

# London and South East Pharmacy Annual Report 2017-18



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# Summary of Activity Delivered in 2017-18

## Our Priorities

- » To support the delivery of the Government's mandate to Health Education England.
- » To recruit, register and retain a future NHS pharmacy workforce.
- » To support workforce transformation to optimise skill mix in service delivery.
- » To maximise efficiency and value for money with an emphasis on quality.

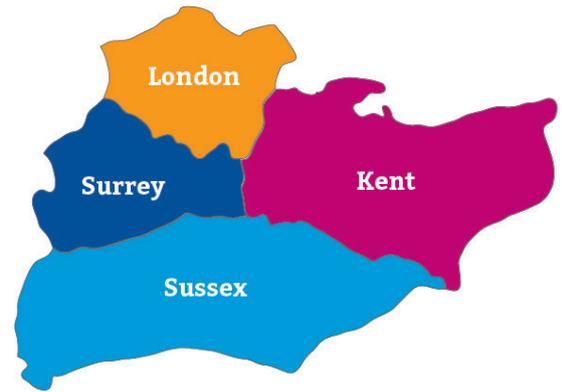
## Our Key Achievements

### Workforce Transformation

- » Pilot and evaluation of the role of pharmacists within 3 urgent care centres in London and KSS with a further three sites to commence during 2018.
- » Procurement of Clinically Enhanced Pharmacist Independent Prescribing to support the delivery of Hospital Pharmacy Transformation Plans across London and KSS.
- » First pilot site delivering a Foundation Pharmacist Vocational Training Scheme underway in London and KSS designed to transform education for newly qualified pharmacists to provide a more integrated system of care designed around the needs of the patients.
- » 170 community pharmacists attended 3-day training programme covering basic assessment and consultation skills to support the optimisation of urgent care management.

### Future Workforce

- » Delivery of ACPT training by CPPE for community and NHS pharmacy technicians across London and KSS via Pharmacy Integration fund.
- » Successful launch of a National Pre-registration Trainee Pharmacist Recruitment scheme for both NHS and Primary Care employers resulting in 2168 places being advertised on the Oriol platform for programmes due to commence in summer 2018.
- » 245 NHS preregistration trainee pharmacists trained, 96% registered, 58% retained in the NHS.
- » 97 NHS preregistration trainee pharmacy technicians registered, 73% retained in the NHS.
- » National launch of a series of dental factsheets, in collaboration with the dental team, resulting in winning the 'Excellence in Clinical Community Pharmacy Practice' award at the Clinical Pharmacy Congress, 2018.
- » 10 pharmacy assistants enrolled on pilot to evaluate benefits of cross sector training, funded by KSS career progression.
- » 10 quality visits to London and KSS NHS Trusts to review the quality of pre-registration pharmacy training.
- » 184 pre-registration trainee pharmacist educational supervisors and 43 pre-registration trainee pharmacy technician educational supervisors have accessed educational supervisor training.



# 1 Introduction

The focus of the Health Education England (HEE) London and South East (LaSE) Pharmacy team is to support the delivery of the mandate from the [Government to HEE](#). This report provides a detailed narrative of the team's activity over the past 12 months aligned to the Objectives within the Mandate.

Pharmacy structures within Health Education England were subject to considerable change in 2017. In July/ August the North, South and Midlands regions of HEE appointed Pharmacy Deans and therefore a new national network and collaborative way of working was established. This has been pivotal in supporting the delivery of workstreams funded by NHS England's Pharmacy Integration Fund.

This year saw HEE launch a consultation on its new draft [Workforce Strategy](#). The draft strategy sets out ambitions for planning and developing the health and social care workforce over the next 15 years including a bespoke section on pharmacy. Across the country HEE's pharmacy teams actively encouraged trainees, employers, trainers and stakeholder organisations to get involved and respond to the consultation. This was extremely positive and a final strategy is expected to be launched in late 2018.

In addition to that October 2017 saw the long-awaited launch of the new [Initial Education and Training Standards for Pharmacy Technicians by the GPhC](#). The London and South East Pharmacy team led a new project to develop a qualification to underpin the new Pharmacy Technician Initial Standards of Education and Training. The operational work is being undertaken by Skills for Health working in close partnership with a broad range of stakeholders and a consultation on the new qualification is expected in summer 2018.

2017 also heralded the launch of a new National Pre-registration Pharmacist Recruitment Scheme for England and Wales. The scheme brought 2 years of planning to fruition and exceeded expectations. Over 2100 places were advertised which represented more than half of all available places. This project was led by the London and South East Pharmacy team working in partnership with the regional Recruitment Team.

Locally, the London and South East Pharmacy team continued to mature following its creation in July 2016. As well as ensuring business continuity the team has continued its track record in leading edge work. Examples include supporting a small number of Foundation Pharmacist Vocational Training Schemes so that learning from different models can be evaluated and shared at speed. Similarly, the project to test the concept of utilising pharmacists as Advanced Clinical Practitioners in Urgent Care Centres was extended to a further 3 sites and the learning has fed into a broad range of national groups and bodies.

This report provides a detailed breakdown of HEE London and South East Pharmacy activity comprising, national programme work and regional core business and workforce transformation.

## 2 Supporting and Leading Delivery of National Projects

### 2.1 Pharmacy Integration Fund

The NHS Five Year Forward View set out a clear direction for the future NHS and placed great emphasis on service integration, including 'new models of care' which integrate primary and secondary care, and health and social care. Health Education England is working in partnership with NHS England to drive forward the workforce transformation which will be needed to achieve these goals.

The Pharmacy Integration Fund will play a key part in helping the NHS increase the scale of high quality clinical pharmacist and pharmacy technician intervention and delivery of medicines optimisation. HEE has worked with partners to lead the development of a range of new programmes to support this. The seven current programmes are listed below.

- Independent Prescribing for Pharmacists in GP practices, care homes and participating integrated urgent care/NHS111 hubs aligned to specific programmes
- NHS111/Integrated Urgent Care Workforce Development Programme for Pharmacists
- Medicines Optimisation in Care Homes Training for Pharmacy Professionals
- Clinical and Professional Leadership Development for Pharmacy Professionals
- Post-registration Training for Community Pharmacists
- Community Pharmacy Technician Training and Development Programme
- Accuracy Checking Pharmacy Technician Programme

Members of HEE London and South East Pharmacy contributed to many of the early discussions in establishing the above programmes. In addition, the team has a lead role in providing professional advice to the Independent Prescribing programme and overall leadership to the Accuracy Checking Pharmacy Technician Programme (see below)

#### 2.1.1. Accuracy Checking Pharmacy Technician (ACPT) Programme

A pilot to test the demand, feasibility and impact of ACPT was developed to run in London, Kent, Surrey and Sussex. The programme was commissioned from CPPE and funded for 126 learners. The programme aims to support pharmacy technicians to develop the knowledge, skills and behaviours required to provide the final accuracy check of dispensed medicines that have been

clinically screened or approved by a pharmacist and assembled and labelled by another team member. Further information on numbers trained is available in section 6.2.1.

### **2.1.2 Training pre-registration pharmacists in general practice**

Building on learning from local pilots (see section 3.1), a business case was approved to develop 3-6 month pre-registration pharmacist placements in general practice. The project will run for 2 years with year one focusing on curriculum development and year 2 on delivery and evaluation. The ambition is that this targeted large scale project informs future training models, particularly in relation to supervision requirements and curriculum design and delivery. In spring 2018 the focus was on identifying suitable training sites that would take part in the project. 40 placements across 20 GP sites in London, Kent, Surrey and Sussex were approved. This is approximately 26% of the national total of placements for England.

The HEE LaSE Pharmacy team supported this work through the development of a final business case and leading recruitment for the project team.

## **2.2 Pharmacy Education Reform**

### **2.2.1 Pharmacy Technician Qualification development**

Post the General Pharmaceutical Council sign off of Initial Education and Training (IET) Standards for Pharmacy Technicians in October 2017, HEE LaSE Pharmacy produced a business plan to support the development of a new qualification to reflect the new IET standards and workforce requirements.

HEE LaSE Pharmacy commissioned Skills for Health to host a market engagement event with Awarding Organisations in January 2018. Following this event, Skills for Health was commissioned to facilitate and project manage the development of a qualification with professional support from HEE.

