

FPT

Framework for Pharmacy Technicians

A Professional Development Framework for Pharmacy Technicians in Medicines Management

Competency Grids
June 2010

Technician Name: Organisation:

Delivery of Patient Care

a = Initial self assessment Technician **b** = Initial assessment Date Technician Date Reviewer Reviewer c = 2nd assessment Date Reviewer Technician d = 3rd assessment Date Reviewer Technician

Initial Patient Contact

1.1 Patient Introduction Core	RARELY introduces self to explain role and checks patients' details with prescription & patient.	a c	b d	SOMETIMES introduces self to explain role and checks patients' details with prescription & patient.	с	b d	USUALLY introduces self to explain role and checks patients' details with prescription & patient.	a c	b d	CONSISTENTLY introduces self to explain role and checks patients' details with prescription & patient.	с	b d	Not assessed	с	b
1.2 Patient Assessment	RARELY uses appropriate questioning to obtain relevant information eg about	a c	b d	SOMETIMES uses appropriate questioning to obtain relevant information eg about	с	b d	USUALLY uses appropriate questioning to obtain relevant information eq about PODs from the	с	b d	CONSISTENTLY uses appropriate questioning to obtain relevant information eg about	С	b d	Not assessed	с	b d
Core	PODs from the patient/carer/HCP			PODs from the patient/carer/HCP			patient/carer/HCP			PODs from the patient/carer/HCP					

Comment

1.3 Patient	RARELY checks for patient consent nor	а	b	SOMETIMES checks for patient consent and	а	b	USUALLY checks for patient consent and	а	b	CONSISTENTLY checks for patient	а	b	Not	а	b
Core	obtains where appropriate	С	d	obtains where appropriate	С	d	obtains where appropriate	С	d	consent and obtains where appropriate	С	d	assessed	С	d

Comment

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					Delivery	of	Pa	atient Care									
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1.4 Relevant Medicines	RARELY retrieves		а	b	SOMETIMES retrieves	а	b	USUALLY retrieves		а	b	CONSISTENTLY	а	b	Not	а	Ī
Management Information	information	_	С	d	relevant and available information	С	d	relevant and available information		С	d	retrieves ALL relevant and available information	С	d	assessed	С	
Comment					•	•	•	•					•	•	•		

1.5

Identification of

Non- Adherence

RARELY identifies nonadherence with medicines taking and acts or refers appropriately. а

С

С

b SOMETIMES identifies non- adherence with medicines taking and acts or refers appropriately.

USUALLY identifies nonadherence with medicines taking and acts or refers appropriately. a b CONSISTENTLY identifies non-adherence with medicines taking and acts or refers appropriately.

а

С

a b Not assessed c d

Comment

Core

1.6
Identification of
1.6 Identification of Allergies

Allergies are RARELY identified, documented and where appropriate referred

d Allergies are SOMETIMES identified, documented and where appropriate referred

c d Allergies are USUALLY identified, documented and where appropriate referred

d Allergies are CONSISTENTLY identified, documented and where appropriate referred

a b Not assessed c d

Comment:

Core

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a b

Technician Name	:							Organi	satio	on:					
					Delivery	of	Pa	tient Care							
a = Initial self assessm c = 2 nd assessment	ent Date Date	Revie Revie			Technician Technician			nitial assessment Dat 3 rd assessment Dat			Reviewer Reviewer		echni echni		<u> </u>
1.7	When pharmaceutica	al or	а	b	When pharmaceutical or	а	b	When pharmaceutical or	а	b	When pharmaceutical or health problems are	а	b	Not	а
Consultation and referral	health problems are identified they are		С	d	health problems are identified they are SOMETIMES resolved	С	d	health problems are identified they are USUALLY resolved or	С	d	identified they are CONSISTENTLY resolved or referred	С	d	assessed	С

The Prescription

1.8 The prescription is	RARELY ensures the	а	b	SOMETIMES ensures	а	b	USUALLY ensures the	а	b	CONSISTENTLY	а	b	Not	а	b
legal Core	prescription is legal	С	d	the prescription is legal	С	d	prescription is legal	С	d	ensures the prescription is legal	С	d	assessed	С	d

Comment

1.9 The prescription is	RARELY ensures the	а	b	SOMETIMES ensures	а		USUALLY ensures the	а	b	CONSISTENTLY ensure	а	b	Not	а	b
clear Core	prescriber's intentions are clear	C	d	the prescriber's intentions are clear	С	d	prescriber's intentions are clear	С	d	the prescriber's intentions are clear	С	d	assessed	C	d

Comment

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Core

Patient's Own Drugs

1.11 Assessment of PODs - accuracy Core	RARELY assesses PODs accurately and documents according to local procedure	с	b d	SOMETIMES assesses PODs accurately and documents according to local procedure	с	b d	USUALLY assesses PODs accurately and documents according to local procedure	с	b d	CONSISTENTLY assesses PODs accurately and documents according to local procedure	с	b d	Not assessed	С	b d
1.12 Assessment of PODs – discrepancies	RARELY ensures any discrepancies are documented, resolved or referred appropriately according to local procedure	С	b d	SOMETIMES ensures any discrepancies are documented, resolved or referred appropriately according to local procedure	С	d	USUALLY ensures any discrepancies are documented, resolved or referred appropriately according to local procedure	С	d	CONSISTENTLY ensures any queries are documented, resolved or referred appropriately according to local procedure	С	d	Not assessed	с	d

Comment

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Delivery of Patient Care

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Medicines Reconciliation

1.13 Medicines Reconciliation	RARELY documents a	а	b	SOMETIMES documents a complete	а	b	USUALLY documents a	а	b	CONSISTENTLY documents a complete	а	b	Not assessed	а	b
Core	complete and accurate list of medication	С	d	and accurate list of medication	С	d	complete and accurate list of medication	С	d	and accurate list of medication	С	d		С	d
1.14 Medicines Reconciliation	RARELY accurately identifies discrepancies	а	b	SOMETIMES accurately identifies discrepancies	а	b	USUALLY accurately identifies discrepancies	а	b	CONSISTENTLY accurately identifies	а	b	Not	а	b
discrepancies Core	and resolves or refers appropriately	С	d	and resolves or refers appropriately.	С	d	and resolves or refers appropriately.	С	d	discrepancies and resolves or refers appropriately.	С	d	assessed	С	d

