CoDEG

Competency Development & Evaluation Group

CoDEG

FPT

Framework for Pharmacy Technicians

A Professional Development Framework for Pharmacy Technicians in Medicines Management

Competency Grids
June 2010

On behalf

FPT - A professional development framework for Pharmacy Technicians in Medicines Management

Technician Name :   Organisation:

Delivery of Patient Care

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.	a / c	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.	a / c	b / d	Not assessed	a / c	b / d
1.2 Patient Assessment **Core**	RARELY uses appropriate questioning to obtain relevant information eg about PODs from the patient/carer/HCP	a / c	b / d	SOMETIMES uses appropriate questioning to obtain relevant information eg about PODs from the patient/carer/HCP	a / c	b / d	USUALLY uses appropriate questioning to obtain relevant information eg about PODs from the patient/carer/HCP	a / c	b / d	CONSISTENTLY uses appropriate questioning to obtain relevant information eg about PODs from the patient/carer/HCP	a / c	b / d	Not assessed	a / c	b / d

Comment

1.3 Patient Consent **Core**	RARELY checks for patient consent nor obtains where appropriate	a / c	b / d	SOMETIMES checks for patient consent and obtains where appropriate	a / c	b / d	USUALLY checks for patient consent and obtains where appropriate	a / c	b / d	CONSISTENTLY checks for patient consent and obtains where appropriate	a / c	b / d	Not assessed	a / c	b / d

Comment

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1.4 Relevant Medicines Management Information **Core**	RARELY retrieves relevant and available information	a / c	b / d	SOMETIMES retrieves relevant and available information	a / c	b / d	USUALLY retrieves relevant and available information	a / c	b / d	CONSISTENTLY retrieves ALL relevant and available information	a / c	b / d	Not assessed	a / c	b / d

Comment

1.5 Identification of Non- Adherence **Core**	RARELY identifies non-adherence with medicines taking and acts or refers appropriately.	a / c	b / d	SOMETIMES identifies non- adherence with medicines taking and acts or refers appropriately.	a / c	b / d	USUALLY identifies non-adherence with medicines taking and acts or refers appropriately.	a / c	b / d	CONSISTENTLY identifies non-adherence with medicines taking and acts or refers appropriately.	a / c	b / d	Not assessed	a / c	b / d

Comment

1.6 Identification of Allergies **Core**	Allergies are RARELY identified, documented and where appropriate referred	a / c	b / d	Allergies are SOMETIMES identified, documented and where appropriate referred	a / c	b / d	Allergies are USUALLY identified, documented and where appropriate referred	a / c	b / d	Allergies are CONSISTENTLY identified, documented and where appropriate referred	a / c	b / d	Not assessed	a / c	b / d

Comment:

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1.7 Consultation and referral **Core when direct patient contact**	When pharmaceutical or health problems are identified they are RARELY resolved or referred appropriately	a / b / c / d	When pharmaceutical or health problems are identified they are SOMETIMES resolved or referred appropriately	a / b / c / d	When pharmaceutical or health problems are identified they are USUALLY resolved or referred appropriately	a / b / c / d	When pharmaceutical or health problems are identified they are CONSISTENTLY resolved or referred appropriately	a / b / c / d	Not assessed	a / b / c / d

Comment

The Prescription

1.8 The prescription is legal **Core**	RARELY ensures the prescription is legal	a / b / c / d	SOMETIMES ensures the prescription is legal	a / b / c / d	USUALLY ensures the prescription is legal	a / b / c / d	CONSISTENTLY ensures the prescription is legal	a / b / c / d	Not assessed	a / b / c / d

Comment

1.9 The prescription is clear **Core**	RARELY ensures the prescriber's intentions are clear	a / b / c / d	SOMETIMES ensures the prescriber's intentions are clear	a / b / c / d	USUALLY ensures the prescriber's intentions are clear	a / b / c / d	CONSISTENTLY ensure the prescriber's intentions are clear	a / b / c / d	Not assessed	a / b / c / d