#### **Development (January 2018-March 2018)**

Awarding Organisations that had approval for their business cases were invited to attend a meeting at Skills for Health, to agree the methodology for developing the qualification.

A Development Group consisting of Awarding Organisation and Subject Matter Experts met and agreed the methodology for qualification development would be:

- developed to meet the Initial Education and Training Standards <https://www.pharmacyregulation.org/news/gphc-launches-new-education-and-training-standards-pharmacy-technicians> and regulatory requirements to register as a Pharmacy Technician post completion

- reflective of the knowledge and skills required for a day 1 Pharmacy Technician regardless of their working environment
- a single qualification to reflect the requirements of a blended course
- include the underpinning knowledge requirements with a focus on the science knowledge to reflect the new patient centric standards
- based on the National Occupational Standards relevant to the role where available
- where possible utilise existing units from the current two qualifications which will be updated to meet the new IET Standards
- include subject matter experts during the development phase
- reflect any apprenticeship policy requirements as determined by the Institute for Apprenticeships
- meet the GPhC Evidence Framework for Initial Education and Training Course Providers

### **Timelines**

- Online public consultation –Week beginning 2nd July 2018 – 30th July 2018
- Meeting with subject matter experts to check final units and qualification structure – August 2018
- Awarding Organisations submit qualification to GPhC for approval – September 2018
- Awarding Organisations submit qualification to Ofqual for accreditation – December 2018

### **Implementation plans**

Post accreditation of the qualification with the regulator and Ofqual, Awarding Organisations will begin to support their Education Providers with course delivery plans for 1st September 2019

#### **2.2.2. National Pre-registration Pharmacist Recruitment for England and Wales**

HEE LaSE Pharmacy provided the professional leadership for this complex project. In 2017, 2168 pre-registration pharmacist places were advertised on the national platform, Oriel, for programmes due to commence in summer 2018. Selection into these places was mapped to an agreed national job description and person specification which included professional attributes described in the [professional attributes framework](#). Selection took place in 7 centres across England and Wales and comprised a multiple mini interview (MMI), situational judgement test (SJT) and numeracy test. 1625 places were filled through the process. Vacancies were highest for places in the HEE South region

and in medium sized pharmacies with between 25 and 100 branches. A [full evaluation](#) of the process was conducted which has informed developments to the process for 2018.

### **2.3. NHS England Clinical Pharmacists in General Practice Programme**

The [NHS England General Practice Forward View](#) has committed to over £100m of investment to support an extra 1,500 clinical pharmacists to work in general practice by 2020/21. This is in addition to over 490 clinical pharmacists already working across approximately 650 GP practices as part of a pilot, launched in July 2015.

To date, approximately 170 pharmacist positions by headcount have been approved in London and 25 in KSS, although not all have been recruited to as yet and the application process for new expressions of interest is ongoing.

## 3 Regional Workforce Transformation

### 3.1 Trainees in General Practice

Within the context of a national drive for closer working practices and increased collaboration within primary care, the HEE LaSE project placing pharmacy trainees into General Practice completed its third phase.

The project placed pre-registration trainees from community pharmacies into GP practices, with a reciprocal arrangement for GP trainees. This was supported by a second work stream which aimed to build and provide a regionally-managed and quality-assured tutor training programme for community pharmacy, incorporating tutors from multiple community pharmacy contractors.

Following evaluation of the previous phases of the project across London, Kent, Surrey and Sussex, phase 3 was launched across the geography with trainees undertaking their placements in April 2017 and collaborating on quality improvement projects of their choosing. This was followed by the pairs presenting the outcomes of their projects at celebration days.

Evaluations for all completed phases of the KSS projects can be found here:

<https://www.lasepharmacy.hee.nhs.uk/primary-care/trainees-in-general-practice/project-reports/>

The learning from this project and other placements in the country has contributed to a national scheme of extended placements in General Practice for trainees from both community and hospital pharmacy, realised through funding secured via the Pharmacy Integration Fund (<https://www.england.nhs.uk/commissioning/primary-care/pharmacy/integration-fund/>). Partner pharmacy and GP sites have been recruited for trainee cohorts starting in 2019/20, and will use the interim period to work with HEE and each other to develop curricula and rotational programmes

### 3.2 Health Champions

A successful programme of HEE funded Health Champion (HC) training across London and the South East has resulted in over 1500 HCs receiving training to undertake this role. This network is helping to deliver and support public health initiatives within the local population.

The experiences of those becoming HCs pre-training, immediately post training and then three months' post training were captured in a commissioned evaluation, designed to inform next steps in supporting our community pharmacy workforce. The [evaluation report](#) was published in October 2017 and findings highlighted a clear need for managers to empower HCs to practise the role. This is among the key recommendations that this report provides for consideration when funding any future training.

In response to this, HEE LaSE supported a new pilot initiative within Surrey and Sussex. The pilot, due to complete in 2018, will see 120 community pharmacy managers/owners, undertake a short programme of blended learning designed to support them to develop a Healthy Living Pharmacy strategy tailored to their local community priorities and which capitalises on their team and business strengths, including the effective utilisation of their trained Health Champions. Commissioned impact evaluation will help inform ongoing strategy for developing the Health Champion and community pharmacy workforce in to enable better collaboration and integration of community pharmacy into the healthcare system.

### **3.3 Preparation for General Practice**

As outlined in section 2.3 NHS England is implementing a national programme to embed clinical pharmacists into general practice. To facilitate an easier transition for pharmacists wishing to work in General Practice a 'Preparation for General Practice' course-consisting of two training days and providing core knowledge of practice function and the role of the practice pharmacist-was commissioned for 200 pharmacists across London and the South East. Training days were held at both weekdays and weekends to ensure maximum flexibility for attendees. A full evaluation on the effectiveness of the training provided can be found here:

[https://www.lasepharmacy.hee.nhs.uk/dyn/\\_assets/\\_folder4/community-pharmacy/pharmacists-in-gp/PrepForGPEvaluation.pdf](https://www.lasepharmacy.hee.nhs.uk/dyn/_assets/_folder4/community-pharmacy/pharmacists-in-gp/PrepForGPEvaluation.pdf)

### **3.4 Integrating community pharmacy into urgent and emergency care pathways**

Since 2015 a multi-stage scoping exercise has been undertaken across Kent Surrey and Sussex to investigate community pharmacy involvement in Urgent and Emergency Care (UEC), provide insight into what pharmacists are currently doing to support the UEC agenda and determine what future training requirements would facilitate the optimisation of urgent care management in this setting. The results of this can be seen in the full report here:

[https://www.lasepharmacy.hee.nhs.uk/dyn/\\_assets/\\_folder4/community-pharmacy/hekssurgentcarereportdec2017final.pdf](https://www.lasepharmacy.hee.nhs.uk/dyn/_assets/_folder4/community-pharmacy/hekssurgentcarereportdec2017final.pdf)

Following the report findings, a 3-day programme of training to cover assessment and consultation skills for 120 community pharmacists was procured and ran from January to April 2018. The course was heavily over-subscribed, and subsequently extended to incorporate further participants from across the geography. A full evaluation is currently underway and will be posted on the HEE LaSE Pharmacy website in due course.

### 3.5 Dental Factsheets

The HEE Dental and Pharmacy teams across LaSE have collaborated to produce a series of dental factsheets for community pharmacy. The factsheets are intended to support and refresh knowledge and be used as a learning aid by all patient-facing staff in pharmacy when dealing with common dental presentations, helping community pharmacy teams to manage urgent dental and oral symptoms and to signpost patients to other services where indicated.

The factsheets can be viewed online or downloaded either individually or as a complete set and printed out for use. Further details here: <https://www.lasepharmacy.hee.nhs.uk/primary-care/dental-factsheets/>

### 3.6 Pharmacists within urgent care centres

*“Improving A&E services and performance is a core priority in the NHS and ensuring we have properly staffed emergency departments is central to this. We know we need more clinical staff, both senior decision-makers and those making up the broader clinical workforce, to address the significant pressure on our emergency departments. For the first time, NHS England, NHS Improvement, Health Education England and Royal College of Emergency Medicine have come together to develop a plan to address the shortages we face and ensure we have sustainable staffing in our emergency departments.” Securing the future workforce for emergency departments in England (2017)*

Work has continued this year to pilot the use of pharmacists trained as advanced clinical practitioners within urgent and emergency care centres across the region. The initial pilot which began in September 2016 has been extended and is further supported by recommendations from Securing the future workforce for emergency departments in England, jointly published by NHS England (NHSE), NHS Improvement (NHSI), Health Education England (HEE) and the Royal College of Emergency Medicine (RCEM) in October 2017.