Comment

Supply of Medicines

1.15 Supply Medication	RARELY ensures supplies required		1	b	SOMETIMES ensures all supplies required are	а	b	USUALLY ensures all supplies required are	а	b	CONSISTENTLY ensures all supplies required are ordered	а	b	Not assessed	а	b
Core	ordered appropria and in a timely ma	,	;	d	ordered appropriately and in a timely manner	С	d	ordered appropriately and in a timely manner	С	d	appropriately and in a timely manner	С	d		С	d

Comment

Technician Name) :						Organ	satio	on:						
				Delivery	of	Pa	atient Care								
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1.16 Supply Problems	RARELY follows up any supply problems nor communicates	а	b	SOMETIMES follows up any supply problems and then communicates	а	þ	USUALLY follows up any supply problems and then communicates	а	b	CONSISTENTLY follows up any supply problems and then communicates	а	b	Not assessed	а	b
Core	appropriately		u	appropriately		u	appropriately		u	appropriately	٢	u		۱	ľ

Comment

1.17 Labelling of the	RARELY ensures the label on the dispensed	а	b	SOMETIMES ensures the label on the dispensed medicine	а	b	USUALLY ensures the label on the dispensed	а	b	CONSISTENTLY ensures the label on the dispensed medicine	а	b	Not assessed	а	b
medicines Core	medicine includes the required information and is appropriate for the patient	С	d	includes the required information and is appropriate for the patient	С	d	medicine includes the required information and is appropriate for the patient	С	d	includes the required information and is appropriate for the patient	C	d	assesseu	С	d

Comment

Use of Guidelines

1.18 Use of Guidelines	Non-adherence to local guidelines are RARELY	а	b	Non-adherence to local guidelines are	а	b	Non-adherence to local guidelines are USUALLY	а	b	Non-adherence to local guidelines are	а	b	Not	а	b
Core	identified and referred as appropriate	С	d	SOMETIMES identified and referred as appropriate	С	d	identified and referred as appropriate	С	d	identified and referred as appropriate	С	d	assessed	С	d

Comment

Technician Name :					Organisation:		
			Deliver	y of Patient Care			
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Drug Specific Issues

1.19 Medicine	RARELY recognises the indication of medicines	а	b	SOMETIMES recognises the indication	а	b	USUALLY recognises the	а	b	CONSISTENTLY recognises the indication	а	b	Not	а	b
Uses Core	prescribed.	С	d	of medicines prescribed.	C	d	prescribed.	С	d	of medicines prescribed.	С	d	assessed	С	d

Comment

1.20 High Risk Medicines	RARELY recognises medicines classed as high risk and follows any	а	b	SOMETIMES recognises medicines classed as high risk and	а	b	USUALLY recognises medicines classed as high risk and follows any	а	b	CONSISTENTLY recognises medicines classed as high risk and	а	b	Not assessed	а	b
Core	additional precautions or processes as necessary	С	d	follows any additional precautions or processes as necessary	С	d	additional precautions or processes as necessary	С	d	follows any additional precautions or processes as necessary	С	d		C	d

Comment

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c = 2 nd assessment	Date	Reviewer	Technician		Date	Reviewer	Technician

1.21 Ensures appropriate	Inappropriate doses are	а	b	Inappropriate doses are	а	В	Inappropriate doses are	а	В	Inappropriate doses are	а	b	Not	а	b
dose Core	RARELY identified and referred	С	d	SOMETIMES identified and referred	С	d	USUALLY identified and referred	С	d	CONSISTENTLY identified and referred	С	d	assessed	С	d
1.22	Inappropriate routes are RARELY identified and	а	b	Inappropriate routes are SOMETIMES identified	а	В	Inappropriate routes are USUALLY identified and	а	В	Inappropriate routes are CONSISTENTLY	а	b	Not	а	b
Selection of dosing regimen	referred	С	d	and referred	С	d	referred	С	D	identified and referred	С	d	assessed	С	d
Optional	Inappropriate timing of	а	b	Inappropriate timing of	а	b	Inappropriate timing of	а	b	Inappropriate timing of	а	b	Not	а	b
	doses are RARELY identified and referred	С	d	doses are SOMETIMES identified and referred	С	d	doses are USUALLY identified and referred	С	d	doses are CONSISTENTLY identified and referred	С	d	assessed	С	d
1.23 Selection and supply of	Appropriate formulations	а	b	Appropriate formulations	а	b	Appropriate formulations	а	b	Appropriate formulations	а	b	Not	а	b
formulation	are RARELY supplied or referred	С	d	are SOMETIMES supplied or referred	С	d	are USUALLY supplied or referred	С	d	are CONSISTENTLY supplied or referred	С	d	assessed	С	d

Comment

Drug Interactions

Ī	4.04.0	RARELY identifies or	а	b	Where drug interactions	а	b	Where drug interactions	а	b	Where drug interactions	а	b	Not	а	b
	1.24 Drug interactions Core	refers any drug interactions	С	d	are identified they are SOMETIMES referred	С	d	are identified they are USUALLY referred	С	d	are identified they are CONSISTENTLY referred	С	d	assessed	С	d

