

Levels of Performance using GLF (2nd Edition)

These suggested performance levels for the GLF behaviours can be considered by users for local adaptation based on local service delivery circumstances. They are thus a guide only. The use of Always as the performance level for all the behaviours on GLF completion is based on the premise that should a pharmacist deliver this behaviour in their role, they should always complete it appropriately.

Assessment Phase		Phase 2 (Final)	Phase 1 (Interim)
Delivery of Patient Care Cluster		Suggested Performance Level*	
GLF (2 nd Ed) Behaviour	Descriptor		
Patient assessment	uses appropriate questioning to obtain relevant information from the patient	Always	Usually
Consultation or referral	Pharmaceutical or health problems are appropriately referred	Always	Usually
Recording consultations	documents consultation where appropriate in the patient's records	Always	Usually
Patient consent	satisfactorily obtains patient consent if appropriate	Always	Always
Relevant patient background	Retrieval of relevant and available information	All	Most
Drug history	documents an accurate and comprehensive drug history when required	Always	Mostly
Drug-Drug interactions Identified	Drug-drug interactions are identified	Always	Usually
Prioritised Appropriate actions	Drug-drug interactions are appropriately prioritised Appropriate action is taken	Always Always	Usually Always
Drug-patient interactions Identified	Drug-patient interactions are identified	Always	Usually
Prioritised	Drug-patient interactions are appropriately prioritised	Always	Usually
Appropriate actions	Appropriate action is taken	Always	Always
Drug-disease interactions Identified	Drug-disease interactions are identified	Always	Usually
Prioritised Appropriate actions	Drug-disease interactions are appropriately prioritised Appropriate action is taken	Always Always	Usually Always
Ensures appropriate dose	Appropriate dose is ensured	Always	Always
Selection of dosing regimen Route Timing	Appropriate route is ensured Appropriate timing of dose is ensured	Always Always	Usually Usually
Selection of Formulation Concentration	Appropriate formulation is ensured Appropriate concentration is ensured	Always Always	Usually Usually
The prescription is clear	ensures the prescriber's intentions are clear	Always	Always
The prescription is legal	Legality of prescription is ensured	Always	Always

Labelling of the medicine Required information	The label on the dispensed medicine includes required information	Always	Always
Label Appropriateness	The dispensed medicine is labelled appropriately for the patient	Always	Always
Public health	provides lifestyle advice appropriately	Always	Sometimes
Health needs	takes into account the patient's individual circumstances	Always	Sometimes
Need for information is identified	Patient need for information is accurately identified	Always	Usually
Medicines information	Accurate and appropriate medicines information is communicated	Always	Always
Provision of written information	Appropriate information is provided	Always	Always
Identification of medicines management problems	Medicines management problems are identified	Always	Usually
Prioritisation of medicines management problems	Medicines management problems are accurately prioritised	Always	Usually
Use of guidelines	Current clinical guidelines are applied as appropriate	Always	Usually
Resolution of medicines management problems	Appropriate action is taken to resolve or refer medicines management problems	Always	Usually
Record of contributions	Appropriate documentation of the intervention is completed	Always	Always
Assessing the outcomes of contributions	Outcomes of contributions are appropriately assessed	Always	Usually

Assessment Phase		Phase 1	Phase 2
Personal Cluster		Suggested Performance Level*	
GLF (2 nd Ed) Behaviour	Descriptor		
Prioritisation	prioritises work well	Always	Usually
Punctuality	Punctual	Always	Always
Initiative	demonstrates appropriate initiative	Always	Usually
Efficiency	uses time efficiently	Always	Usually
Patient and Carer	Communication is clear, precise and appropriate	Always	Usually
Medical Staff	Communication is clear, precise and appropriate	Always	Usually
Nurses	Communication is clear, precise and appropriate	Always	Usually
Other Healthcare Professionals	Communication is clear, precise and appropriate	Always	Usually
Other Health Staff	Communication is clear, precise and appropriate	Always	Usually
Immediate Pharmacy Team	Communication is clear, precise and appropriate	Always	Usually
Mentor/tutor	Communication is clear, precise and appropriate	Always	Usually
Employing Organisation	Communication is clear, precise and appropriate	Always	Usually
Linked Organisations	Communication is clear, precise and appropriate	Always	Usually

