

Mapping guidelines for the Diploma in Pharmacy Services at SCQF level 7

Code: GR2H 47

Publication code: DB6326

Publication date: May 2022

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Published by the Scottish Qualifications Authority

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**www.sqa.org.uk**

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The PDA in Pharmacy Services at SCQF level 7 and the SVQ in Pharmacy Services at SCQF level 8 are linked qualifications, both qualifications are included in the Diploma in Pharmacy Services at SCQF level 7.

The unit content of the PDA in Pharmacy Services at SCQF level 7 has been designed specifically to underpin and provide evidence for the SVQ in Pharmacy Services at SCQF level 8.

Centres are encouraged to identify opportunities to cross reference evidence from the PDA in Pharmacy Services at SCQF level 7 to the knowledge criteria in the SVQ in Pharmacy Services at SCQF level 8.

To support delivering centres, the qualifications design team have mapped the PDA in Pharmacy Services at SCQF level 7 unit content to the knowledge criteria in the SVQ in Pharmacy Services at SCQF level 8. The evidence requirements from the units in the PDA in Pharmacy Services at SCQF level 7 have been scrutinised to identify where evidence may be available to be cross referenced. However, additional mapping of specific instruments of assessment is required by the individual centre to confirm.

## SFHPHARM02: Provide an effective and responsive pharmacy service

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. What constitutes good customer service | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The organisation’s policy on the service provided to individuals and how this applies to your role | * Supply of Prescribed Medicines * Health Promotion in Pharmacy | Needs to be evidenced from the workplace (set question) |
| 1. The organisation’s procedure for handling complaints | * Professional Practice in Pharmacy (duty of candour) * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | Needs to be evidenced from the workplace (set question) |

## SFHPHARM02: Provide an effective and responsive pharmacy service (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to use appropriate types of questioning techniques to obtain the relevant information | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The importance of showing empathy with the individual and how to do so | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The psychological, occupational and social aspects and implications for individuals living with conditions | * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Health Promotion in Pharmacy |
| 1. How to negotiate with individuals | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The limitations of what you and the service are able to offer to individuals | * Supply of Prescribed Medicines * Health Promotion in Pharmacy | Needs to be evidenced from the workplace (set question) |
| 1. The importance of collecting the relevant information about the individual and their problem | * Professional Practice in Pharmacy (person-centred) * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines (Outcome 3) * Storage and Use of Medicines |
| 1. The importance of verbal and non-verbal communication when communicating with individuals | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to give clear and accurate information and check the individual’s understanding | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The importance of checking the accuracy of the information you have collected with the individual | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The relevant products and services for which information and/or advice is required | * Supply of Prescribed Medicines * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |

## SFHPHARM02: Provide an effective and responsive pharmacy service (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. Where to get assistance if you cannot provide the information and advice yourself | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines However, needs to be supported by workplace evidence to take in to account local policy |
| 1. The information that can be given to individuals by you and other colleagues | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines * Health Promotion in Pharmacy |
| 1. How to manage conflict and/or individuals who are distressed | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Storage and Use of Medicines |
| 1. How to assess complaints and what action to take | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Storage and Use of Medicines |
| 1. When you should refer complaints and to whom | * Professional Practice in Pharmacy * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Storage and Use of Medicines |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM03: Respond to pharmaceutical queries and requests for information

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The different ways to respond to requests for information and advice | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Health Promotion in Pharmacy |
| 1. How to use appropriate questioning techniques to obtain all the relevant information | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The psychological, occupational and social aspects and implications for individuals living with conditions | * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Health Promotion in Pharmacy |

## SFHPHARM03: Respond to pharmaceutical queries and requests for information (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. Sources of relevant information, how to access and evaluate them | * Supply of Prescribed Medicines * Storage and Use of Medicines * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 * Health Promotion in Pharmacy | * Pharmacotherapeutics and the Human Body 1-5 * Health Promotion in Pharmacy |
| 1. The action to take if you cannot deal with the enquiry | * Professional Practice in Pharmacy * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Storage and Use of Medicines |
| 1. How to prepare a concise accurate response, including signposting the individual to further information | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. When and by whom your response should be checked with | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM08: Confirm prescription validity