Comment

account the patient's

individual circumstances

Technician Nam	ne:						Org	anisati	on:					_	
				Delivery	of	Pa	atient Care								
a = Initial self assess c = 2 nd assessment	sment Date Date	Reviewer Reviewer		Technician Technician			nitial assessment 3 rd assessment	Date Date		Reviewer Reviewer			cian cian		
Medicines Inf	ormation and Pa	tient E	duc	ation				,							
1.25 Public	RARELY provides lifestyle advice or ref	a	b	SOMETIMES provides lifestyle advice or refers	а	b	USUALLY provides lifestyle advice or refers	а	b	CONSISTENTLY provides lifestyle advice	а	b	Not	а	k
Health Optional	appropriately	C	d	appropriately	С	d	appropriately	С	d	or refers appropriately	С	d	assessed	С	d
Comment		·													
1.26 Health	RARELY takes into	а	b	SOMETIMES takes into	а	b	USUALLY takes into	а	b	CONSISTENTLY takes	а	b	Not	а	I

account the patient's

individual circumstances

Not

assessed

into account the

С d patient's individual

Comment:

Needs

Core

1.27 Need for information is	RARELY identifies the	а	b	Patient need for information is	а	b	Patient need for	а	b	Patient need for information is	а	b	Not	а	b
identified Core	need for information in any patient	С	d	SOMETIMES accurately identified	C	d	information is USUALLY accurately identified	С	d	CONSISTENTLY accurately identified	С	d	assessed	С	d

Comment

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account the patient's

individual circumstances

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1.28 Medicines	RARELY communicates accurate and appropriate information	а	b	Accurate and appropriate information about a patient's medicines is	а	b	Accurate and appropriate information about a patient's medicines is	а	b	Accurate and appropriate information about a patient's medicines is	а	b	Not assessed	а	b
Information Core	about a patient's medicines when appropriate	С	d	SOMETIMES communicated when appropriate	С	d	USUALLY communicated when appropriate	С	d	CONSISTENTLY communicated when appropriate	С	d		С	d
Comment	-														
1.29 Provision of written	1	а	b	Appropriate information	а	b		а	b	Appropriate information	а	b	Not	а	k
information on medicines	RARELY provides appropriate information	С	d	Appropriate information is SOMETIMES provided	С	d	Appropriate information is USUALLY provided	С	d	Appropriate information is CONSISTENTLY provided	С	d	assessed	С	C
Comment	-												-		-

Additional Activities

1.30 Self		RARELY identifies patients who are self-administering and	а	b	SOMETIMES identifies patients who are self-	а	b	USUALLY identifies patients who are self-	а	b	CONSISTENTLY identifies patients who are self-administering	а	b	Not assessed	а	b
Administ Optional	ration	provides support as required	С	d	administering and provides support as required	С	d	administering and provides support as required	С	d	and provides support as required	С	d		С	d

Comment

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1.31 Administration	RARELY accurately documents nor	а	b	SOMETIMES accurately documents and	а	b	USUALLY accurately	а	b	CONSISTENTLY accurately documents	а	b	Not assessed	а
dministration f Medicines by harmacy RARELY accurately documents nor administers oral medication on a wa	administers oral medication on a ward drug administration	С	d	administers oral medication on a ward drug administration round	С	d	documents and administer oral medication on a ward drug administration round	С	d	and administers oral medication on a ward drug administration round	С	d	- dssesseu	С

1.32 Controlled Drug checks on	RARELY performs ward CD stock checks	а	b	SOMETIMES performs CD stock checks	а	b	USUALLY performs CD stock checks accurately	а	b	CONSISTENTLY performs regular CD	а	b	Not	а	b
wards Optional	accurately nor refers any discrepancies	С	d	accurately and refers any discrepancies	С	d	and refers any discrepancies	С	d	stock checks accurately and refers any discrepancies	С	d	assessed	С	d

Comment

Identification of Medicines Management Problems

Idontinioation of	Medicines Mana	<u> </u>	1011												
1.33 Identification of	Where Medicines Management problems	а	b	Where Medicines Management problems	а	b	Where Medicines Management problems are	а	b	Where Medicines Management problems are identified they are	а	b	Not assessed	а	b
Medicine Management Problems Core	are identified they are RARELY resolved or referred according to local procedures	С	d	are identified they are SOMETIMES resolved or referred according to local procedures	С	d	identified they are USUALLY resolved or referred according to local procedures	С	d	CONSISTENTLY resolved or referred according to local procedures	С	d		С	d

Comment

Technician Name:	: Organisation:														
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Transfer of Care														_	
1.34 Discharge	RARELY identifies patient's with a known date of discharge/about	а	b	SOMETIMES identifies patient's with a known date of discharge/about	а	b	USUALLY identifies patient's with a known date	а	b	CONSISTENTLY identifies patient's with a known date of	а	b	Not assessed	а	I
Date Core	to be discharged and ensures timely provision of medicines	С	d	to be discharged and ensures timely provision of medicines	С	d	of discharge/about to be discharged and ensures timely provision of medicines	С	d	discharge/about to be discharged and ensures timely provision of medicines	С	d		С	·
Comment															
		а	b	SOMETIMES performs	а	b	USUALLY performs an	а	b	CONSISTENTLY	а	b		а	Ti
	RARELY performs an accurate check of POD			an accurate check of POD locker contents			accurate check of POD		<u> </u>	performs an accurate check of POD locker			Not assessed	_	Ľ

1.36 Discharge Medication -	RARELY highlights additional items required	а	b	SOMETIMES highlights additional items required	а	b	USUALLY highlights additional items required	а	b	CONSISTENTLY highlights additional	а	b	Not	а	b
ordering Core	and orders/ re-labels appropriately.	С	d	and orders/ re-labels appropriately.	С	d	and orders/ re-labels appropriately.	С	d	items required and orders/ re-labels appropriately.	С	d	assessed	C	d