The document outlines two key roles for pharmacists in urgent and emergency care which are described in Table 1:

**Table 1 Two key roles for pharmacists in urgent and emergency care**

Pharmacist Practitioner	<ul style="list-style-type: none"> <li>➤ Undertaking medicines-focused duties such as pre-discharge medicines optimisation, medicines reconciliation and prescribing.</li> <li>➤ Optimising the use of medicines on admission to emergency and acute care.</li> <li>➤ Supporting medicine reconciliation pre-discharge of acutely ill patients.</li> <li>➤ Will normally be an independent prescriber.</li> </ul>
Advanced Clinical Practitioner	<p>Advanced clinical practice is delivered by experienced, registered health and care practitioners. It is a level of practice characterised by a high degree of autonomy and complex decision making. This is underpinned by a master’s level award or equivalent that encompasses the four pillars of clinical practice, leadership and management, education and research, with demonstration of core capabilities and area specific clinical competence. Advanced clinical practice embodies the ability to manage clinical care in partnership with individuals, families and carers. It includes the analysis and synthesis of complex problems across a range of settings, enabling innovative solutions to enhance people’s experience and improve outcomes.</p>

2017 also saw the introduction of the *Multi-professional Framework for Advanced Clinical Practice in England*, published by Health Education England in November 2017. This details the requirements of an advanced clinical practitioner, irrespective of their base profession. In October 2017 The Royal College of Emergency Medicine updated their curriculum for advanced clinical practice to include allied health professionals as eligible to use the Emergency Care Advanced Clinical Practice Framework. Allied healthcare professionals will be considered for eligibility to credential as an Emergency Care Advanced Clinical Practitioner with the Royal College of Emergency Medicine in the future.

The pilot builds upon the outcomes of earlier projects exploring the potential impact of pharmacists working in Emergency Departments undertaken by Health Education England (HEE) West Midlands. It was determined that pharmacists with enhanced clinical skills could manage 37% of patients attending with minor illness and minor injuries.

The aims of the pilot are to:

- Determine whether following a structured pathway of clinical skills and diagnostic training the pharmacist practitioner has gained sufficient skills to confidently and competently practice at an enhanced clinical level managing patients within defined clinical groups.
- Evidence through direct patient contact whether clinically trained pharmacists can have a positive impact on patient flow in an urgent care setting as an integrated workforce model.
- Evidence the sustainability of clinically enhanced pharmacists in future workforce planning and justify implementation of new roles into core business
- Continue to develop an evidence base for proposing the training and development of advanced clinical pharmacists in urgent and acute care practising as part of a multi-skilled, multi-disciplinary workforce.
- Evidence the suitability of the advanced practice pathway as a training model for future development of clinical pharmacists.
- Evidence the sustainability of clinically enhanced pharmacists in future workforce planning and justify implementation of new roles into core business.

There are now six pilot sites across the region;

1. Barking, Havering and Redbridge University Hospitals NHS Trust
2. Whittington Health NHS Trust
3. Medway NHS Foundation Trust
4. St George's Healthcare NHS Trust
5. Darent Valley Hospital (Dartford and Gravesham NHS Trust)
6. Chase Farm/Barnet Hospitals (Royal Free NHS Trust)

Each site has three trainee advanced clinical practitioners in post, with the exception of Darent Valley who have two as this meets their operational needs (they have an existing band 8a pharmacist in post).

Whilst working on site each trainee will undertake the 18 month postgraduate diploma in Advanced Clinical Practice with one of our partner Higher Academic Institutions. Learning has been aligned to the Multiprofessional framework for advanced clinical practice in England (HEE) and Advanced Care Practitioners Curriculum (RCEM). In addition, clinical supervision is provided by allocated medical practitioners and educational supervision provided by an experience pharmacist mentor at each site.

## Evaluation

An independently evaluation by the University of East Anglia with researcher support from Medway School of Pharmacy concluded in March this year. The conclusions and recommendations will be published in a peer-reviewed journal later this year. Work has also been disseminated an regional, national and international conferences.

Key outcomes from the evaluation include:

- Trainee advanced clinical practitioners and urgent care centre staff were supportive of the training of pharmacists as advanced clinical practitioners but felt an identified role upon qualification lacked clarity.
- Employers should recognise that pharmacists from traditional pharmacy roles lack some of the basic skills already held by other members of the multidisciplinary team e.g. obtaining observations, administering medicines etc.
- Multi-professional learning within the department has improved support offered to trainee advanced clinical practitioners and their training needs.
- Evaluation will continue in 2018 with Aston University.

## Induction

Through feedback and evaluation, it has been identified that a robust induction is required for pharmacists moving into advanced clinical practitioner roles. This is due to the traditional role of the pharmacist having little physical patient contact, and a lack of skills to carry out clinical procedures. An 8-week induction has been planned for the 2018 cohort of pharmacists, the contents of which has been co-produced by existing trainees, clinical supervisors and Health Education England. The induction will include:

- Hospital and ED induction
- Immediate Life Support (Adult) and Basic Life Support (Child)
- Venepuncture and cannulation
- Obtaining a 12-lead ECG
- Medicines Administration
- A week-long introduction to patient assessment, including; x-ray interpretation, biochemistry and the management of common clinical emergencies
- Having challenging/difficult discussions
- Patient observations
- Documentation of consultations

As well as providing a robust introduction to new way of working in a different environment, the aim of the induction is to create an induction manual with learning outcomes to share with Trusts who wish to establish pharmacist advanced clinical practitioner training programmes.

### **Creation of an online support toolkit**

There has been great interest in this work from Trusts and primary care providers across the region. To support them to create advanced clinical practice posts, a toolkit will be launched in the last quarter of 2018. The toolkit will contain the following outputs of this pilot to date:

- A 'how to' guide outlining key considerations for employing pharmacists as advanced clinical practitioners and the suggested processes that should be followed
- Signpost to the Multiprofessional framework for advanced clinical practice in England (Health Education England)
- Job descriptions for pharmacy practitioner and advanced clinical practitioner roles
- Recruitment information: how to run an assessment centre for trainee Advanced Clinical Practitioners (tACPs) sample situational judgement test, sample OSCE scenario, sample interview questions
- Induction Handbook
- Trainee advanced clinical practitioner survival guide: written by students, for students
- Support for revalidation for trainee and established advanced clinical practitioners

The pilot will conclude in March 2020.

## **3.7 Foundation Pharmacist Vocational Training Schemes**

There is a need for change in Foundation Pharmacist training models across England driven by:

- The development of new models of care, where a more integrated system delivers care that is designed around the need of patients, rather than historic systems of care.
- The need to develop a more flexible workforce that understands the different systems of care and is prepared to work across traditional boundaries
- The need to develop trainees for advanced roles that include essential skills such as independent prescribing and assessment skills

Principles that should underpin future foundation pharmacist training were set out at a regional event in July 2016. These highlighted the need for a vocational programme with robust educational supervision and exposure to different sectors of practice. Following on from that HEE LaSE Pharmacy is supporting three Vocational Training Scheme's (VTS):

- South East London Foundation Pharmacist Vocational Training Scheme

- East Sussex Better Together Foundation to Advance Vocational Training Scheme (to start in 2018)
- North Central London Foundation Pharmacist Vocational Training Scheme (to start in 2018)

Trainees in each of the schemes rotate around the different sectors, creating a work-based portfolio that includes Supervised Learning Events (also known as workplace-based assessments). All the programmes are underpinned by the Royal Pharmaceutical Society Foundation Pharmacist Framework.

### **3.8 Pharmacy Teams in Mental Health**

In July 2017 “Stepping forward to 2020/21: The mental health workforce plan for England” was published. Its purpose was to offer a workforce plan to help local systems deliver the Five Year Forward View for Mental Health to 2021 (MHFYFV). It highlighted the key goals of the government’s significant investment in mental health:

- Improved access to services at an earlier stage
- Services accessible at the right time
- Services delivered in a more integrated way
- Embedding mental health services into the NHS

An opportunity exists for the pharmacy workforce to contribute to achieving these goals. There are opportunities to find new ways of working, to upskill staff to carry out new roles and to create new, advanced roles for pharmacy staff.