Comment

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1.10 The prescription is clearly endorsed **Core**	RARELY ensures own endorsing is clear and follows local SOP	a	b	SOMETIMES ensures own endorsing is clear and follows local SOP	a	b	USUALLY ensures own endorsing is clear and follows local SOP	a	b	CONSISTENTLY ensures own endorsing is clear and follows local SOP	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

Patient's Own Drugs

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

Comment

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Medicines Reconciliation

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

Comment

Supply of Medicines

		a	b		a	b		a	b		a	b	Not assessed	a	b
1.15 Supply of Medication **Core**	RARELY ensures all supplies required are ordered appropriately and in a timely manner			SOMETIMES ensures all supplies required are ordered appropriately and in a timely manner			USUALLY ensures all supplies required are ordered appropriately and in a timely manner			CONSISTENTLY ensures all supplies required are ordered appropriately and in a timely manner			Not assessed		
		c	d		c	d		c	d		c	d		c	d

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		a	b		a	b		a	b		a	b		a	b
1.16 Supply Problems Core	RARELY follows up any supply problems nor communicates appropriately			SOMETIMES follows up any supply problems and then communicates appropriately			USUALLY follows up any supply problems and then communicates appropriately			CONSISTENTLY follows up any supply problems and then communicates appropriately			Not assessed		
		c	d		c	d		c	d		c	d		c	d

Comment

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

Comment

Use of Guidelines

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

Comment

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Drug Specific Issues

1.19 Medicine Uses **Core**	RARELY recognises the indication of medicines prescribed.	a	b	SOMETIMES recognises the indication of medicines prescribed.	a	b	USUALLY recognises the indication of medicines prescribed.	a	b	CONSISTENTLY recognises the indication of medicines prescribed.	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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

Comment

Technician Name :   Organisation:

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		a / b — c / d		a / B — c / d		a / B — c / d (yellow)		a / b — c / d		Not assessed	a / b — c / d
1.21 Ensures appropriate dose Core	Inappropriate doses are RARELY identified and referred	a / b — c / d	Inappropriate doses are SOMETIMES identified and referred	a / B — c / d	Inappropriate doses are USUALLY identified and referred	a / B — c / d	Inappropriate doses are CONSISTENTLY identified and referred	a / b — c / d	Not assessed	a / b — c / d
1.22 Selection of dosing regimen Optional	Inappropriate routes are RARELY identified and referred	a / b — c / d	Inappropriate routes are SOMETIMES identified and referred	a / B — c / d	Inappropriate routes are USUALLY identified and referred	a / B — c / D	Inappropriate routes are CONSISTENTLY identified and referred	a / b — c / d	Not assessed	a / b — c / d
	Inappropriate timing of doses are RARELY identified and referred	a / b — c / d	Inappropriate timing of doses are SOMETIMES identified and referred	a / b — c / d	Inappropriate timing of doses are USUALLY identified and referred	a / b — c / d	Inappropriate timing of doses are CONSISTENTLY identified and referred	a / b — c / d	Not assessed	a / b — c / d
1.23 Selection and supply of formulation Core	Appropriate formulations are RARELY supplied or referred	a / b — c / d	Appropriate formulations are SOMETIMES supplied or referred	a / b — c / d	Appropriate formulations are USUALLY supplied or referred	a / b — c / d	Appropriate formulations are CONSISTENTLY supplied or referred	a / b — c / d	Not assessed	a / b — c / d

Comment

Drug Interactions

1.24 Drug interactions Core	RARELY identifies or refers any drug interactions	a / b — c / d	Where drug interactions are identified they are SOMETIMES referred	a / b — c / d	Where drug interactions are identified they are USUALLY referred	a / b — c / d	Where drug interactions are identified they are CONSISTENTLY referred	a / b — c / d	Not assessed	a / b — c / d