Comment

discrepancies

Technician Name: Organisation: **Delivery of Patient Care** a = Initial self assessment Technician **b** = Initial assessment Date Technician Date Reviewer Reviewer c = 2nd assessment Date Reviewer Technician d = 3rd assessment Date Reviewer Technician 1.37 Discharge b а b b а а а RARELY takes the SOMETIMES takes the **CONSISTENTLY** takes USUALLY takes the Not **Medication** appropriate action the appropriate action appropriate action appropriate action and/or assessed d and/or refers any С d С d С d d and/or refers any and/or refers any С С discrepancies refers any discrepancies

discrepancies

discrepancies

Comment

Core

1.38 Existing Compliance Aid (MDS) Patients Optional	RARELY identifies patients using compliance aids and ensures further supplies	с	b d	SOMETIMES identifies patients using compliance aids and ensures further supplies	с	d	USUALLY identifies patients using compliance aids and ensures further supplies	с	b d	CONSISTENTLY identifies patients using compliance aids and coordinates ensures supplies	с	d	Not assessed	С	b d
1.39 New Compliance Aid	RARELY takes the appropriate actions for	а	b	SOMETIMES takes the appropriate actions for	а	b	USUALLY takes the appropriate actions for	а	b	CONSISTENTLY takes the appropriate actions	а	b	Not	а	b
(MDS) Patients Optional	patients perceived as requiring compliance aid(s)	С	d	patients perceived as requiring compliance aid(s)	С	d	patients perceived as requiring compliance aid(s)	С	d	for patients perceived as requiring compliance aid(s)	С	d	assessed	С	d

Comment:

Technician Name:							Organis	satio	on:					_	
				Delivery	of	Pa	atient Care								
a = Initial self assessme c = 2 nd assessment		eviewer eviewer		Technician Technician		-	nitial assessment Date o rd assessment Date			Reviewer Reviewer		echni echni			
Evaluation of ou	tcomes														
1.40 Record of	Appropriate documentation of	а	b	Appropriate documentation of	а	b	Appropriate documentation	а	b	Appropriate documentation of	а	b	Not	а	b
contributions/in tervention	contributions or interventions is RARELY completed	С	d	contributions or interventions is SOMETIMES completed	С	d	of contributions or interventions is USUALLY completed	С	d	contributions or interventions is CONSISTENTLY	С	d	assessed	С	d

Comment

RARELY followed up to 1 1 . I SOMETIMES followed 1 1 . I . I . CONSISTENTLY 1 . I assessed 1	contributions are contributions are	contributions are Not	
contributions where possible Core Core A Substitution to patient care C A Substitution to patient care	ribution c d d SOME TIMES followed up to assess the contribution to patient care c d USUALLY followed up to assess the contribution to patient care	followed up to assess the contribution to	d

Comments

Technician Name : Organisation:	
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Personal Organisation

2.1	RARELY prioritises	а	b	SOMETIMES prioritises	а	b	USUALLY prioritises work	а	b	CONSISTENTLY	а	b	Not	а	b
Prioritisation	work well	С	d	work well	С	d	well	С	d	prioritises work well	С	d	assessed	С	d
Core															

Comment

2.2 Punctua	ality	RARELY punctual	а	b	SOMETIMES punctual	а	b	USUALLY punctual	а	b	CONSISTENTLY	а	b	Not	а	b
Core		KARELY punctual	С	d	SOME TIMES punctual	С	d	OSOALLY punctual	С	d	punctual	С	d	assessed	С	d

Comment

2.3 Initiative	RARELY demonstrates appropriate initiative	а	b	SOMETIMES demonstrates	а	b	USUALLY demonstrates	а	b	CONSISTENTLY	а	b	Not	а	b
Core	арргорнате піщатуе	С	d	appropriate initiative	С	d	appropriate initiative	С	d	demonstrates appropriate initiative	С	d	assessed	С	d

Comment

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2.4 Efficiency	RARELY uses time	а	b	SOMETIMES uses time	а	b	USUALLY uses time	а	b	CONSISTENTLY uses	а	b	Not	а	b
Core	efficiently	С	d	efficiently	С	d	efficiently	С	d	time efficiently	С	d	assessed	С	d

Comment

Effective Communication Skills

	Communication is RARELY clear and	а	b	Communication is SOMETIMES clear &	а	b	Communication is	а	b	Communication is CONSISTENTLY clear	а	b	Not assessed	а	b
2.5 Patient and	precise	С	d	precise	С	d	USUALLY clear & precise	С	d	and precise	С	d	assesseu	С	d
Carer Core	Communication is	а	b	Communication is SOMETIMES	а	b	Communication is	а	b	Communication is CONSISTENTLY	а	b	Not	а	b
	RARELY appropriate	С	d	appropriate	С	d	USUALLY appropriate	С	d	appropriate	С	d	assessed	С	d

Comment

Communication is

RARELY appropriate

b

c d

Communication is

SOMETIMES

appropriate

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	Communication is	á	a k	b	Communication is SOMETIMES clear and	а	b	Communication is	а	b	Communication is	а	b	Not	а	b
2.6 Other Health Care	RARELY clear and precise	(C C	d	precise	С	d	- USUALLY clear and precise	С	d	and precise	С	d	assessed	С	d

Communication is

USUALLY appropriate

а

c d

Communication is

CONSISTENTLY

appropriate

а

c d

Not

assessed

a b

С

d

a b

d

С

Comment

Core

Professionals

	Communication is RARELY clear and	а	b	Communication is SOMETIMES clear and	а	b	Communication is USUALLY clear and	а	b	Communication is	а	b	Not .	а	b
2.7 Immediate	precise	С	d	precise	С	d	precise	С	d	and precise	С	d	assessed	С	d
Pharmacy Team Core	Communication is	а	b	Communication is SOMETIMES	а	b	Communication is	а	b	Communication is CONSISTENTLY	а	b	Not .	а	b
	RARELY appropriate	С	d	appropriate	С	d	USUALLY appropriate	С	d	appropriate	С	d	assessed	С	d

