

## Higher National Unit Specification

### General information for centres

**Unit title:** Developing Pharmacy Services

**Unit code:** DR35 34

**Unit purpose:** To develop the candidates' skills and knowledge to be able to support and monitor the development of pharmacy services in a variety of NHS health care settings.

On completion of the Unit the candidate should be able to:

- 1 Describe the role of Pharmacy Services within the National Health Service.
- 2 Identify quality issues affecting the provisions of pharmacy services.
- 3 Analyse management information relevant to the provision of pharmacy services.
- 4 Describe legal and ethical issues to be considered when developing a pharmacy service.

**Credit points and level:** 2 HN Credits at SCQF level 7: (16 SCQF credit points at SCQF level 7\*)

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

**Recommended prior knowledge and skills:** Entry is at the discretion of the Centre, although it is highly recommended that the candidates have a qualification recognised by the regulating body for pharmacy practice e.g. SVQ Pharmacy Services level 3 and/or NC Pharmaceutical Sciences.

**Core Skills:** There may be opportunities to gather evidence towards Core Skills in this Unit, although there is no automatic certification of Core Skills or Core Skills components.

**Context for delivery:** If this Unit is delivered as part of a Group Award, it is recommended that it should be taught and assessed within the subject area of the Group Award to which it contributes.

**Assessment:** This Unit could be assessed by two separate assessments. It is anticipated that outcome 1 – 3 will be assessed by a single instrument of assessment such as a report based on a service level development plan relevant to the workplace. Outcome 4 will be assessed separately by a closed book exam. It could also be possible to break down assessment of the outcomes into four separate assessment events, which assess each Outcome separately.

It is the responsibility of the Centre to ensure the authenticity of the candidates' work if the assessment is a work based assignment.

Candidates must achieve all of the minimum evidence specified for each Outcome, combination of Outcomes, or for the Unit as a whole to pass the Unit.

## **Higher National Unit specification: statement of standards**

**Unit title:** Developing Pharmacy Services

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The sections of the Unit stating the Outcomes, knowledge and/or skills, and evidence requirements are mandatory.

Where evidence for Outcomes is assessed on a sample basis, the whole of the content listed in the knowledge and/or skills section must be taught and available for assessment. Candidates should not know in advance the items on which they will be assessed and different items should be sampled on each assessment occasion.

### **Outcome 1**

Describe the role of Pharmacy services within National Health Service in Scotland

#### **Knowledge and/or skills**

- ◆ NHS structure
- ◆ Roles and responsibilities of healthcare professionals
- ◆ Policy decision making processes
- ◆ Implementing strategies

### **Outcome 2**

Identify quality issues affecting the provision of pharmacy services

#### **Knowledge and/or skills**

- ◆ Quality Improvement Scotland
- ◆ Clinical Governance
  - risk management
  - quality assurance
  - audit
- ◆ Pharmaceutical needs assessment

### **Outcome 3**

Analyse management information relevant to the provision of pharmacy services

#### **Knowledge and/or skills**

- ◆ Financial reports (PRISMS) Ascribe
- ◆ Financial and clinical risks
- ◆ Resource management and control
- ◆ Drug and Therapeutics Committees
- ◆ Scottish Medicines Consortium
- ◆ Data collection processes for pharmacy management information

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Developing Pharmacy Services

### **Evidence Requirements for Outcomes 1–3**

Evidence for Outcomes 1–3 will be generated by work based assignment.

Candidates will be required to demonstrate their knowledge and/or skills by producing a report of approximately 2,000 words relevant to a service development in the workplace. The report will be undertaken in open-book conditions and will be completed in the candidates' own time. Candidates must cover all the knowledge and skills items in each outcome.

Candidates will also be required to prepare a 10 minute oral presentation on their chosen topic to support their report. This will ensure the authenticity of the candidates work and will allow them to develop an aspect of their report in further detail. A checklist will be used to assess candidate's work.

### **Assessment guidelines for Outcomes 1–3**

Assessment may be done on an outcome by outcome basis, however it is highly recommended that outcomes are assessed holistically. Outcomes 1–3 could be assessed as part of a single assessment event in the form of an open book assessment

## **Outcome 4**

Describe the legal and ethical issues to be considered when developing a pharmacy service

### **Knowledge and/or skills**

- ◆ Royal Pharmaceutical of Great Britain, Medicines Ethics and Practice Guide
- ◆ Medicines Act and Regulations
- ◆ Misuse of Drugs Act and Regulations
- ◆ NHS Scotland Act and Regulations
- ◆ Data Protection Act
- ◆ Health and Safety at Work Act
- ◆ Consumer Protection Act
- ◆ Freedom of Information Act
- ◆ Equal Opportunities
- ◆ Control of Substances Hazardous to Health
- ◆ RPSGB Guidance on safe and secure handling of medicines

### **Evidence Requirements**

Outcome 4 will be assessed by a closed book assessment under controlled conditions. Assessment will be done on a sampled basis. Candidates will be assessed on:

- ◆ six of the ten knowledge and skills in Outcome 4

Candidates will have access to relevant reference books as given by the centre, although no other materials will be allowed during the assessment.

## **Higher National Unit specification: statement of standards (cont)**

**Unit title:** Developing Pharmacy Services

### **Assessment guidelines**

Outcome 4 could be assessed by a closed-book, supervised assessment or all outcomes could be assessed by one assessment event. Candidates will be given access to reference books by the centre but no other materials will be allowed. If all outcomes are assessed by a single open book assessment event then sampling for outcome 4 will not be allowed.