Comment

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Medicines Information and Patient Education

| **1.25 Public Health** **Optional** | RARELY provides lifestyle advice or refers appropriately | a / c | b / d | SOMETIMES provides lifestyle advice or refers appropriately | a / c | b / d | USUALLY provides lifestyle advice or refers appropriately | a / c | b / d | CONSISTENTLY provides lifestyle advice or refers appropriately | a / c | b / d | Not assessed | a / c | b / d |

Comment

| **1.26 Health Needs** **Core** | RARELY takes into account the patient's individual circumstances | a / c | b / d | SOMETIMES takes into account the patient's individual circumstances | a / c | b / d | USUALLY takes into account the patient's individual circumstances | a / c | b / d | CONSISTENTLY takes into account the patient's individual circumstances | a / c | b / d | Not assessed | a / c | b / d |

Comment:

| **1.27 Need for information is identified** **Core** | RARELY identifies the need for information in any patient | a / c | b / d | Patient need for information is SOMETIMES accurately identified | a / c | b / d | Patient need for information is USUALLY accurately identified | a / c | b / d | Patient need for information is CONSISTENTLY accurately identified | a / c | b / d | Not assessed | a / c | b / d |

Comment

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1.28 Medicines Information **Core**	RARELY communicates accurate and appropriate information about a patient's medicines when appropriate	a / c	b / d	Accurate and appropriate information about a patient's medicines is SOMETIMES communicated when appropriate	a / c	b / d	Accurate and appropriate information about a patient's medicines is USUALLY communicated when appropriate	a / c	b / d	Accurate and appropriate information about a patient's medicines is CONSISTENTLY communicated when appropriate	a / c	b / d	Not assessed	a / c	b / d

Comment

1.29 Provision of written information on medicines **Core**	RARELY provides appropriate information	a / c	b / d	Appropriate information is SOMETIMES provided	a / c	b / d	Appropriate information is USUALLY provided	a / c	b / d	Appropriate information is CONSISTENTLY provided	a / c	b / d	Not assessed	a / c	b / d

Comment

Additional Activities

1.30 Self Administration **Optional**	RARELY identifies patients who are self-administering and provides support as required	a / c	b / d	SOMETIMES identifies patients who are self-administering and provides support as required	a / c	b / d	USUALLY identifies patients who are self-administering and provides support as required	a / c	b / d	CONSISTENTLY identifies patients who are self-administering and provides support as required	a / c	b / d	Not assessed	a / c	b / d

Comment

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1.31 Administration of Medicines by Pharmacy Technician **Optional**	RARELY accurately documents nor administers oral medication on a ward drug administration round	a b / c d	SOMETIMES accurately documents and administers oral medication on a ward drug administration round	a b / c d	USUALLY accurately documents and administer oral medication on a ward drug administration round	a b / c d	CONSISTENTLY accurately documents and administers oral medication on a ward drug administration round	a b / c d	Not assessed	a b / c d

Comment

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

Comment

Identification of Medicines Management Problems

1.33 Identification of Medicine Management Problems **Core**	Where Medicines Management problems are identified they are RARELY resolved or referred according to local procedures	a b / c d	Where Medicines Management problems are identified they are SOMETIMES resolved or referred according to local procedures	a b / c d	Where Medicines Management problems are identified they are USUALLY resolved or referred according to local procedures	a b / c d	Where Medicines Management problems are identified they are CONSISTENTLY resolved or referred according to local procedures	a b / c d	Not assessed	a b / c d

Comment

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Transfer of Care

1.34 Discharge Date **Core**	RARELY identifies patient's with a known date of discharge/about to be discharged and ensures timely provision of medicines	a	b	SOMETIMES identifies patient's with a known date of discharge/about to be discharged and ensures timely provision of medicines	a	b	USUALLY identifies patient's with a known date of discharge/about to be discharged and ensures timely provision of medicines	a	b	CONSISTENTLY identifies patient's with a known date of discharge/about to be discharged and ensures timely provision of medicines	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