Comment

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	Communication is RARELY clear and	а	b	Communication is SOMETIMES clear and	а	b	Communication is USUALLY clear and	а	b	Communication is CONSISTENTLY clear	а	b	Not	а	b
2.8 Across the Interface	precise	С	d	precise	С	d	precise	С	d	and precise	С	d	assessed	С	d
Core	Communication is	а	b	Communication is SOMETIMES	а	b	Communication is	а	b	Communication is CONSISTENTLY	а	b	Not	а	b
	RARELY appropriate	С	d	appropriate	С	d	USUALLY appropriate	С	d	appropriate	С	d	assessed	С	d

Comment

Team work

	RARELY recognises value of	а	b	SOMETIMES recognises value of	а	b	USUALLY recognises	а	b	CONSISTENTLY recognises value of	а	b	Not	а	b
2.9 Pharmacy Team	other staff	С	d	other staff	С	d	value of other staff	С	d	other staff	С	d	assessed	С	d
Core	RARELY works effectively as part	а	b	SOMETIMES works effectively as part of a	а	b	USUALLY works effectively as part of a	а	b	CONSISTENTLY works effectively as part of a	а	b	Not	а	b
	of a team	С	d	team	С	d	team	С	d	team	С	d	assessed	C	d

Comment

healthcare team

Organisation:

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a = Initial self assessment c = 2 nd assessment		iewer iewer		Technicia Technicia			b = Initial assessment d = 3rd assessment	Dat Dat		Reviewer Reviewer			Technician Technician	_	
	RARELY	а	b	SOMETIMES	а	b	USUALLY recognises	а	b	CONSISTENTLY	а	b	Not	а	b
2.10 Multi-	recognises value of other staff	С	d	recognises value of other staff	С	d	value of other staff	С	d	recognises value of other staff	С	d	assessed	С	d
disciplinary team	RARELY uses appropriate channels to refer	а	b	SOMETIMES uses appropriate channels to refer patients to other	а	b	USUALLY uses appropriate channels to	а	b	CONSISTENTLY uses appropriate channels to	а	b	Not assessed	а	b
	patients to other members of the	С	d	members of the healthcare team	С	d	refer patients to other members of the healthcare team	С	d	refer patients to other members of the healthcare team	С	d		С	d

Comment

Professionalism

2.11 Attitude	RARELY demonstrates	а	b	SOMETIMES demonstrates a positive	а	b	USUALLY demonstrates a	а	b	CONSISTENTLY demonstrates a positive	а	b	Not	а	b	I
Core	a positive attitude	С	d	attitude	С	d	positive attitude	С	d	attitude	С	d	assessed	С	d	

Comment

2.12	a b	а	b	а	b		а	b	Not	а	b
Confidentiality	c d	С	d	С	d	CONSISTENTLY maintains confidentiality	С	d	assessed	С	d
Core											

Comment

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Technician Name : Organisation:

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2.13 Recognition of	DARELY	а	b	SOMETIMES	а	b	HOUNTY	а	b	CONSISTENTLY	а	b	Not	а	b
own limitations	RARELY recognises own limitations	С	d	recognises own limitations	С	d	USUALLY recognises own limitations	С	d	recognises own limitations	С	d	assessed	С	d

Comment

2.14	RARELY takes	а	b	SOMETIMES takes	а	b	USUALLY takes	а	b	CONSISTENTLY takes	а	b	Not	а	b
Responsibility for own actions Core	responsibility for own actions	С	р	responsibility for own actions	С	d	responsibility for own actions	С	d	responsibility for own actions	С	d	assessed	С	d

Comment

2.15 Responsibility	RARELY takes	а	b	SOMETIMES takes	а	b	USUALLY takes	а	b	CONSISTENTLY takes	а	b	Not	а	b
for patient care Core	responsibility for patient care	С	d	responsibility for patient care	С	d	responsibility for patient care	C	d	responsibility for patient care	С	d	assessed	С	d

Comment

Technician Name : Organisation:

Personal

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	RARELY reflects on	а	b	SOMETIMES reflects on	а	b	USUALLY reflects on own	а	b	CONSISTENTLY	а	b	Not	а	
	own performance	С	d	own performance	С	d	performance	С	d	reflects own on performance	С	d	assessed	С	(
2.16	RARELY identifies	а	b	SOMETIMES identifies	а	b	USUALLY identifies	а	b	CONSISTENTLY	а	b	Not	а	
Personal	learning needs	С	d	learning needs	С	d	learning needs	С	d	identifies learning needs	С	d	assessed	С	ľ
Development	RARELY records	а	b	SOMETIMES records	а	b	USUALLY records learning	а	b	CONSISTENTLY	а	b	Not	а	Ī
Core	learning actions	С	d	learning actions	С	d	actions	С	d	records learning actions	С	d	assessed	С	(
	RARELY evaluates	а	b	SOMETIMES evaluates	а	b	USUALLY evaluates	а	b	CONSISTENTLY	а	b	Not	а	ŀ
	learning	С	d	learning	С	d	learning	С	d	evaluates learning	С	d	assessed	С	(

Technician Name	:						Organisa	ation	:						
				Proble	em	So	lving								
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Gathering Infor	mation														
3.1 Accesses	RARELY accesses	а	b	SOMETIMES accesses	а	b	USUALLY accesses	а	b	CONSISTENTLY accesses information	а	b	Not	а	
Information Core	information from appropriate sources	С	d	information from appropriate sources	С	d	information from appropriate sources	С	d	from appropriate sources	С	d	assessed	С	T
															1
Comment							<u> </u>							<u> </u>	_
	<u>J</u>	<u> </u>													1
Comment	<u>]</u>	а	b	SOMETIMES	а	b		а	b	CONSISTENTI Y	а	b		а	1 T
Comment 3.2 Summarises information	RARELY summarises key points from information authored		b	SOMETIMES summarises key points from information			USUALLY summarises key points from information		b	CONSISTENTLY summarises key points from information		b	Not assessed		
3.2 Summarises information Core		а		summarises key points	а	b		а		summarises key points	а			с	<u> </u>
Comment 3.2 Summarises	points from information			summarises key points from information			key points from information			summarises key points from information					
3.2 Summarises information Core	points from information			summarises key points from information			key points from information			summarises key points from information					
3.2 Summarises information Core	points from information			summarises key points from information			key points from information			summarises key points from information					
3.2 Summarises information Core	points from information			summarises key points from information			key points from information			summarises key points from information				С	