To support this HEE’S Clinical Fellow for Pharmacy and LaSE Pharmacy staff worked with the London Mental Health Chief Pharmacist’s network to produce a briefing paper setting out the ways in which pharmacy staff can contribute to the 7 priority areas, particularly taking into account options for skill mix review which contribute to wider workforce transformation. This paper is currently being utilised locally to inform and shape discussions and plans at a local level.

## 4 Create the safest, highest quality health and care services

The quality management of commissioned training places is managed by the Health Education England London and South East Quality and Regulation Team. The Pharmacy Team works closely in partnership with the Quality Team with Pharmacy providing professional expertise and leadership.

In 2017/18 work continued to undertake baseline Quality visits to Pharmacy Departments in all London NHS trusts employing pre-registration pharmacy trainees.

An annual regional Quality Review Day was held in November 2017 in which there was a significant focus on sharing good practice including how to make best use of a range of formative workplace assessments. There was also a workshop on writing a workforce and education strategy.

### 4.1 Quality Visits and Reporting

#### 4.1.1. Quality Visits

The priority in 2017/18 was to undertake baseline quality visits to hospital pharmacy departments in London. The target is for all baseline visits to be complete by September 2018. In addition, routine and developmental visits continued across Kent Surrey and Sussex and Hampshire. Trusts visited in 2017/18 are as follows:

- Barts Health NHS Trust
- Chelsea and Westminster Hospitals NHS Foundation Trust
- Maidstone and Tunbridge Wells NHS Trust
- Kingston Hospitals NHS Foundation Trust
- Portsmouth Hospitals NHS Trust
- Royal National Orthopaedic Hospital NHS Trust
- Royal Free London NHS Foundation Trust
- Medway NHS Foundation Trust
- Homerton University Hospital NHS Foundation Trust
- Great Ormond Street Hospital for Children NHS Foundation Trust

As a result of concerns regarding current capacity to train at Medway NHS Foundation Trust, pre-registration pharmacist training was suspended from the trust for the 2017/18 and 2018/19 intakes. There will be a further review during 2018/19 with a view to reinstating trainees in 2019/20.

## 4.2 Trainee Voice and Educational Support

### 4.2.1 Trainee Feedback

As part of our quality management processes; all commissioned preregistration trainees were invited to take part in an end of year survey. The total number of responses received for both trainee groups was 426 (100%) broken down as follows: Pre-registration Trainee Pharmacists 267; 1st year Pre-registration Trainee Pharmacy Technicians 84; 2<sup>nd</sup> year Pre-registration Trainee Pharmacy Technicians 75. The same survey was used for each trainee group and included questions about specific rotations during their training year. Feedback on the rotations was shared with the employing organisation when there were three or more trainees. In addition, an anonymous spread sheet with 20 metrics was produced reflecting key areas of training that organisations can use for benchmarking themselves against others.

The surveys indicated that the majority of trainees 86% (n=426) would recommend training in their base hospital to future preregistration trainees. Regarding the trainee educational supervisor, 80% felt supported by their ES (within this 22% (n=340) saying that they were exceptionally supported) and a further 18% felt they were “somewhat” supported with only 2% that felt that they were not supported. There were a range of comments on educational supervision and support to trainees. The majority of these were extremely positive.

Foundation Pharmacists (Kent, Surrey Sussex only) were also invited to take part in a survey. The total number of responses received was 53. The survey included a Likert scale to indicate how likely the trainee would be to recommend the programme to a friend or colleague with 0 being not likely and 10 being extremely likely. The majority of trainees 80% (n=52) scored this question >6 indicating that they would recommend the programme and a further 10% scoring 5 indicating a neutral opinion.

### 4.2.2 Trainees Requiring Additional Support (TRAS)

HEE LaSE Pharmacy produces guidance to support Trainees Requiring Additional Support (TRAS) with the tools and processes for identification, reporting and management. This includes specific triggers and boundaries for reporting, for example a pre-registration pharmacist not being signed off at their 13-week appraisal. Additionally, the guide contains the formal processes for educational review and intervention from HEE LaSE Pharmacy.

During the 2017/18 period, 17 Foundation Pharmacists, 29 pre-registration pharmacists, 12 first year and 25 second year pre-registration pharmacy technicians were managed using this supportive process.

The Professional Support Unit (PSU) run by HEE in London, Kent, Surrey and Sussex is accessible to all pharmacy trainees and is signposted within the TRAS Reference Guide. The PSU provides a range of services including: specialist careers advice, coaching and an Individual Support Team (IST) for trainees whose clinical performance is causing concern to themselves or others.

## 5 Building the workforce for the future: pre-registration trainees

### 5.1 Pre-registration Trainee Pharmacist Training

Unlike other health professions, the pharmacy undergraduate degree programme is funded through the Higher Education Funding Council (HEFCE) and therefore is not linked to NHS workforce planning. At present, the rate-limiting step between completion of a pharmacy degree and registration as a pharmacist is completion of a pre-registration year in practice. This is primarily achieved through one of two routes – NHS employed programmes funded by Health Education England or community pharmacy programmes funded by NHS England.

This report deals only with HEE funded training programmes.

#### 5.1.1 Outcomes of Pre-registration Trainee Pharmacist Intake 2016-2017

##### 5.1.1.1 Commissioning reports

242 FTE pre-registration pharmacist training places (245 trainees) were commissioned for the academic training year 2016-2017; 45 in Kent, Surrey & Sussex (KSS), 57 in North West London, 73 in North Central and East London and 67 in South London. Further details are shown in Table 2.

**Table 2 Pre-registration trainee pharmacist commissions and exam results 2016-2017**

	KSS	NWL	NCEL	SL
No of commissions 2016/17 in FTE	45	57	73	67
Number of trainees in training (people)	44	56	76	67
Number sitting June 2017 registration assessment	42	51	74	60
Number passing June 2017 registration assessment	39	44	69	56
Number sitting Sept 2017 assessment as a resit	3	7	5	4
Number sitting Sept 2017 assessment for 1 <sup>st</sup> time	2	4	2	6

	KSS	NWL	NCEL	SL
Number passing Sept 2017 assessment	3	9	6	9
Number failing Sept 2017 assessment	2	2	1	1
Overall pass rate	42/44 (95%)	53/55 (96%)	75/76 (99%)	65/66 (98%)
Number of trainees eligible to register	*42/44 (95%)	*53/55 (96%)	*75/76 (99%)	*65/66 (98%)

One trainee in KSS failed final exams and could not commence training.

Two trainees in NWL did not commence training; one due to personal circumstances and one due to failing final exams.

Three trusts within NCEL had 6-month split posts with industry and community pharmacy, these trusts are as follows, trainee numbers were therefore higher than commissions.

- Barts Heath NHS Trust - two trainees do 6 months at Glaxo Smith Kline
- North Middlesex University Hospitals NHS Trust - two trainees do 6 months at Glaxo Smith Kline
- East London NHS Foundation Trust – two trainees do 6 months at Day Lewis Pharmacy.

One trainee from North West London did not sit the registration assessment in June or September 2017 as they were not eligible to enter either registration assessment, due to unsatisfactory progress.

One trainee from South London did not sit the registration assessment in June or September 2017 as they were not eligible to enter either registration assessment, due to unsatisfactory progress.

### **Trainees unsuccessful in the GPhC registration assessment**

Two trainees in Kent, Surrey and Sussex were unsuccessful in both the June and September 2017 GPhC registration assessments.

Two trainees in North West London, who were late starters, sat their GPhC registration assessment in September 2017 as the first attempt; both trainees were unsuccessful in this attempt.

One trainee in North, Central and East London was unsuccessful in both the June and September 2017 GPhC registration assessments.

One trainee in South London was unsuccessful in both the June and September 2017 GPhC registration assessments.

#### 5.1.1.2 NHS Retention and First Destination Employment for Pre-registration Trainee Pharmacists

NHS retention for 2016-2017 pre-registration trainee pharmacists that are now registered is shown below in Table 2 with first destination data as at October 2017 is shown in Table 3.