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. Current ethical and legal requirements that govern the validating process | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Different types of prescribers | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Regulations and procedures relating to different types of prescriptions and medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM08: Confirm prescription validity (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The different reference sources that are available including when and how to use them | * Supply of Prescribed Medicines * Storage and Use of Medicines * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |
| 1. The different types of prescriptions and when they are used | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The details required on a prescription and why they are necessary | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The range of medicinal products that may be dispensed on each type of form and reasons for limitations | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The prescribing conventions, abbreviations and medical terminology | * Supply of Prescribed Medicines | Needs to be evidenced from the workplace (observation) |
| 1. The proprietary and generic names of medicines within your scope of practice | * Supply of Prescribed Medicines * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |
| 1. Dosage forms and their properties and use | * Pharmacological Principles: An Introduction | * Pharmacological Principles: An Introduction (evidence requirement 1) |
| 1. How medicines are administered, their use and the effect they have on basic human physiology | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacological Principles: An Introduction (evidence requirements 1 and 2) |
| 1. Different strengths, forms, doses and quantities of medicines and why they are used | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |

## SFHPHARM08: Confirm prescription validity (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The actions and use of drugs including different drug interactions and contra-indications | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacological Principles: An Introduction (interactions) * Pharmacotherapeutics and the Human Body 1-5 (actions and use, contra-indications) |
| 1. The ways to recognise forged prescriptions | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The correct actions to take if a forged prescription is identified | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. How to use patient medication records or other sources of information | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM09: Assemble prescribed items

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. The importance of personal hygiene and correct use of protective clothing | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of maintaining a clean working environment and equipment | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | Needs to be evidenced from the workplace (set question) |
| 1. Factors which cause deterioration of stock | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. Sources of contamination and appropriate corrective action | * Storage and Use of Medicines | Needs to be evidenced from the workplace (set question) |

## SFHPHARM09: Assemble prescribed items (continued)

|  |  |  |
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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The prescribing conventions, abbreviations and medical terminology | * Supply of Prescribed Medicines | Needs to be evidenced from the workplace (observation) |
| 1. The proprietary and generic names of medicines within your scope of practice | * Supply of Prescribed Medicines * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |
| 1. How medicines are administered | * Storage and Use of Medicines * Pharmacological Principles: An Introduction | * Storage and Use of Medicines (limited to selected medicine) * Pharmacological Principles: An Introduction (evidence requirement 1) |
| 1. Different strengths, forms, doses and quantities of medicines, and why they are used and how to calculate them | * Supply of Prescribed Medicines * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Supply of Prescribed Medicines |
| 1. The different stages of the checking procedure | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. How to identify near misses and dispensing errors | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The causes and consequences of near misses and dispensing errors | * Supply of Prescribed Medicines * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Local and/or national error reporting procedures and communication channels | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of selecting the correct equipment for use | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The properties of different types of container types and when to use each | * Storage and Use of Medicines | Needs to be evidenced from the workplace (set question) |

## SFHPHARM09: Assemble prescribed items (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The safe handling and storage of hazardous material and procedures to minimise risk | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Processes for reconstitution | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines (calculations) |
| 1. Labelling requirements and conventions | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. When and why patient medication records are used | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM10: Issue prescribed items

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Current guidelines for issuing prescribed items | * Supply of Prescribed Medicines * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The current ethical and legal requirements that govern issuing prescribed items | * Supply of Prescribed Medicines * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |

## SFHPHARM10: Issue Prescribed Items (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. How to meet the needs of the individual | * Supply of Prescribed Medicines * Storage and Use of Medicines * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Storage and Use of Medicines * Health Promotion in Pharmacy |
| 1. How medicines are administered | * Storage and Use of Medicines * Pharmacological Principles: An Introduction | * Storage and Use of Medicines (limited to selected medicine) * Pharmacological Principles: An Introduction (evidence requirement 1) |
| 1. How medicines are used and the effect they have on human physiology | * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |
| 1. The actions and use of prescribed items including different interactions and contra-indications | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacological Principles: An Introduction (interactions) * Pharmacotherapeutics and the Human Body 1-5 (actions and use, contra-indications) |
| 1. The psychological, occupational and social aspects and implications for individuals living with conditions | * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Health Promotion in Pharmacy |
| 1. The importance of ensuring the prescribed item is issued for the correct individual | * Clinical Governance and Risk Management in Pharmacy * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The importance of discussing relevant information with the individual to ensure the prescribed items are used and stored correctly | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Storage and Use of Medicines |