1.35 Discharge Medication – POD check **Core**	RARELY performs an accurate check of POD locker contents against discharge prescription	a	b	SOMETIMES performs an accurate check of POD locker contents against discharge prescription	a	b	USUALLY performs an accurate check of POD locker contents against discharge letter	a	b	CONSISTENTLY performs an accurate check of POD locker contents against discharge letter	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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

Comment

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		a	b		a	b		a	b		a	b		a	b
1.37 Discharge Medication - discrepancies Core	RARELY takes the appropriate action and/or refers any discrepancies			SOMETIMES takes the appropriate action and/or refers any discrepancies			USUALLY takes the appropriate action and/or refers any discrepancies			CONSISTENTLY takes the appropriate action and/or refers any discrepancies			Not assessed		
		c	d		c	d		c	d		c	d		c	d

Comment

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

Comment:

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Evaluation of outcomes

1.40 Record of contributions/intervention **Core**	Appropriate documentation of contributions or interventions is RARELY completed	a	b	Appropriate documentation of contributions or interventions is SOMETIMES completed	a	b	Appropriate documentation of contributions or interventions is USUALLY completed	a	b	Appropriate documentation of contributions or interventions is CONSISTENTLY completed	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

1.41 Assessing outcomes of contributions where possible **Core**	Contributions are RARELY followed up to assess the contribution to patient care	a	b	Where possible contributions are SOMETIMES followed up to assess the contribution to patient care	a	b	Where possible contributions are USUALLY followed up to assess the contribution to patient care	a	b	Where possible contributions are CONSISTENTLY followed up to assess the contribution to patient care	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comments

Personal

Personal Organisation

| 2.1

Prioritisation

Core | RARELY prioritises work well | a / b
c / d | SOMETIMES prioritises work well | a / b
c / d | USUALLY prioritises work well | a / b
c / d | CONSISTENTLY prioritises work well | a / b
c / d | Not assessed | a / b
c / d |

Comment

| **2.2 Punctuality**

Core | RARELY punctual | a / b
c / d | SOMETIMES punctual | a / b
c / d | USUALLY punctual | a / b
c / d | CONSISTENTLY punctual | a / b
c / d | Not assessed | a / b
c / d |

Comment

| **2.3 Initiative**

Core | RARELY demonstrates appropriate initiative | a / b
c / d | SOMETIMES demonstrates appropriate initiative | a / b
c / d | USUALLY demonstrates appropriate initiative | a / b
c / d | CONSISTENTLY demonstrates appropriate initiative | a / b
c / d | Not assessed | a / b
c / d |

Comment

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Personal

2.4 Efficiency Core	RARELY uses time efficiently	a	b	SOMETIMES uses time efficiently	a	b	USUALLY uses time efficiently	a	b	CONSISTENTLY uses time efficiently	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

Effective Communication Skills

2.5 Patient and Carer Core	Communication is RARELY clear and precise	a	b	Communication is SOMETIMES clear & precise	a	b	Communication is USUALLY clear & precise	a	b	Communication is CONSISTENTLY clear and precise	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	Communication is RARELY appropriate	a	b	Communication is SOMETIMES appropriate	a	b	Communication is USUALLY appropriate	a	b	Communication is CONSISTENTLY appropriate	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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2.6 Other Health Care Professionals **Core**	Communication is RARELY clear and precise	a / c	b / d	Communication is SOMETIMES clear and precise	a / c	b / d	Communication is USUALLY clear and precise	a / c	b / d	Communication is CONSISTENTLY clear and precise	a / c	b / d	Not assessed	a / c	b / d
	Communication is RARELY appropriate	a / c	b / d	Communication is SOMETIMES appropriate	a / c	b / d	Communication is USUALLY appropriate	a / c	b / d	Communication is CONSISTENTLY appropriate	a / c	b / d	Not assessed	a / c	b / d