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				Proble	em	So	lving								
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Knowledge															
3.4 Actions and]	а			а	b		а	b		а	b	Not	а	
Uses of Drugs	RARELY able to discuss how drugs work	c	(SOMETIMES able to discuss how drugs work	С	d	USUALLY able to discuss how drugs work	С	d	CONSISTENTLY able to discuss how drugs work	С	d	assessed	С	,
Optional															
oommen.						•				1					_
3.5 Side effects	RARELY describes the	а	b	SOMETIMES describes	а	b	USUALLY describes the	а	b	CONSISTENTLY	а	b	Not assessed	а	t
3.5 Side effects	common and major side effects of drugs routinely		b	the common and major side effects of drugs	а	b	common and major side effects of drugs routinely	a c	b	describes the common and major side effects of	а	b	Not assessed	а	
3.5 Side effects Core Comment	common and major side			the common and major			common and major side			describes the common					
3.5 Side effects Core	common and major side effects of drugs routinely			the common and major side effects of drugs			common and major side effects of drugs routinely			describes the common and major side effects of					
3.5 Side effects Core	common and major side effects of drugs routinely			the common and major side effects of drugs			common and major side effects of drugs routinely			describes the common and major side effects of					
3.5 Side effects Core Comment	common and major side effects of drugs routinely seen			the common and major side effects of drugs			common and major side effects of drugs routinely			describes the common and major side effects of					
3.5 Side effects Core	common and major side effects of drugs routinely seen			the common and major side effects of drugs			common and major side effects of drugs routinely			describes the common and major side effects of					b

c d

Comment

Core

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= 2nd assessment						DU	ivilig								
7 Problem				Technician Technician			= Initial assessment = 3rd assessment	Date Date		Reviewer Reviewer			Technician Technician		
■ RA	RELY identifies	а	b	SOMETIMES identifies	а	b	USUALLY identifies	а	b	CONSISTENTLY	а	b	Not assessed	а	b
dontitiontion	blems	С	d	problems	С	d	problems	С	d	identifies problems	С	d		С	d
Comment															_
2 Annraiges		а	b		а	b		а	b		а	b	Not	а	Ī
	RELY appraises			SOMETIMES appraises			USUALLY appraises			CONSISTENTLY			assessed		Ļ
Core	ions	С	d	options	С	d	options	С	d	appraises options	С	d		С	C

3.9 Decision	RARELY demonstrates	а	b	SOMETIMES demonstrates clear	а	b	USUALLY demonstrates	а	b	CONSISTENTLY demonstrates clear	а	b	Not	а	b
making Core	clear decision making	С	d	decision making	С	d	clear decision making	С	d	decision making	С	d	assessed	С	d

Comment

Technician Name: Organisation:

Problem Solving

a = Initial self assessme c = 2nd assessment		iewer iewer		Technician Technician			= Initial assessment = 3rd assessment	Date Date		Reviewer Reviewer			Technician Technician		
3.10 Logical	RARELY demonstrates	а	b	SOMETIMES demonstrates a logical	а	b	USUALLY demonstrates a	а	b	CONSISTENTLY demonstrates a logical	а	b	Not	а	
Approach Core	a logical approach to problem solving	С	d	approach to problem solving	С	d	logical approach to problem solving	С	d	approach to problem solving	С	d	assessed	С	

Comments

Providing information

3.11 Provides accurate	RARELY provides	а	b	SOMETIMES provides	а	b	USUALLY provides	а	b	CONSISTENTLY provides accurate	а	b	Not	а	b
information Core	accurate information	С	d	accurate information	С	d	accurate information	С	d	information	С	d	assessed	С	d
3.12 Provides relevant	RARELY provides	а	b	SOMETIMES provides	а	b	USUALLY provides	а	b	CONSISTENTLY provides relevant	а	b	Not assessed	а	b
information Core	relevant information	C	d	relevant information	С	d	relevant information	С	d	information	С	d	assesseu	С	d
3.13 Provides timely	RARELY provides information in a timely	а	b	SOMETIMES provides information in a timely	а	b	USUALLY provides information in a timely	а	b	CONSISTENTLY provides information in	а	b	Not assessed	а	b
information Core	manner	С	d	manner	С	d	manner	С	d	a timely manner	С	d	assesseu	С	d

Comment

Technician Name:				Orgai	nisation:		
			Probl	lem Solving			
a = Initial self assessment c = 2nd assessment	Date Date	Reviewer Reviewer	Technician Technician	b = Initial assessmentd = 3rd assessment	Date Date	Reviewer Reviewer	Technician Technician

Follow up

3.14 Ensures resolution of	RARELY ensures	а	b	SOMETIMES ensures	а	b	USUALLY ensures	а	b	CONSISTENTLY ensures resolution of	а	b	Not assessed	а	b
problem Core	resolution of problem	С	d	resolution of problem	С	d	resolution of problem	С	d	problem	С	d		С	d

Comment

Technician Name:				Orga	nisation:									
Management & Organisation														
a = Initial self assessment c = 2nd assessment	Date Date	Reviewer Reviewer	Technician Technician	b = Initial assessment d = 3rd assessment	Date Date	Reviewer Reviewer	Technician Technician							

Clinical Governance

4.1 Clinical Governance	RARELY demonstrates understanding of and	а	b	SOMETIMES demonstrates understanding and where	а	b	USUALLY demonstrates understanding and where	а	b	CONSISTENTLY demonstrates understanding and	а	b	Not	а	b
Issues Core	where appropriate application of clinical governance issues in area of practice	С	d	appropriate application of clinical governance issues in area of practice	U	d	appropriate application of clinical governance issues in area of practice	U	d	where appropriate application of clinical governance issues in area of practice	U	d	assessed	U	d