## SFHPHARM10: Issue Prescribed Items (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. How to advise individuals if the strength, form, dose and quantity has changed since the previous issue | * Storage and Use of Medicines * Pharmacological Principles: An Introduction | Needs to be evidenced from the workplace (set question) |
| 1. How to advise individuals on the actions and use of prescribed items including different drug interactions and contra-indications | * Storage and Use of Medicines * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Storage and Use of Medicines * Pharmacological Principles: An Introduction |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM12: Order pharmaceutical stock

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. The different procurement processes and legislation that applies to the ordering of pharmaceutical stock | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Your responsibilities and current guidelines that apply when ordering pharmaceutical stock | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The difference between proprietary and generic medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The different forms of medicines and why it is important to order appropriate quantities of the correct form and strength | * Supply of Prescribed Medicines * Pharmacological Principles: An Introduction | * Supply of Prescribed Medicines |

## SFHPHARM12: Order pharmaceutical stock (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. How to place an order with the appropriate supplier | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of ensuring that stock is available based on the needs of individuals | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Supply of Prescribed Medicines |
| 1. The impact stock availability may have on the care of individuals | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Supply of Prescribed Medicines |
| 1. The importance of taking account of seasonal variations when ordering pharmaceutical stock | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The action to be taken if stock is unavailable |  | Needs to be evidenced from the workplace (observation or set question) |
| 1. The input and retrieval of stock data to ensure levels are appropriate for stock management |  | Needs to be evidenced from the workplace (observation or set question) |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Different types of prescribers | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Packaging and labelling requirements for medicines and products | * Storage and Use of Medicines * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The procedure relating to: 2. different types of medicines supply 3. the validity of prescriptions | * Supply of Prescribed Medicines * Pharmacological Principles: An Introduction | * Supply of Prescribed Medicines |
| 1. How to identify near misses and dispensing errors | * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |

## SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. Causes and consequences of near misses and dispensing errors | * Supply of Prescribed Medicines * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. How to communicate errors to the appropriate person | * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Local and/or national error reporting procedures and communication channels | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The range of medicines and products that may be dispensed on each type of prescription form and reasons for limitations | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of storage conditions and expiry dates | * Supply of Prescribed Medicines * Storage and Use of Medicines * Clinical Governance and Risk Management in Pharmacy | * Storage and Use of Medicines |
| 1. Ancillary equipment and supplementary information | * Storage and Use of Medicines * Supply of Prescribed Medicines | * Storage and Use of Medicines |
| 1. The different types of prescriptions or transcriptions | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. How to ensure that calculations are correct | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The prescribing conventions, abbreviations and medical terminology | * Supply of Prescribed Medicines | Needs to be evidenced from the workplace (observation) |
| 1. The proprietary and generic names of medicines within your scope of practice | * Supply of Prescribed Medicines * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |

## SFHPHARM28: Undertake the final accuracy check of dispensed medicines and products (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. How medicines are administered | * Storage and Use of Medicines * Pharmacological Principles: An Introduction | * Storage and Use of Medicines (limited to selected medicine) * Pharmacological Principles: An Introduction (evidence requirement 1) |
| 1. The use of medicines and the effect they have on basic human physiology | * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacotherapeutics and the Human Body 1-5 |
| 1. Different strengths, forms, doses and quantities of medicines | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 |
| 1. The actions of medicines and products including drug interactions and contra-indications | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Pharmacological Principles: An Introduction (interactions) * Pharmacotherapeutics and the Human Body 1-5 (actions and use, contra-indications) |
| 1. How to use patient medication records or other sources of information | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Prescription endorsements in accordance with Standard Operating Procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Discharge policies relevant to your practice |  | Needs to be evidenced from the workplace |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM29: Retrieve and reconcile information about an individual's medicines

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. How to confirm and record the individual’s allergy status | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The use of medicines including:   (a) dosing  (b) adverse effects  (c) common drug-drug interactions  (d) common drug-food interactions  (e) common drug-disease interactions  (f) cautions and contra-indications | * Storage and Use of Medicines * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Storage and Use of Medicines * Pharmacological Principles: An Introduction (interactions, cautions) * Pharmacotherapeutics and the Human Body 1-5 (dosing, adverse effects, cautions, contra-indications) |