**Table 3 NHS retention**

<b>NHS Retention</b>	<b>KSS</b>	<b>NWL</b>	<b>NCEL</b>	<b>SL</b>
Number staying in training site	38.1%	28.3%	25.3%	33.8%
Total number staying within local office area	57.1%	43.4%	42.7%	44.6%
Total number staying within NHS	71.4%	54.7%	54.7%	52.3%

**Table 4 First destination, as at October 2017, employment for pre-registration trainee pharmacists**

The 2016-2017 data below was collated nationally by the NHS Pharmacy Education and Development Committee.

Destination	KSS Number/42 (%)	NWL Number/53 (%)	NCEL Number/75 (%)	SL Number/65 (%)	National Number/663 (%)
NHS Hospital	30 (71.4 %)	29 (54.7%)	41 (54.7%)	34 (52.3%)	457 (68.9%)
Bank post or short term fixed contract in hospital	6 (14.3%)	15 (28.3%)	6 (8%)	17 (26.2%)	53 (8%)
Community Pharmacy	-	-	-	-	7 (1.1%)
Locum (any sector)	1 (2.4%)	2 (3.8%)	3 (4.0%)	1 (1.5%)	22 (3.3%)
Another field of pharmacy*	-	-	4 (5.3%)	2 (3.1%)	14 (2.1%)
Alternative career and other study (including Medicine)**	-	1 (1.9%)	2 (2.7%)	1 (1.5%)	9 (1.4%)
Postgraduate research	-	-	1 (1.3%)	-	9 (1.4%)
Travelling	4 (9.5%)	-	5 (6.7%)	5 (7.7%)	27 (4.1%)
Other including permanent move out of country and employment break***	1 (2.4%)	2 (3.8%)	9 (12.0%)	3 (4.6%)	23 (3.5%)
No post at present or lost to follow up****	-	4 (7.5%)	4 (5.3%)	2 (3.1%)	42 (6.4%)

\*Six trainees joined the Pharmaceutical Industry.

\*\*Three trainees went on to studying medicine, one became a currency trader and one joined a healthcare consultancy company

\*\*\*Five trainees left the country; nine trainees undertook unspecified further education and one trainee took a career break

\*\*\*\*Nine trainees were still looking for hospital pharmacist jobs and one trainee was lost to follow up

## 5.1.2 Mid-point Review of Pre-registration Trainee Pharmacist Intake 2017- 2018

### 5.1.2.1 Commissioning data

247 FTE pre-registration trainee pharmacist training places were commissioned; 46 in Kent, Surrey and Sussex, 57 in North West London, 76 in North Central and East London and 68 in South London.

**Table 5 Pre-registration trainee pharmacist commissions 2017-2018**

	KSS	NWL	NCEL	SL
No of trainees commissioned* to commence training August 2017	46	57	76	*68
Number in training	45	56	79**	68
Number of trainees not commenced training	-	1	-	1
In year attrition	1	-	-	-

\*This includes one commission in South London which was rolled over from 2016-2017.

Four trusts within London have 6-month split posts with industry and community pharmacy, these trusts are as follows, trainee numbers are therefore higher than commissions\*\*.

- Guy's and St Thomas' NHS Foundation Trust – two trainees do 6 months at Glaxo Smith Kline
- Barts Heath NHS Trust - two trainees do 6 months at Glaxo Smith Kline
- North Middlesex University Hospitals NHS Trust - two trainees do 6 months at Glaxo Smith Kline
- East London NHS Foundation Trust – two trainees do 6 months at Day Lewis Pharmacy.

One trainee at Frimley Health NHS Trust resigned from the programme during the training year.

Two trainees did not commence training due to failing university exams and being required to retake their final year.

### 5.1.2.2 Pre-registration Trainee Pharmacist regional programme for the 2017-18 cohort

Trainees' workplace learning was supplemented during the 2017-2018 pre-registration year by a regional programme of courses. This programme was complemented by an e-learning platform

providing activities including calculations and registration assessment style questions and signposting to appropriate resources.

A regional handbook was provided for trainees, EPDs and ESs which included mandatory and optional rotations including learning outcomes for each (local curriculum). Regular update bulletins were provided for trainees during the year.

All trainees undertook a mock registration assessment administered at their training base.

Trainees unsuccessful in the June 2017 GPhC registration assessment and those sitting the September 2017 assessment for the first time, were provided with a registration assessment support day in August 2017.

A pre-registration programme board including representation from Educational Programme Directors, Chief Pharmacists and trainees from across the region met three times during 2016-2017 with the purpose of shaping future regional pre-registration training.

### **Formative assessments: Objective Structured Clinical Examination (OSCEs) and the Prescribing Safety Assessment (PSA)**

Practice OSCEs were provided to trusts in October 2017 which could be used as a baseline formative assessment.

A larger and more complex formative OSCE was facilitated by the regional pharmacy team in February 2018 to inform the trainee's clinical training plan and provide feedback for 39-week appraisals.

72% of trainees passed 7 or more of the 11 OSCE stations. Trainees performed well in-patient counselling, over-the-counter pharmacy-only medication provision and antibiotic stewardship stations. Trainees generally did not do as well in guideline-based stations and TTA/TTO screening stations.

Telephone feedback was provided by the regional team to provide more in-depth feedback to trainees; this was mandatory if the trainee passed 40% or less of the OSCE stations. Common themes from the feedback were collated and made available to all trainees to ensure rich feedback was shared with the whole cohort.

The Prescribing Safety Assessment (PSA) is a formative assessment in medicine and since 2016, there is a requirement for junior doctors to pass it in order to progress through foundation training. For two years, HEE ran a national pilot in fourth year MPharm students and pre-registration trainee pharmacists assessing baseline prescribing knowledge through the PSA, with the intention of informing future discussions about curriculum and preparedness for prescribing roles and capability to review and advise on de-prescribing.

The pilots revealed that pre-registration trainee pharmacists performed better in the PSA than MPharm students and was a useful exercise in preparing trainees for the GPhC registration assessment.

The pilot was extended in 2017 to consider whether the PSA is a helpful formative tool in supporting the GPhC progress review at 39 weeks and to compare performance in the PSA and GPhC registration assessment.

In March 2018, two hundred and forty-four pre-registration trainee pharmacists across the region sat the PSA at two medical schools, one in Sussex and the other in London. This compared with forty-five hospital trainees sitting the PSA in May 2017, numbers being limited by a lack of suitable IT suites and associated facilities.

Sixty-five (73.36%) pre-registration trainee pharmacists passed the assessment in 2018, compared to a national pass rate of 60.0%. The mean score for LaSE trainees was 65.71% with scores ranging from 30-92%. This compared with a local pass rate of 51.1% in 2017 against a national pass rate of 62.0%. The mean percentage score for LaSE trainees in 2017 was 61.44% and the range was 32-82%.

Loss of access to the PSA server occurred during the sitting of the PSA at one of the locations in 2018 and this may have affected the scores achieved by trainees. However, of the 38 pre-registration pharmacists who sat the PSA at this location, the pass rate was higher than that achieved at the other location, despite the server issues.

Of the forty-five trainees who sat the PSA in 2017, four did not sit the GPhC registration assessment in June 2017. Of the remaining forty-one trainees, thirty-nine passed the assessment and two failed. The PSA scores for those who failed the June sitting were 32% and 57%.

The University of Sunderland produced a report on behalf of HEE for the 2017 pilot. The full report is available via the following link:

[https://www.lasepharmacy.hee.nhs.uk/dyn/\\_assets/\\_folder4/advanced-practice/independent-prescribing/psa-reports/psapharmacyreport2017.pdf](https://www.lasepharmacy.hee.nhs.uk/dyn/_assets/_folder4/advanced-practice/independent-prescribing/psa-reports/psapharmacyreport2017.pdf)

### 5.1.3 Pre-registration Trainee Pharmacist Commissions 2018 - 2019

#### 5.1.3.1 Commissioning data

Pre-registration trainee pharmacists are recruited in September of the preceding commissioning year. For London, Kent, Surrey and Sussex, 247 pre-registration pharmacist training places were commissioned for the 2018-2019 training year; 44 in Kent, Surrey & Sussex, 61 in North West London, 74 in North Central and East London and 68 in South London.