Pharmacy Team	recognises value of other staff	Always	Usually
	works effectively as part of a team	Always	Usually
Multi-disciplinary team	recognises value of other members of the healthcare team	Always	Usually
	uses appropriate channels to refer patients to other members of the healthcare team	Always	Usually
Organisational Team	recognises the roles of non-clinical staff within the organisation	Always	Usually
	recognises value of other staff	Always	Usually
Confidentiality	maintains confidentiality	Always	Always
Recognition of limitation	recognises limitations	Always	Usually
Quality and accuracy of documentation	Legally required information is documented	Always	Always
Legislation	Can describe the legislation that affects patient care	Always	Always
Responsibility for own action	takes responsibility for own action	Always	Always
Confidence	inspires confidence	Always	Usually
Responsibility for patient care	takes responsibility for patient care	Always	Always
CPD	maintains a CPD record	Always	Always
	reflects on performance	Always	Always
	identifies CPD learning needs	Always	Always
	evaluates learning	Always	Always

* Standards are those that appear in the GLF: Always (85-100%); Usually (51-84%); Sometimes (21-50%); Never (0-20%)

Assessment Phase		Phase 1	Phase 2
Problem Solving Cluster		Suggested Performance Level*	
GLF (2nd Ed) Behaviour	Descriptor		
Accesses Information	able to access information from appropriate information sources	Always	Usually
Summarises information	able to summarise key points from information gathered	Always	Usually
Up to date information	keeps information needed on a day to day basis up to date	Always	Always
Pathophysiology	Knowledge of pathophysiology is	Good	Good
Pharmacology	able to discuss how drugs work	Always	Usually
Side effects	able to describe the major side effects of drugs	Always	Usually
Interactions	able to describe mechanisms of interactions	Always	Usually
Evaluates information	Is able to evaluate information gathered	Always	Usually
Problem identification	able to identify problems	Always	Usually
Appraises options	appraises options	Always	Usually
Decision making	demonstrates clear decisions making	Always	Usually
Logical Approach	demonstrates a logical process to problem solving	Always	Usually
Provides accurate information	provides accurate information	Always	Always
Provides relevant information	provides relevant information	Always	Usually
Provides timely information	provides timely information	Always	Usually
Ensures resolution of problem	ensures resolution of problem	Always	Usually
Assessment Phase		Phase 1	Phase 2
Management and Organisation Cluster		Suggested Performance Level*	
GLF (2nd Ed) Behaviour	Descriptor		
Clinical Governance Issues	Can demonstrate the application of clinical governance issues	Always	Usually
Standard Operating Procedures	uses relevant and up to date procedures for practice	Always	Always
Working Environment	implements legal and professional requirements for a safe system of work	Always	Always
Risk Management	documents critical incidents	Always	Usually
	forwards critical incident reports to the appropriate organisations	Always	Usually
Quality of Service	looks to improve the quality if the services offered	Always	Sometimes
Service Development	Can describe the key drivers for national and local service development	Always	Sometimes
	identifies and refers the need for new services	Always	Sometimes

Service Reimbursement	uses relevant reference sources to ensure appropriate and accurate reimbursement	Always	Usually
	claims reimbursement appropriately for services provided	Always	Always
Prescribing budgets	Can interpret how prescribing affects prescribing budgets	Always	Usually
Organisational structure	Can describe the structure of employing organisation	Always	Sometimes
Linked Organisation	Can describe the key organisations that affect service delivery	Always	Sometimes
Pharmaceutical Industry	follows local and national guidance when working with the pharmaceutical industry	Always	Always
Staff	ensures staff are competent to undertake the tasks allocated to them	Always	Usually
Other healthcare professionals	Is active in training other healthcare professionals	Always	Sometimes
Performance management	carries out staff appraisals on a regular basis	Always	Usually
Staff development	supports staff in their development	Always	Sometimes
Employment issues	correctly applies employment issues	Always	Sometimes
Pharmaceutical Procurement	Can describe how pharmaceuticals can be sourced	Always	Sometimes
	Can source pharmaceuticals in a timely manner		Usually
Supply problems	Supply problems are resolved promptly	Always	Sometimes
Stock management	ensures stock is managed	Always	Usually
Cost effectiveness	ensures stock purchased maximises cost effectiveness	Always	Sometimes

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