## SFHPHARM29: Retrieve and reconcile information about an individual's medicines (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The prescribing conventions, abbreviations and medical terminology | * Supply of Prescribed Medicines | Needs to be evidenced from the workplace (observation) |
| 1. Factors that may affect how medicines are taken | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 * Health Promotion in Pharmacy | * Pharmacological Principles: An Introduction |
| 1. The psychological, occupational and social aspects and implications for individuals living with conditions | * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Health Promotion in Pharmacy |
| 1. Legislation and organisational processes relating to obtaining valid consent | * Professional Practice in Pharmacy (limits of authority) * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The actions to take if valid consent is not obtained | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to create a suitable environment for an open and confidential discussion | * Health Promotion in Pharmacy * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The need to confirm your role and responsibilities and the individual’s identification prior to retrieving a relevant medication history | * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. When and how to retrieve the individual’s identity and information from a third party where an individual is unable to participate themselves and/or where there are communication difficulties | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. What evidence you should seek to demonstrate a third party’s ability and authority to provide information about an individual | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM29: Retrieve and reconcile information about an individual's medicines (continued)

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| You will need to know and understand | Mapped to PDA unit | Assessed in PDA unit |
| 1. The types of information that needs to be retrieved and why each is necessary | * Supply of Prescribed Medicines * Health Promotion in Pharmacy | * Supply of Prescribed Medicines |
| 1. The steps you would take to try to clarify and confirm any information which is ambiguous or missing from an individual’s or third party’s narrative | * Supply of Prescribed Medicines * Health Promotion in Pharmacy | * Supply of Prescribed Medicines |
| 1. How to use patient medication records or other sources of information to retrieve and confirm a medication history | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Local and/or national error reporting procedures and communication channels | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The importance of involving individuals in discussion and how this can be achieved | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |

## SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The purpose of confirming the suitability of an individual’s own medicines against Standard Operating Procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The appropriate documentation required for recording information following assessment of medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The prescribing conventions, abbreviations and medical terminology | * Supply of Prescribed Medicines | Needs to be evidenced from the workplace (observation) |
| 1. The different formulations of medicines | * Pharmacological Principles: An Introduction | * Pharmacological Principles: An Introduction |
| 1. The factors which affect the security and storage of medication including expiry dates | * Supply of Prescribed Medicines * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. Factors that may affect how medicines are taken | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 * Health Promotion in Pharmacy | * Pharmacological Principles: An Introduction |
| 1. The psychological, occupational and social aspects and implications for individuals living with conditions | * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Health Promotion in Pharmacy |
| 1. The labelling requirements for medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Legislation surrounding medicines not licensed in the UK within your scope of practice | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The use of compliance aids | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The regulations related to the destruction of medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Legislation and organisational processes relating to obtaining valid consent | * Professional Practice in Pharmacy (limits of authority) * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM31: Confirm the suitability of an individual's medicines for use and ensure sufficient supply (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The actions to take if valid consent is not obtained | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SFHPHARM33: Order medicines and products for individuals

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The Standard Operating Procedures and the importance of adhering to them at all times | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. The importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Professional Practice in Pharmacy (Outcome 1 — professional and personal accountability) |
| 1. Current health and safety legislation and how it applies to the working environment | * Clinical Governance and Risk Management in Pharmacy | * Clinical Governance and Risk Management in Pharmacy |
| 1. Legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines |
| 1. The relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed | * Professional Practice in Pharmacy * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others | * Professional Practice in Pharmacy * Supply of Prescribed Medicines * Clinical Governance and Risk Management in Pharmacy | * Supply of Prescribed Medicines |
| 1. The duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues and your employer | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. The local procedure for ordering medicines for individuals |  | Needs to be evidenced from the workplace (observation or set question) |
| 1. The local documentation required for placing an order |  | Needs to be evidenced from the workplace (observation or set question) |
| 1. The different forms of medicines and why it is important to order appropriate quantities of the correct form and strength | * Supply of Prescribed Medicines * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 | * Supply of Prescribed Medicines |

## SFHPHARM33: Order medicines and products for individuals (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The factors which affect the storage of medication including expiry dates | * Supply of Prescribed Medicines * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. Issues that may affect how medicines are taken | * Pharmacological Principles: An Introduction * Pharmacotherapeutics and the Human Body 1-5 * Health Promotion in Pharmacy | * Pharmacological Principles: An Introduction |
| 1. The labelling requirements for medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Legislation surrounding medicines not licensed in the UK within your scope of practice | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The use of compliance aids | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The regulations related to the destruction of medicines | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Legislation and organisational processes relating to obtaining valid consent | * Professional Practice in Pharmacy (limits of authority) * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. The actions to take if valid consent is not obtained | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |
| 1. Methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences | * Professional Practice in Pharmacy (person-centred) * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The use of appropriate questioning techniques to obtain relevant information | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The importance of establishing the requirements of individuals clearly and accurately | * Professional Practice in Pharmacy (person-centred) * Supply of Prescribed Medicines * Storage and Use of Medicines | * Supply of Prescribed Medicines (Outcome 3) * Storage and Use of Medicines |