**Table 6 Pre-registration trainee pharmacist commissions 2018 – 2019**

	KSS	NWL	NCEL	SL
No of trainees commissioned to commence training in 2018-2019	44	61	74	68

#### 5.1.3.2 Marketing and Promoting Pre-registration Training

A regional open day was held in central London on 15<sup>th</sup> June 2017 for pharmacy undergraduates interested in pre-registration training opportunities in hospitals and community pharmacies across London, Kent, Surrey and Sussex. 404 students registered to attend the event from a wide variety of schools of pharmacy.

The event took place before the new national pre-registration pharmacist recruitment scheme (see section 2.2.2) supported by the Oriol IT platform opened for applications. Students were encouraged to visit all employer stands to find out as much information as possible to assist them with the preferencing part of their application, whereby they were required to state their preference for the pre-registration programmes advertised as part of the scheme.

Printed booklets containing details of the pre-registration programmes, in both hospital and community pharmacy available to applicants, were made available to pharmacy undergraduates to support the launch of the new national recruitment scheme. Four separate booklets were produced, one for each of the HEE local offices within the region.

### **5.1.3.3 Recruitment into London, Kent, Surrey and Sussex posts**

A new national pre-registration pharmacist recruitment scheme supported by the Oriol IT platform was introduced by HEE in 2017 for the 2018-2019 training year.

All HEE commissioned pre-registration trainee pharmacist posts nationally were recruited into via this scheme, with 247 trainees being recruited into NHS trusts across the region. All posts were filled without the need for a clearing round.

Applicants attended one of seven national selection centres where they completed situational judgement and numeracy tests and multiple mini interviews. Stewart House in London acted as the selection centre within the region. NHS employers provided pharmacy staff as interview panellists in order to interview in excess of 700 applicants in London over a one-week period in September 2017.

More information about the national recruitment scheme can be found on the [national recruitment web page](#).

### **5.1.4 Pre-registration Trainee Pharmacist Educational Programme Directors (EPD) and Educational Supervisors (ESs) 2017-18**

#### **5.1.4.1 Pre-registration Trainee Pharmacist Educational Leads Network**

A regional pre-registration trainee pharmacist education leads network for EPDs and ESs across London and the South East was set up in 2016-2017, with events being held in February and June 2017.

The February 2017 event provided an opportunity for leads to network, share good practice and discuss challenges in the workplace relating to pre-registration training plus receive updates on the role of HEE and take part in a stakeholder engagement workshop aimed at moving towards one regional programme from 2017-2018 onwards. 47 stakeholders attended this event.

The June 2017 event attended by 48 stakeholders included an update from the GPhC on revalidation, aspects of the trainee requiring additional support process, HEE quality visits from a stakeholder's perspective and workplace-based assessments for pre-registration trainee pharmacists.

#### **5.1.4.2 Training for Pre-Registration Pharmacist Educational Supervisors**

**(June 2017 – February 2018)**

A new flexible online Educational Supervisor training programme was introduced that maps to the GPhC guidance on tutoring. The programme has a 2-monthly rolling enrolment, providing continuous support throughout the year.

The Educational Supervisor training programme consists of:

1) Completion of five online modules delivered by the Pharmacy Training Company (PTC).

These modules cover:

- **The Training programme:** preparing educational supervisors for the pre-registration training year, providing information on the organisation and regulation of the training year and guiding them through the registration assessment and end of year procedures.
- **Being a Professional Role Model:** Providing guidance on the expectations of the GPhC, familiarising with the role of the educational supervisor including key attributes and providing a link with continuing professional development opportunities with practice as an educational supervisor.
- **Assessing Performance:** Linking the assessment of the trainee with GPhC performance standards and learning outcomes, providing guidance on undertaking assessment of trainee's evidence of competency and preparing the educational supervisor to conduct a good quality appraisal.
- **Giving Feedback:** Providing different models for giving good quality feedback, learning the differences between coaching and mentoring and how these can be used to develop the trainee and to begin to develop a basic understanding of the principals of leadership.
- **Supporting Learners:** Providing support resources to help support a trainee and apply GPhC standards and frameworks to manage training problems as well as developing a structured approach to decision making and a structured approach to resolving problems with a trainee requiring additional support.

2) Completion of five assessed practice activities to provide educational supervisors with the tools and the opportunity to apply their learning into practice. Application into practice is supported through a virtual community of educational supervisors, providing an environment for networking and sharing of good practice.

A total of 184 pre-registration pharmacist educational supervisors have accessed the training programme across 4 cohorts, with a further cohort starting in March 2018.

## 5.2 Pre-registration Trainee Pharmacy Technicians (PTPTs)

### 5.2.1 Pre-registration Trainee Pharmacy Technician Education from 1<sup>st</sup> September 2017

Education provision for the Diploma in Pharmaceutical Science and Diploma in Pharmacy Services is delivered via 3-year contracts with the following two providers

- Bradford College
  - Bradford delivers its theoretical learning (academic part – underpinning knowledge) by virtual classrooms, trainees log on to a PC and join a virtual classroom
- Westminster Kingsway College
  - WKC deliver the theoretical learning in the traditional attend college one day a week.

Both providers offer peripatetic assessment for the NVQ element of the training programme to organisations. This has provided efficiencies and as a result, several NHS trusts have increased their PTPT commissions for September 2018. The option of maintaining organisations with delivering their own in-house NVQ assessment has remained.

### 5.2.2 Outcomes of Pre-registration Trainee Pharmacy Technicians 2015 – 2017 (London, Kent, Surrey and Sussex and Hampshire and Isle of Wight)

#### 5.2.2.1 Commissioning data

Table 9 shows the number of pre-registration trainee pharmacy technicians who were commissioned to commence training in 2015.

**Table 9 Pre-registration Trainee Pharmacy Technician commissions 2015-2017**

	KSS	NWL	NCEL	SL	H&IOW
No. of 1st year commissions 2015	33	No data	No data	No data	16
No of places filled	32	14	25	24	15
Withdrew prior to commencement	1	-	-	-	-
Attrition (%) in first year	1	1	2	2	1
Attrition (%) in second year	3	-	-	1	1
Number completed by March 2017 (ie staggered start and finish)	-	2	3	4	-
Number qualifying by August 2017	27	11	20	17	13

**KSS commissions**

One trainee at Surrey and Sussex Healthcare NHS Trust withdrew prior to commencing training, this commission was subsequently offered to East Sussex Healthcare NHS Trust

East Sussex Healthcare NHS Trust were offered one commission in the 2015-17 cohort but delayed recruitment until December 2015 and subsequently recruited two trainees who started their programme in April 2016 and are now included in the 2016-18 commissioning timetable for reporting.

One trainee at Royal Surrey County NHS Trust resigned in the first year; one resigned in the second year.

One trainee at Western Sussex NHS Foundation Trust resigned in the second year.

One trainee at Maidstone and Tunbridge Wells NHS Trust resigned in the second year.

**H&IOW commissions**

Hampshire Hospitals NHS Foundation Trusts were offered four commissions but recruited to three.

One trainee at Portsmouth Hospitals NHS Trust resigned in the first year.

One trainee at Southampton University Hospitals NHS Foundation Trust left due to ill health in the second year.

### **NCEL commissions**

One trainee at Barts Health NHS Trust and one trainee at Royal Free London NHS Foundation Trust resigned in the first year

### **NWL Commissions**

One trainee at London North West Healthcare NHS Trust resigned in the first year.

### **SL commissions**

Two trainees at Lewisham and Greenwich NHS Trust resigned in the first year.

One trainee at Kings College Hospital NHS Trust resigned in the second year.

### **5.2.2.2 NHS retention and first destination Employment for Qualified Pharmacy Technicians**

NHS retention for the 97 pre-registration trainee pharmacy technicians that are now registered is shown below in Table 10.

**Table 10 NHS Retention**

<b>NHS Retention</b>	<b>LaSE</b>	<b>H&amp;IOW</b>
Number staying in training site	44%	92.3%
Number staying within local office area	16.6%	-
Total Number staying within NHS*	69%	92.3%

\*Includes bank posts

The remaining pharmacy technicians not retained within the NHS were either Non NHS employed 1% n=1; locum 2% n=2; travelling 1% n=1; looking for hospital 14.4% n=14 or not known 9.3% n=9.