Comment

4.2 Risk Management	RARELY documents and refers critical incidents	а	b	SOMETIMES documents and refers critical incidents	а	b	USUALLY documents and refers critical incidents	С	b	CONSISTENTLY documents and refers critical incidents	С	b	Not assessed	с	b
and Medicines Safety	RARELY applies	а	b	SOMETIMES applies	а	b	USUALLY applies	а	b	CONSISTENTLY	а	b	Not	а	b
Core	Medicines Safety principles to area of practice	С	d	Medicines Safety principles to area of practice	С	d	Medicines Safety principles to area of practice	С	d	applies Medicines Safety principles to area of practice	С	d	assessed	С	d

Comment

4.3 Standard Operating	RARELY complies with relevant and up to date	а	b	SOMETIMES complies with relevant and up to	а	b	USUALLY complies with relevant and up to date	а	b	CONSISTENTLY complies with relevant	а	b	Not	а	b
Procedures Core	procedures	C	d	date procedures	С	d	procedures	С	d	and up to date procedures	С	d	assessed	С	d

Comment

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				Managemen	t &	0	rganisation								
a = Initial self assessm c = 2nd assessment	ent Date Revie Date Revi			Technician Technician				Date Date		Reviewer Reviewer			Technician Technician		
4.4 Working	RARELY adheres to legal and professional	а	b	SOMETIMES adheres to legal and professional	а	b	USUALLY adheres to legal and professional	а	b	CONSISTENTLY adheres to legal and	а	b	Not	а	
Environment Core	requirements for a safe system of work	С	d	requirements for a safe system of work	С	d	requirements for a safe system of work	С	d	professional requirements for a safe system of work	С	d	assessed	С	
		<u> </u>			•										L
Comment	<u></u>	l			•									•	
	on													•	1
Comment Service Provisi	RARELY alerts the	а	b	SOMETIMES alerts the appropriate person of	а	b	USUALLY alerts the	а	b	CONSISTENTLY alerts the appropriate person	а	b	Not	а	
Comment	 -	а	b	SOMETIMES alerts the appropriate person of potential improvements to the quality of the services offered	С	b	USUALLY alerts the appropriate person of potential improvements to the quality of the services offered	a c	b		с	b	Not assessed	с	
Service Provisi 4.5 Quality of Services	RARELY alerts the appropriate person of potential improvements to the quality of the			appropriate person of potential improvements to the quality of the services			appropriate person of potential improvements to the quality of the services			the appropriate person of potential improvements to the quality of the services					
Service Provisi 4.5 Quality of Services	RARELY alerts the appropriate person of potential improvements to the quality of the			appropriate person of potential improvements to the quality of the services			appropriate person of potential improvements to the quality of the services			the appropriate person of potential improvements to the quality of the services					
Service Provisi 4.5 Quality of Services Core	RARELY alerts the appropriate person of potential improvements to the quality of the			appropriate person of potential improvements to the quality of the services			appropriate person of potential improvements to the quality of the services			the appropriate person of potential improvements to the quality of the services					

Technician Name:				Orgai	nisation:									
Management & Organisation														
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Budgeting and reimbursement

4.7 Comice	RARELY uses relevant reference sources to ensure appropriate and	а	b	SOMETIMES uses relevant reference sources to ensure appropriate and	а	b	USUALLY uses relevant reference sources to ensure appropriate and	а		CONSISTENTLY uses relevant reference sources to ensure	а	b	Not assessed	а	b
4.7 Service Reimbursement	accurate reimbursement	С	d	accurate reimbursement	С	d	accurate reimbursement	С	d	appropriate and accurate reimbursement	C	d		С	d
(primary care) Optional	RARELY claims	а	b	SOMETIMES claims	а	b	USUALLY claims	а	b	CONSISTENTLY claims	а	b	Not	а	b
	reimbursement			reimbursement		d	reimbursement	С	d	reimbursement		7	assessed	С	d

Comment

4.8	RARELY describes how prescribing affects	а	b	SOMETIMES describes	а	b	USUALLY describes how	а	b	CONSISTENTLY describes how	а	b	Not	а	b
Prescribing /Drugs budgets Core	prescribing/drugs budgets	С	d	how prescribing affects prescribing/drugs budgets	С	d	prescribing affects prescribing/drugs budgets	С	d	prescribing affects prescribing/drugs budgets	С	d	assessed	C	d

Comment

4.9 Formularies/	RARELY suggests formulary medicines or	а	b	SOMETIMES suggests	а	b	USUALLY suggests	а	b	CONSISTENTLY suggests formulary	а	b	Not	а	b
Substitution procedures Core	substitution procedures for generic/specific medicines	С	d	formulary medicines or substitution procedures for generic/specific medicines	С	d	formulary medicines or substitution procedures for generic/specific medicines	С	d	medicines or substitution procedures for generic/specific medicines	С	d	assessed	С	d