## SFHPHARM33: Order medicines and products for individuals (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The importance of verbal and non-verbal communication when communicating with individuals | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to give clear and accurate information and check the individual’s understanding | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The sources of information that can be accessed and the information that can be given to individuals by you and other colleagues | * Supply of Prescribed Medicines * Storage and Use of Medicines * Health Promotion in Pharmacy * Pharmacotherapeutics and the Human Body 1-5 | * Storage and Use of Medicines * Health Promotion in Pharmacy |
| 1. The importance of recording, storing and retrieving information in accordance with organisational procedures | * Supply of Prescribed Medicines | * Supply of Prescribed Medicines |

## SCDHSC0033: Develop your practice through reflection and learning

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. Legal and work setting requirements on equality, diversity, discrimination and rights | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy * Supply of Prescribed Medicines | * Professional Practice in Pharmacy * Supply of Prescribed Medicines |
| 1. Your role in promoting individual’s rights, choices, wellbeing and active participation | * Professional Practice in Pharmacy * Health Promotion in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Conflicts and dilemmas that may arise in relation to rights and how to address them | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. Legislation, statutory codes, standards, frameworks and guidance relevant to your work, your work setting and the content of this standard | * Professional Practice in Pharmacy | * Professional Practice in Pharmacy |
| 1. Your own background, experiences and beliefs that may have an impact on your practice | * Professional Practice in Pharmacy | * Professional Practice in Pharmacy |
| 1. Your own roles, responsibilities and accountabilities with their limits and your boundaries | * Professional Practice in Pharmacy | * Professional Practice in Pharmacy |
| 1. How to work in partnership with individuals, key people and others | * Professional Practice in Pharmacy * Health Promotion in Pharmacy | * Professional Practice in Pharmacy * Health Promotion in Pharmacy |
| 1. Principles of reflective practice and why it is important | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy |
| 1. How to access information and support on knowledge and best practice relevant to your work | * Professional Practice in Pharmacy | * Professional Practice in Pharmacy |
| 1. Your role and the role of others in evaluating and developing your skills and knowledge through supervision and appraisal or other arrangements | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy |

## SCDHSC0033: Develop your practice through reflection and learning (continued)

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The range of learning opportunities and how to access them | * Professional Practice in Pharmacy | * Professional Practice in Pharmacy |
| 1. How to use learning opportunities effectively to improve your knowledge and practice, including learning from day to day experiences | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy | * Professional Practice in Pharmacy * Clinical Governance and Risk Management in Pharmacy |
| 1. How to apply learning and transfer skills into new situations | * Professional Practice in Pharmacy | * Professional Practice in Pharmacy |

## SFHGEN39: Contribute to effective multidisciplinary team working

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| **You will need to know and understand** | **Mapped to PDA unit** | **Assessed in PDA unit** |
| 1. The roles, scope, responsibility and availability of members of the multidisciplinary team | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. The contribution that different professions can make to the evaluation and planning of patient care | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. Information needs of other people in the team | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. Communication structures in the organisation |  | Needs to be evidenced from the workplace (set question) |
| 1. The contribution that different disciplines can make to the evaluation and planning of patient care | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to record agreements, plan of care and other communications to be accessed by all members of the multidisciplinary team |  | Needs to be evidenced from the workplace (observation or set question) |
| 1. How to ask open-ended questions, listen carefully and summarise back | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to adapt communication styles in ways which are appropriate to different people | * Storage and Use of Medicines * Health Promotion in Pharmacy | * Storage and Use of Medicines |
| 1. How to make decisions from the multiple perspectives of a team | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. How effective teams work | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. Group dynamics | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. How different styles can work together in a team | * Storage and Use of Medicines | * Storage and Use of Medicines |
| 1. The different features services must have to meet people’s gender, culture, language, or other needs | * Clinical Governance and Risk Management in Pharmacy * Storage and Use of Medicines | * Clinical Governance and Risk Management in Pharmacy * Storage and Use of Medicines |