Comment

2.7 Immediate Pharmacy Team **Core**	Communication is RARELY clear and precise	a / c	b / d	Communication is SOMETIMES clear and precise	a / c	b / d	Communication is USUALLY clear and precise	a / c	b / d	Communication is CONSISTENTLY clear and precise	a / c	b / d	Not assessed	a / c	b / d
	Communication is RARELY appropriate	a / c	b / d	Communication is SOMETIMES appropriate	a / c	b / d	Communication is USUALLY appropriate	a / c	b / d	Communication is CONSISTENTLY appropriate	a / c	b / d	Not assessed	a / c	b / d

Comment

Personal

		a	b		a	b		a	b		a	b		a	b
2.8 Across the Interface **Core**	Communication is RARELY clear and precise	a	b	Communication is SOMETIMES clear and precise	a	b	Communication is USUALLY clear and precise	a	b	Communication is CONSISTENTLY clear and precise	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	Communication is RARELY appropriate	a	b	Communication is SOMETIMES appropriate	a	b	Communication is USUALLY appropriate	a	b	Communication is CONSISTENTLY appropriate	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

Team work

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

Comment

Personal

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		a	b		a	b		a	b		a	b		a	b
2.10 Multi-disciplinary team **Core**	RARELY recognises value of other staff	a	b	SOMETIMES recognises value of other staff	a	b	USUALLY recognises value of other staff	a	b	CONSISTENTLY recognises value of other staff	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	RARELY uses appropriate channels to refer patients to other members of the healthcare team	a	b	SOMETIMES uses appropriate channels to refer patients to other members of the healthcare team	a	b	USUALLY uses appropriate channels to refer patients to other members of the healthcare team	a	b	CONSISTENTLY uses appropriate channels to refer patients to other members of the healthcare team	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

Professionalism

		a	b		a	b		a	b		a	b		a	b
2.11 Attitude **Core**	RARELY demonstrates a positive attitude	a	b	SOMETIMES demonstrates a positive attitude	a	b	USUALLY demonstrates a positive attitude	a	b	CONSISTENTLY demonstrates a positive attitude	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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

Comment

Personal

| 2.13 **Recognition of own limitations** Core | RARELY recognises own limitations | a / c | b / d | SOMETIMES recognises own limitations | a / c | b / d | USUALLY recognises own limitations | a / c | b / d | CONSISTENTLY recognises own limitations | a / c | b / d | Not assessed | a / c | b / d |

Comment

| 2.14 **Responsibility for own actions** Core | RARELY takes responsibility for own actions | a / c | b / d | SOMETIMES takes responsibility for own actions | a / c | b / d | USUALLY takes responsibility for own actions | a / c | b / d | CONSISTENTLY takes responsibility for own actions | a / c | b / d | Not assessed | a / c | b / d |

Comment

| 2.15 **Responsibility for patient care** Core | RARELY takes responsibility for patient care | a / c | b / d | SOMETIMES takes responsibility for patient care | a / c | b / d | USUALLY takes responsibility for patient care | a / c | b / d | CONSISTENTLY takes responsibility for patient care | a / c | b / d | Not assessed | a / c | b / d |

Comment

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Personal

		a	b		a	b		a	b		a	b		a	b
2.16 Personal Development **Core**	RARELY reflects on own performance	a	b	SOMETIMES reflects on own performance	a	b	USUALLY reflects on own performance	a	b	CONSISTENTLY reflects own on performance	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	RARELY identifies learning needs	a	b	SOMETIMES identifies learning needs	a	b	USUALLY identifies learning needs	a	b	CONSISTENTLY identifies learning needs	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	RARELY records learning actions	a	b	SOMETIMES records learning actions	a	b	USUALLY records learning actions	a	b	CONSISTENTLY records learning actions	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	RARELY evaluates learning	a	b	SOMETIMES evaluates learning	a	b	USUALLY evaluates learning	a	b	CONSISTENTLY evaluates learning	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

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Problem Solving

Gathering Information

3.1 Accesses Information Core	RARELY accesses information from appropriate sources	a	b	SOMETIMES accesses information from appropriate sources	a	b	USUALLY accesses information from appropriate sources	a	b	CONSISTENTLY accesses information from appropriate sources	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