Comment

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				Managemen	t &	O	rganisation								
a = Initial self assessment Date Revie c = 2nd assessment Date Revie						b = Initial assessmentd = 3rd assessment				Reviewer Reviewer			Technician Technician		
Organisations															
4.10 Organisational	RARELY describes own	а	b	SOMETIMES describes	а	b	USUALLY describes own	а	b	CONSISTENTLY describes own position	а	b	Not	а	
structure Core	structure of employing organisation	С	d	own position the structure of employing organisation	С	d	position within the structure of employing organisation	С	d	within the structure of employing organisation	С	d	assessed	С	
4.11 Professional	RARELY describes the key organisations that influence policy and	а	b	SOMETIMES describes the key organisations that influence policy and affect	а	b	USUALLY describes the key organisations that influence policy and affect	а	b	CONSISTENTLY describes the key organisations that	а	b	Not assessed	а	
Professional Organisations Core		С	b d		с	b d		a c	b	describes the key	С	b d		с	
Professional Organisations	key organisations that influence policy and			the key organisations that influence policy and affect			key organisations that influence policy and affect			describes the key organisations that influence policy and					
Professional Organisations Core Comment 4.12	key organisations that influence policy and affect service delivery			the key organisations that influence policy and affect service delivery SOMETIMES follows local			key organisations that influence policy and affect service delivery USUALLY follows local			describes the key organisations that influence policy and affect service delivery			assessed		
Professional Organisations Core Comment	key organisations that influence policy and affect service delivery	С	d	the key organisations that influence policy and affect service delivery	С	d	key organisations that influence policy and affect service delivery	С	d	describes the key organisations that influence policy and affect service delivery	С	d	assessed	С	

Technician Name	9:						Organisa	ation	:						
				Management	t &	O	rganisation								
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Training															
4.13 Staff	RARELY supports new staff on induction by	а	b	SOMETIMES supports new staff on induction by	а	b	USUALLY supports new staff on induction by	а	b	CONSISTENTLY supports new staff on	а	b	Not	а	ł
induction Optional	participating in shadowing or acting as a role model	С	d	participating in shadowing or acting as a role model	С	d	participating in shadowing or acting as a role model	С	d	induction by participating in shadowing or acting as a role model	С	d	assessed	С	d
Comment								<u> </u>				1			上
Comment									l					<u> </u>	
Comment														_	1. T.
4.14Staff	RARELY ensures staff are competent to	а	b	SOMETIMES ensures staff are competent to	а	b	USUALLY ensures staff are competent to	а	b	CONSISTENTLY ensures staff are	а	b	Not	а	T la
4.14Staff supervision		а	b		а	b		а	b		а	b	Not assessed	а	
4.14Staff supervision Optional Comment	are competent to undertake the tasks			are competent to undertake the tasks			are competent to undertake the tasks			ensures staff are competent to undertake the tasks allocated to					
4.14Staff supervision Optional	are competent to undertake the tasks			are competent to undertake the tasks			are competent to undertake the tasks			ensures staff are competent to undertake the tasks allocated to					
4.14Staff supervision Optional Comment	are competent to undertake the tasks	С	d	are competent to undertake the tasks	С	d	are competent to undertake the tasks	С	d	ensures staff are competent to undertake the tasks allocated to	С	d		С	c
4.14Staff supervision Optional	are competent to undertake the tasks			are competent to undertake the tasks			are competent to undertake the tasks			ensures staff are competent to undertake the tasks allocated to					b

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				Management	t &	O	rganisation								
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Staff Managen	nent Only relevant if	can	dida	ite has managerial resp	oons	sibili	ity of other staff								
4.16 Performance	DADELY :	а	b	0014571450	а	b		а	b	OONOIOTENTI V	а	b	Not	а	I
management	RARELY carries out staff appraisals on a regular basis	С	d	SOMETIMES carries out staff appraisals on a regular basis	С	d	USUALLY carries out staff appraisals on a regular basis	С	d	ONSISTENTLY carries out staff appraisals on a regular basis	С	d	assessed	С	(
														<u></u>	
Comment 4.17		а	b		а	b		а	b		а	b	Not	а	
4.17 Staff	RARELY supports staff in their development	а	b	SOMETIMES supports staff in their development	а	b	USUALLY supports staff in their development	а	b	CONSISTENTLY supports staff in their development	а	b	Not assessed	a c	
Optional Comment 4.17 Staff development Optional							USUALLY supports staff in their development			supports staff in their					
4.17 Staff development Optional							USUALLY supports staff in their development			supports staff in their					
4.17 Staff development Optional Comment	in their development						USUALLY supports staff in their development			supports staff in their development					
4.17 Staff development		С	d		С	d	USUALLY supports staff in their development USUALLY correctly applies employment issues	С	d	supports staff in their	С	d	assessed	С	

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				Managemen	t &	O	rganisation								
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Procurement															
4.19	RARELY describes how pharmaceuticals can be	а	b	SOMETIMES describes how pharmaceuticals can	а	b	USUALLY describes how pharmaceuticals can be	а	b	CONSISTENTLY describes how	а	b	Not	а	k
Pharmaceutical Optional	sourced	С	d	be sourced	С	d	sourced	С	d	pharmaceuticals can be sourced	С	d	assessed	С	d
Comment					•			ı							
	1	а	b		а	b	Т	а	b		а	b		а	b
4.20 Supply problems	Supply problems are RARELY resolved	_ a		Supply problems are SOMETIMES resolved	<u> </u>	b	Supply problems are USUALLY resolved	<u> </u>		Supply problems are CONSISTENTLY	a		Not assessed	Ĺ	
Core	promptly	С	d	promptly	С	d	promptly	С	d	resolved promptly	С	d		С	d
Comment	=1														
	-		1.				i			1	1			_	.
4.21 Stock	RARELY ensures stock	а	b	SOMETIMES ensures	а	b	USUALLY ensures stock is	а	b	CONSISTENTLY ensures stock is	а	b	Not	а	b
management Core/Optional	is managed well	С	d	stock is managed well	С	d	managed well	С	d	managed well	С	d	assessed	С	d
Comment:	<u></u>		1					l .							_
			_						<u>,</u>						
4.22 Cost effectiveness	RARELY ensures stock used or purchased	а	b	SOMETIMES ensures stock used or purchased	а	b	USUALLY ensures stock used or purchased	а	b	CONSISTENTLY ensures stock used or	а	b	Not assessed	а	b
Optional	maximises cost effectiveness	С	d	maximises cost effectiveness	С	d	maximises cost effectiveness	С	d	purchased maximises cost effectiveness	С	d	assesseu	С	d
Comment	<u></u>	1													