## **Administrative Information**

<b>Unit code:</b>	DR35 34
<b>Unit title:</b>	Developing Pharmacy Services
<b>Superclass category:</b>	PE
<b>Date of publication:</b>	August 2005
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## **Higher National Unit specification: support notes**

### **Unit title: Developing Pharmacy Services**

This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 80 hours.

### **Guidance on the content and context for this Unit**

The Unit is primarily intended to prepare candidates to identify gaps in their service provision and prepare a service development plan for the workplace. As a result, candidates will work predominately with actual situations in the workplace. To enable candidates to do this they must have relevant work experience or have access to an approved pharmacy or pharmacy department for the duration of the course

Outcome 1 looks at the government's systems of centralised and devolved responsibility for the health of the people of Scotland. Candidates should understand the purpose of Health policies and how decisions on policy implementation are made and why they are made. This Outcome also looks at how policy is implemented operationally and how pharmacy services are designed to support the implementation of policy. This requires the candidates to be aware of the differing roles and responsibilities of healthcare organisations and professions within the National Health Service in team working and implementing policy.

Outcome 2 looks at issues that can affect the quality of a service. Candidates must understand the purpose of quality systems to ensure a service meets its agreed standard. They must understand their roles and responsibility within clinical governance and its many components such as audit, risk management, CPD R&D.

The purpose of carrying out a pharmaceutical needs assessment will also be discussed.

Outcome 3 looks at the information that managers of services must utilise to monitor pharmaceutical care services and systems. Candidates must consider financial and skill implications for both staffing and the financial and clinical risks of providing or not providing a service. The candidates should have an understanding of the role of the Scottish Medicines Consortium in evaluating the 'added value for money' of the introduction of new medicines and how the role of SMC impacts on local Drugs and Therapeutics Committees. They should also be able to describe and utilise the different methods of collecting and analysing data such as PRISMS data or computer generated reports in hospital eg.

Finally, Outcome 4 looks at the legal and ethical issues requiring to be addressed when providing and developing a service to meet the needs of the organisation. It is essential that candidates have a knowledge of the areas of current legislation affecting the delivery of pharmacy services. They should also be aware of the pharmacy profession's regulatory body and the importance of adhering to the code of ethics and practice guides stipulated by the profession.

## Higher National Unit specification: support notes (cont)

**Unit title:** Developing Pharmacy Services

### Guidance on the delivery and assessment of this Unit

The Unit forms part of a Group Award designed to provide candidates the technical and professional knowledge and skills for pharmacy practice. Those who successfully complete the award are likely to progress to senior roles. The Unit is designed to prepare the candidates to undertake the Graded Unit

The candidate should agree a date for completion of the assignment. However, the instructions for the assessment task should be distributed to allow the candidate sufficient time to assimilate the details and carry out the assessment task. During the time between the distribution of the assessment task instructions and the completion date, assessors may answer questions, provide clarification, guidance and reasonable assistance. Candidates will be allowed to submit one draft report for feedback, prior to the final submission date. The assessment task should be marked as soon as possible after the completion date.

At this level, candidates should work independently. It is up to the Centres to take reasonable steps to ensure that the assignment is the work of the candidate. For example, Centres may wish to formally question candidates at various stages on their knowledge and understanding of the assignment which they have embarked upon. Centres should ensure that where research etc, is carried out in other establishments or under the supervision of others that the candidate does not receive excessive assistance.

Assessment could be by one instrument of assessment which incorporates all Outcomes. The assessment will be close to the end of the delivery period of the Unit. To enable the candidate to successfully achieve this Unit they would be required to have experience of working in a pharmacy environment. If the candidate did not have sufficient experience a work placement would be required for them to gain the relevant experience.

If Outcome 4 is separately assessed it should be under controlled conditions with candidates only having access to reference books provided by the centre.

### Open learning

All Outcomes are appropriate to Open Learning with tutor support at all stages. It is the responsibility of the delivering centre to ensure the authenticity of the candidate's work. Assessment evidence must be generated as described in the Evidence Requirements section.

### Candidates with additional support needs

This Unit specification is intended to ensure that there are no artificial barriers to learning or assessment. The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments or considering alternative Outcomes for Units. For information on these, please refer to the SQA document *Guidance on Assessment Arrangements for Candidates with Disabilities and/or Additional Support Needs*, which is available on the SQA website [www.sqa.org.uk](http://www.sqa.org.uk).

## General information for candidates

### Unit title: Developing Pharmacy Services

This Unit is designed to enable you to develop your knowledge and skills on how to develop pharmacy services within your working environment. It is primarily intended to prepare you to undertake a senior role.

The Unit has 4 main areas, each the subject of a different Outcome. The four main areas are taught by visiting lecturers who are, specialists in their field from the NHS. To begin with you will look at the structure of the NHS and the part pharmacy plays within in the structure and how NHS policy decisions are made and implemented centrally and locally. (*eg Gov Health Plan or NHS Board policy or CHP policy*)

Secondly, you will then examine quality issues that can affect any service such as capacity planning and the importance of the various components of Clinical Governance and Quality assurance systems.

Thirdly you will look at the information an organisation utilises to inform the decision making process for that organisation to develop its service.

Finally you will understand the legal and ethical issues that must be considered when developing or improving pharmacy services.

To complete the Unit successfully, you will have to achieve a satisfactory level of performance by carrying out a work-based assignment for Outcomes 1–3. You will be required to prepare a 2,000 word report detailing a service development plan relevant to your workplace. In addition to this you will be required to prepare a 10min oral presentation in support of your report. You will also be required to undertake a closed-book assessment to cover the knowledge and skills in Outcome 4.