3.2 Summarises information Core	RARELY summarises key points from information gathered	a	b	SOMETIMES summarises key points from information gathered	a	b	USUALLY summarises key points from information gathered	a	b	CONSISTENTLY summarises key points from information gathered	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

3.3 Up to date information Core	RARELY keeps information needed on a day to day basis up to date	a	b	SOMETIMES keeps information needed on a day to day basis up to date	a	b	USUALLY keeps information needed on a day to day basis up to date	a	b	CONSISTENTLY keeps information needed on a day to day basis up to date	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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Problem Solving

Knowledge

| 3.4 Actions and Uses of Drugs
Optional | RARELY able to discuss how drugs work | a / c | b / d | SOMETIMES able to discuss how drugs work | a / c | b / d | USUALLY able to discuss how drugs work | a / c | b / d | CONSISTENTLY able to discuss how drugs work | a / c | b / d | Not assessed | a / c | b / d |

Comment

| 3.5 Side effects

Core | RARELY describes the common and major side effects of drugs routinely seen | a / c | b / d | SOMETIMES describes the common and major side effects of drugs routinely seen | a / c | b / d | USUALLY describes the common and major side effects of drugs routinely seen | a / c | b / d | CONSISTENTLY describes the common and major side effects of drugs routinely seen | a / c | b / d | Not assessed | a / c | b / d |

Comment

Analysing information

| 3.6 Evaluates information
Core | Is RARELY able to evaluate information gathered | a / c | b / d | Is SOMETIMES able to evaluate information gathered | a / c | b / d | Is USUALLY able to evaluate information gathered | a / c | b / d | Is CONSISTENTLY able to evaluate information gathered | a / c | b / d | Not assessed | a / c | b / d |

Comment

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Problem Solving

3.7 Problem identification **Core**	RARELY identifies problems	a	b	SOMETIMES identifies problems	a	b	USUALLY identifies problems	a	b	CONSISTENTLY identifies problems	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

3.8 Appraises options **Core**	RARELY appraises options	a	b	SOMETIMES appraises options	a	b	USUALLY appraises options	a	b	CONSISTENTLY appraises options	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

3.9 Decision making **Core**	RARELY demonstrates clear decision making	a	b	SOMETIMES demonstrates clear decision making	a	b	USUALLY demonstrates clear decision making	a	b	CONSISTENTLY demonstrates clear decision making	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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Problem Solving

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

3.10 Logical Approach **Core**	RARELY demonstrates a logical approach to problem solving	a / b c / d	SOMETIMES demonstrates a logical approach to problem solving	a / b c / d	USUALLY demonstrates a logical approach to problem solving	a / b c / d	CONSISTENTLY demonstrates a logical approach to problem solving	a / b c / d	Not assessed	a / b c / d

Comments

Providing information

3.11 Provides accurate information **Core**	RARELY provides accurate information	a / b c / d	SOMETIMES provides accurate information	a / b c / d	USUALLY provides accurate information	a / b c / d	CONSISTENTLY provides accurate information	a / b c / d	Not assessed	a / b c / d
3.12 Provides relevant information **Core**	RARELY provides relevant information	a / b c / d	SOMETIMES provides relevant information	a / b c / d	USUALLY provides relevant information	a / b c / d	CONSISTENTLY provides relevant information	a / b c / d	Not assessed	a / b c / d
3.13 Provides timely information **Core**	RARELY provides information in a timely manner	a / b c / d	SOMETIMES provides information in a timely manner	a / b c / d	USUALLY provides information in a timely manner	a / b c / d	CONSISTENTLY provides information in a timely manner	a / b c / d	Not assessed	a / b c / d

Comment

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Problem Solving

Follow up

3.14 Ensures resolution of problem **Core**	RARELY ensures resolution of problem	a	b	SOMETIMES ensures resolution of problem	a	b	USUALLY ensures resolution of problem	a	b	CONSISTENTLY ensures resolution of problem	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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Clinical Governance