### **5.2.3 Progress Review of Pre-registration Trainee Pharmacy Technicians 2016 – 2018**

Table 11 shows the number of pre-registration trainee pharmacy technicians who started training in the financial year 2016-17.

**Table 11 Pre-registration Trainee Pharmacy Technicians commissions 2016 – 2018**

	<b>KSS</b>	<b>NCEL</b>	<b>NWL</b>	<b>SL</b>
No. of 1st year commissions 2016	31	26	10	20
No of places filled	30	25	9	20
Attrition (%) in first year	-	-	-	-
Attrition (%) in second year	3	2	-	-
Trainee not on programme (eg maternity leave)	-	2	-	1
Total number of trainees March 2018	27	21	9	19

**KSS commissions**

One trainee at Brighton and Sussex NHS Trust resigned in the second year

One trainee at Maidstone and Tunbridge Wells NHS Trust resigned in the second year

One trainee at Western Sussex NHS Foundation Trust resigned in the second year

**NCEL commissions**

One trainee at Barts NHS Trust resigned in the second year and one is on maternity leave.

One trainee at University College London NHS Trust resigned in the second year and one is on maternity leave.

**SL commissions**

One trainee at Kings College Hospital NHS Trust is on maternity leave.

**5.2.3 Progress Review of Pre-registration Trainee Pharmacy Technicians 2017 – 2019**

Table 12 shows the number of pre-registration trainee pharmacy technicians who started in the financial year 2017/18.

**Table 12 Pre-registration Trainee Pharmacy Technicians commissions 2017 – 2019**

	<b>KSS</b>	<b>NCEL</b>	<b>NWL</b>	<b>SL</b>
No. of 1st year commissions 2017	36	36	16	26
No of places filled	36	36	16	26
Attrition (%) in first year	-	-	-	2
Number in training	36	36	16	25

### **SL commissions**

One trainee at Croydon Health Services resigned in the first year.

One trainee at South London and Maudsley resigned in the first year.

### **5.2.4 Pre-registration Trainee Pharmacy Technicians Educational Programme Director Support**

HEE LaSE Pharmacy has facilitated two Educational Programme Director (EPD) network days. The network days are led by the EPDs and provide a forum for sharing best practice and promoting the spread of innovation in pharmacy technician training and development. EPD network meetings over the last year have focussed on:

- GPhC Initial Education and Training standards for Pharmacy Technicians
- Developing an Apprenticeship Strategy for Level 2s.
- Support with responding to Workforce Strategy
- Revalidation
- Trainees Requiring Additional Support
- Developing medicines management rotations for PTPTs

33 EPDs attended the November event and 42 attended the March event.

A supplementary event was organised to focus on developing an Apprenticeship Strategy post the introduction of the Levy.

### **5.2.5 Training for Pre-Registration Trainee Pharmacy Technician Educational Supervisors (August 2017 – February 2018)**

The new flexible online Educational Supervisor training programme is designed for 24-hour accessibility on a 2-monthly rolling enrolment, providing continuous support throughout the year.

The Educational Supervisor training programme consists of:

- 1) Completion of three online modules delivered by the Pharmacy Training Company (PTC). These modules cover:
  - **Being a Professional Role Model:** Providing guidance on the expectations of the GPhC, familiarising with the role of the educational supervisor including key attributes and providing a link with continuing professional development opportunities with practice as an educational supervisor.
  - **Giving Feedback:** Providing different models for giving good quality feedback, learning the differences between coaching and mentoring and how these can be used to develop the trainee and to begin to develop a basic understanding of the principals of leadership.
  - **Supporting Learners:** Providing support resources to help support a trainee and apply GPhC standards and frameworks to manage training problems as well as developing a structured approach to decision making and a structured approach to resolving problems with a trainee requiring additional support.
- 2) Completion of three assessed practice activities to provide educational supervisors with the tools and the opportunity to apply their learning into practice. Application into practice is supported through a virtual community of educational supervisors, providing an environment for networking and sharing of good practice.

A total of 43 pre-registration trainee pharmacy technician educational supervisors have accessed the training programme across 4 cohorts, with a further cohort starting in March 2018.

### 5.3 Apprenticeships – Band 1- 4 pathways

Apprenticeships remain a key deliverable within the 2017/2018 Mandate. HEE is tasked to take a strategic approach in embedding the apprenticeship training route into workforce planning in the health and care workforce, and to support NHS organisations to actively consider apprenticeships, either for new recruits or as part of career development for existing staff. In 2016/17, a fixed-term Pharmacy Support Staff Apprenticeship Project Lead was funded to develop a pharmacy support staff apprenticeship strategy that supported an increase in the use of apprenticeships for pharmacy assistant training across London, Kent, Surrey and Sussex.

During 2017/18, a series of bi-monthly stakeholder briefings were produced and circulated to acute and community pharmacy stakeholders, outlining key apprenticeship funding changes and the impact. Within the acute sector, these briefings were circulated to Chief Pharmacist and their

nominated departmental leads and copied to the Trust Apprenticeship Leads to encourage internal relationship building. Two regional stakeholder events were also held.

Other engagement activity included:

- Attendance at Chief Pharmacist network meetings across LaSE, to consult on recommendations for change, report on progress and to address any high-level questions/issues
- Attendance at Local Pharmaceutical Committee meetings across the region – to provide advice and guidance to contractors on utilising apprenticeship funding to support upskilling their pharmacy workforce.

An additional work stream undertaken during 2017 was a pilot project which involved a small cohort of 10 apprentices undertaking their pharmacy assistant training equally split between hospital and community pharmacy settings within Kent Surrey and Sussex. An evaluation was designed alongside this pilot, which aimed to explore this theory and to determine whether the cross-sector model has the potential to improve the training experience and increase understanding of the patient journey across the primary and secondary care interface and is appropriate for inclusion in future training pathways, to support local decision making. Evaluation findings provide valuable insight into the benefits and challenges of employing a cross-sector apprentice with results suggesting that employing apprentices as pharmacy assistants in both community and hospital sectors is a beneficial approach for future. This forms one of several recommendations for future consideration. The full report is due to be published in August 2018.

The fixed term Apprenticeship Project Lead post came to an end in December 2017 and ongoing support for stakeholders in terms of utilising the apprenticeship pathway for Band 1-4 staff moved to business as usual from January 2018.

## 6 Building the workforce for the future: the registered workforce

### 6.1 Safe Prescribing

#### 6.1.1 Independent Prescribing Training across Kent Surrey and Sussex

Three universities are currently contracted to provide Independent Prescribing Training within Kent, Surrey and Sussex:

- University of Brighton
- Medway School of Pharmacy
- University of Nottingham

The number of commissioned places for independent prescribing over the last three years are illustrated in Table 13.

**Table 14 Independent prescribing course commissioned places across Kent, Surrey and Sussex 2015 – 2018**

	Year 1 (Sep 15 – Mar 16)	Year 2 (Apr 16 – Mar 17)	Year 3 (Apr 17 – Mar 18)
Medway School of Pharmacy	20	110*	120
University of Brighton	60	30	60
University of Nottingham	60	60	60
<b>Total number of commissioned places</b>	140	200	240

\* Inclusive of 10 Fast Track places

Year-on-year the number of commissioned places has increased, to match the demand for independent prescribing across the region. This increased demand reflects significant workforce transformation in both primary and acute care across all professions. In addition, the groups of health professionals who can access the courses has also increased over the three years as a result of changing regulation. In 2016/17 the health professionals who accessed the courses included nurses, midwives, podiatrists, physiotherapists, pharmacists, dietitians and radiographers.

### **6.1.2 Clinical Enhanced Pharmacist Independent Prescribing (CEPIP) Programme**

The CEPIP programme, piloted in the West Midlands, provides training in health assessment, diagnostic and clinical examination skills in addition to prescribing. Following scoping of demand and a market engagement event, contracts to provide this training from September 2018 were awarded to Kings College, London and Medway School of Pharmacy.

As an interim arrangement, one cohort of CEPIP was delivered to 21 pharmacists by Keele University in March 2017.

An Advanced Assessment Skills for Non-Medical Practitioners course was also commissioned for 10 current Pharmacist Independent Prescribers from Kings College London.

