relevant and up to date procedures for practice</p>	g) Understands and is able to apply the medico-legal aspects of EHC provision in accordance with a Patient Group Direction	<p>Examples of SOPs used for the service</p> <p>Case example demonstrating provision of EHC according to the PGD e.g. outside its licence</p> <p>Evidence of regular review of Service SOPs</p>

<sup>1</sup> Harmonisation of Accreditation Group (HAG) "Competencies and Training Framework: Provision of an Emergency Hormonal Contraception Service" Version 2b May 2009