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

Comment

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

Comment

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

Comment

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Management & Organisation

| 4.4 Working Environment **Core** | RARELY adheres to legal and professional requirements for a safe system of work | a / b c / d | SOMETIMES adheres to legal and professional requirements for a safe system of work | a / b c / d | USUALLY adheres to legal and professional requirements for a safe system of work | a / b c / d | CONSISTENTLY adheres to legal and professional requirements for a safe system of work | a / b c / d | Not assessed | a / b c / d |

Comment

Service Provision

| 4.5 Quality of Services **Core** | RARELY alerts the appropriate person of potential improvements to the quality of the services offered | a / b c / d | SOMETIMES alerts the appropriate person of potential improvements to the quality of the services offered | a / b c / d | USUALLY alerts the appropriate person of potential improvements to the quality of the services offered | a / b c / d | CONSISTENTLY alerts the appropriate person of potential improvements to the quality of the services offered | a / b c / d | Not assessed | a / b c / d |

Comment

| 4.6 Service Delivery **Core** | RARELY describes the key drivers for local service delivery | a / b c / d | SOMETIMES describes the key drivers for local service delivery | a / b c / d | USUALLY describes the key drivers for local service delivery | a / b c / d | CONSISTENTLY describes the key drivers for local service delivery | a / b c / d | Not assessed | a / b c / d |

Comment :

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<div align="center">

Management & Organisation
</div>

Budgeting and reimbursement

		a	b		a	b		a	b		a	b		a	b
4.7 Service Reimbursement (primary care) **Optional**	RARELY uses relevant reference sources to ensure appropriate and accurate reimbursement	a	b	SOMETIMES uses relevant reference sources to ensure appropriate and accurate reimbursement	a	b	USUALLY uses relevant reference sources to ensure appropriate and accurate reimbursement	a	b	CONSISTENTLY uses relevant reference sources to ensure appropriate and accurate reimbursement	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d
	RARELY claims reimbursement appropriately for services provided	a	b	SOMETIMES claims reimbursement appropriately for services provided	a	b	USUALLY claims reimbursement appropriately for services provided	a	b	CONSISTENTLY claims reimbursement appropriately for services provided	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

		a	b		a	b		a	b		a	b		a	b
4.8 Prescribing /Drugs budgets **Core**	RARELY describes how prescribing affects prescribing/drugs budgets	a	b	SOMETIMES describes how prescribing affects prescribing/drugs budgets	a	b	USUALLY describes how prescribing affects prescribing/drugs budgets	a	b	CONSISTENTLY describes how prescribing affects prescribing/drugs budgets	a	b	Not assessed	a	b
		c	d		c	d		c	d		c	d		c	d

Comment

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

Comment

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Organisations

4.10 Organisational structure Core	RARELY describes own position within the structure of employing organisation	a / b / c / d	SOMETIMES describes own position the structure of employing organisation	a / b / c / d	USUALLY describes own position within the structure of employing organisation	a / b / c / d	CONSISTENTLY describes own position within the structure of employing organisation	a / b / c / d	Not assessed	a / b / c / d

Comment

4.11 Professional Organisations Core	RARELY describes the key organisations that influence policy and affect service delivery	a / b / c / d	SOMETIMES describes the key organisations that influence policy and affect service delivery	a / b / c / d	USUALLY describes the key organisations that influence policy and affect service delivery	a / b / c / d	CONSISTENTLY describes the key organisations that influence policy and affect service delivery	a / b / c / d	Not assessed	a / b / c / d

Comment

4.12 Pharmaceutical Industry Optional	RARELY follows local and national guidance when working with the pharmaceutical industry	a / b / c / d	SOMETIMES follows local and national guidance when working with the pharmaceutical industry	a / b / c / d	USUALLY follows local and national guidance when working with the pharmaceutical industry	a / b / c / d	CONSISTENTLY follows local and national guidance when working with the pharmaceutical industry	a / b / c / d	Not assessed	a / b / c / d

Comment:

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Training

4.13 Staff induction **Optional**	RARELY supports new staff on induction by participating in shadowing or acting as a role model	a / b / c / d	SOMETIMES supports new staff on induction by participating in shadowing or acting as a role model	a / b / c / d	USUALLY supports new staff on induction by participating in shadowing or acting as a role model	a / b / c / d	CONSISTENTLY supports new staff on induction by participating in shadowing or acting as a role model	a / b / c / d	Not assessed	a / b / c / d

Comment

4.14 Staff supervision **Optional**	RARELY ensures staff are competent to undertake the tasks allocated to them	a / b / c / d	SOMETIMES ensures staff are competent to undertake the tasks allocated to them	a / b / c / d	USUALLY ensures staff are competent to undertake the tasks allocated to them	a / b / c / d	CONSISTENTLY ensures staff are competent to undertake the tasks allocated to them	a / b / c / d	Not assessed	a / b / c / d

Comment

4.15 Other healthcare professionals **Optional**	Is RARELY active in training other healthcare professionals	a / b / c / d	Is SOMETIMES active in training other healthcare professionals	a / b / c / d	Is USUALLY active in training other healthcare professionals	a / b / c / d	Is CONSISTENTLY active in training other healthcare professionals	a / b / c / d	Not assessed	a / b / c / d

Comment

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Staff Management   Only relevant if candidate has managerial responsibility of other staff

4.16 **Performance management** Optional	RARELY carries out staff appraisals on a regular basis	a / b / c / d	SOMETIMES carries out staff appraisals on a regular basis	a / b / c / d	USUALLY carries out staff appraisals on a regular basis	a / b / c / d	CONSISTENTLY carries out staff appraisals on a regular basis	a / b / c / d	Not assessed	a / b / c / d

Comment

4.17 **Staff development** Optional	RARELY supports staff in their development	a / b / c / d	SOMETIMES supports staff in their development	a / b / c / d	USUALLY supports staff in their development	a / b / c / d	CONSISTENTLY supports staff in their development	a / b / c / d	Not assessed	a / b / c / d

Comment

4.18 **Employment issues** Optional	RARELY correctly applies employment issues	a / b / c / d	SOMETIMES correctly applies employment issues	a / b / c / d	USUALLY correctly applies employment issues	a / b / c / d	CONSISTENTLY correctly applies employment issues	a / b / c / d	Not assessed	a / b / c / d

Comment

Technician Name :   Organisation:

Management & Organisation

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

Procurement

4.19 Pharmaceutical Optional	RARELY describes how pharmaceuticals can be sourced	a / c	b / d	SOMETIMES describes how pharmaceuticals can be sourced	a / c	b / d	USUALLY describes how pharmaceuticals can be sourced	a / c	b / d	CONSISTENTLY describes how pharmaceuticals can be sourced	a / c	b / d	Not assessed	a / c	b / d

Comment

4.20 Supply problems Core	Supply problems are RARELY resolved promptly	a / c	b / d	Supply problems are SOMETIMES resolved promptly	a / c	b / d	Supply problems are USUALLY resolved promptly	a / c	b / d	Supply problems are CONSISTENTLY resolved promptly	a / c	b / d	Not assessed	a / c	b / d

Comment

4.21 Stock management Core/Optional	RARELY ensures stock is managed well	a / c	b / d	SOMETIMES ensures stock is managed well	a / c	b / d	USUALLY ensures stock is managed well	a / c	b / d	CONSISTENTLY ensures stock is managed well	a / c	b / d	Not assessed	a / c	b / d

Comment:

4.22 Cost effectiveness Optional	RARELY ensures stock used or purchased maximises cost effectiveness	a / c	b / d	SOMETIMES ensures stock used or purchased maximises cost effectiveness	a / c	b / d	USUALLY ensures stock used or purchased maximises cost effectiveness	a / c	b / d	CONSISTENTLY ensures stock used or purchased maximises cost effectiveness	a / c	b / d	Not assessed	a / c	b / d

Comment