### **6.1.3 Supporting Prescribing for Junior Doctors: Diagnostic Prescribing Assessment**

There is evidence that significant numbers of errors occur in prescribing in both hospitals and general practice. HEE LaSE Pharmacy and South Thames Foundation School have worked collaboratively to promote, embed and develop the diagnostic prescribing assessment (DPA) for Foundation doctors. The DPA enables trusts to identify and target where additional training and support is most needed. The assessment has been in place since 2012 focusing on the foundation doctor workforce.

The multidisciplinary Prescribing Assessment Group (PAG) refined the Foundation Doctors diagnostic prescribing assessment and increased the question pool. The assessment currently consists of 5 scenario based written prescribing questions. The written assessment was undertaken by 646 foundation doctors in all 11 Trusts in KSS and 5 Trusts from South London. Fifteen trusts undertook the assessment on paper charts and one Trust undertook the assessment using an electronic prescribing system. An online MCQ test was available to all STFS trainees in 2017 via the SCRIPT system.

As in previous years, the assessment was for formative purposes; therefore, a pass mark was not set. In 2017, 332 doctors (51.4%) made at least one serious error in the DPA. About a quarter (22%) of serious errors in 2017 occurred in relation to venous thromboembolism/bone prescribing, which is similar to 2016 (23.1%). Whenever an error was made the doctor would be provided with learning points and directed to the relevant online module on the [SCRIPT prescribing package](#).

Feedback obtained from candidates after the assessment highlighted a lack of confidence in prescribing medication in infusions. The majority felt that the assessment was appropriately challenging.

## 6.2 Pharmacy Accreditations and Courses

HEE LaSE Pharmacy manages a range of accreditations, which contribute to service development and enhanced roles performed by pharmacy staff. These programmes are:

- Final Check of Dispensed Items - Accuracy Checking Pharmacy Technicians (ACPT)
- Pre and In Process Checking in Technical Services (PIPC)
- Medicines Optimisation Programme (MOP)
- Practice Supervisor (PS)

All programmes meet the requirements stipulated in their respective National frameworks and/or Skills for Health National Occupational Standards.

Traditionally HEE LaSE has managed and delivered accreditations but the strategic intent is to move from a provision to commissioning function.

The Centre for Pharmacy Postgraduate Education (CPPE) was commissioned to deliver the ACPT course from September 2017 onwards. Prior to this the pre-existing interim training arrangements continued for the delivery of services for pharmacy technicians across London and the South East

HEE LaSE commissioned University Southampton Hospitals NHS Foundation Trust (USFHT) to deliver the PIPC accreditation for up to ten trainees. The scheme does not accredit staff to undertake the “final release check” as this remains the responsibility of the Authorised Pharmacist. It is open to pharmacy technicians and Senior Pharmacy Support workers with relevant experience in aseptics.

The Medicines Optimisation Programme replaced the former regional medicines management accreditations and aims to develop pharmacy assistants, 2nd year pre-registration trainee pharmacy technicians and pharmacy technicians to work competently within local services. It is designed to have a positive impact on patient care and safety by preventing, detecting and addressing medicines related problems, to achieve the optimum use of medicines and ensure patient focused care.

The programme consists of two courses, Patient Own Drugs (PODs) and Transcribing for Supply; open to pharmacy assistants, pre-registration trainee pharmacy technicians (PTPTs) and pharmacy technicians and the Medicines Reconciliation course which is open to 2<sup>nd</sup> year PTPTs and pharmacy technicians only.

### 6.2.1 Accuracy Check of Dispensed Items – Accuracy Checking Pharmacy Technicians (ACPT)

Training for the ACPT Scheme was delivered locally within Kent, Surrey and Sussex until September 2017 using regional 'Clusters' to minimise disruption to service delivery.

Cluster arrangements were in place for Kent, Surrey, Sussex and Hampshire, Isle of Wight and Guys' and St Thomas NHS Foundation Trust (GSTFT). Previously assessments were rotated around the region with Clusters hosting it on a rotational basis. The organisation, quality management and management of the assessment remained a HEE LaSE Pharmacy responsibility. From September 2016 to July 2017 onwards HEE LaSE pharmacy organised and delivered all aspects of the assessment.

**Table 15 Numbers of ACPT Trainees trained in-house within KSS and H&IOW**

	Trained during April/May 2017
Kent and Medway	11
East Sussex	3
West Sussex	15
Surrey	2
Hampshire & Isle of Wight	5
Guy's & St Thomas'	36
<b>Total</b>	<b>72</b>

In London, the ACPT scheme was delivered centrally by HEE LaSE over one and a half study days with local support given within the workplace. Four ACPT assessments were taken by 90 candidates.

**Table 16 Numbers of ACPT Trainees trained via regional delivery with London**

	Trained during April/May 2017
North West London	11
North Central and East London	26
South London	10
<b>Total</b>	<b>47</b>

From 1<sup>st</sup> September 2017 onwards, all ACPT training was provided by CPPE. Training is completed on-line with checking activities completed within the workplace. Summative assessment is completed both on-line and within the workplace.

**Table 17 Numbers of ACPT participants trained by commissioned provider (CPPE)**

	Trained during September 2017 - March 2018	
	Primary Care	Secondary Care
North West London	0	9
North Central and East London	1	19
South London	5	5
KSS	3	21
<b>Total</b>	<b>18</b>	<b>54</b>

### 6.2.2 Pre & In Process Checking Technical Services (PIPC)

The number of staff undertaking the USFHT PIPC programme is shown in the table below

**Table 18 Numbers of PIPC participants trained by commissioned provider (USFHT)**

	Trained during April 2017 - March 2018
Kent, Surrey and Sussex	5
North West London	0
North Central and East London	0
South London	0
<b>Total</b>	<b>5</b>

### 6.2.3 Medicines Optimisation Programme (MOP)

The numbers of staff undertaking MOP courses is shown below:

**Table 19 Numbers of participants registered on the MOP Programme by course**

	Trained during April 2017 - March 2018					
	PODs only	PODs & Transcription for supply	MR only	MR & Transcription for supply	All three modules	Total No. registered onto the MOP
KSS	1	43	3	7	33	87
NWL	0	2	2	3	22	29
NCEL	0	14	1	2	28	45
SL	0	1	1	2	15	19
<b>Total</b>	<b>1</b>	<b>60</b>	<b>7</b>	<b>14</b>	<b>98</b>	<b>180</b>

**Table 20 Numbers of participants registered on the MOP Programme by staff group**

	Trained during April 2017 - March 2018			
	Pharmacy assistants	Pre-registration Pharmacy Technicians	Pharmacy technicians	Total per local office
KSS	20	19	48	87
NWL	8	5	32	45
NCEL	0	2	27	29
SL	1	1	17	19
<b>Total</b>	<b>29</b>	<b>27</b>	<b>124</b>	<b>180</b>

## 6.2.4 Practice Supervisor Accreditation

The Practice Supervisor accreditation is a community e-learning course, including work-based assessment, which follows a curriculum mapped to the Educational and Practice Supervisors competency framework and leads to regional accreditation as a Practice Supervisor. Prior to the start of cohort 18 the course moved to a new Moodle platform. To achieve the full accreditation, applicants need to complete all three modules which are delivered over a 12- week period.

The following Cohorts undertook the accreditation during 2017-18:

- Cohort 17 A and B – commenced March 2017
- Cohort 18 A, B and C– commenced September 2017

**Table 21** Number of participants on Practice Supervisors Accreditation April 2017 to March 2018

	<b>KSS</b>	<b>H&amp;IOW</b>	<b>NWL</b>	<b>NCEL</b>	<b>SL</b>	<b>Total</b>
Cohort 17*	7	3	3	3	2	18
Cohort 18	8	N/A	5	3	8	24
<b>Overall</b>	<b>15</b>	<b>3</b>	<b>8</b>	<b>6</b>	<b>10</b>	<b>42</b>

\*In addition to the 18 for cohort 17, 3 participants had extensions, 2 had resubmissions and 1 was a deferred module

## 6.2.5 Assessment of Competence & Accreditation

The numbers of candidates undertaking the assessment and their success rates are shown in table 22. The figures are shown for the **Period April 2017 to March 2018**. The number of candidates coming forward for assessment is not in line with the numbers enrolling on courses as candidates complete practice activities at their own speed and may come forward for assessment at any time in the 18 months following enrolment.

**Table 22** Number of candidates taking assessment and pass rates

Accreditation / Course Assessments	KSS	H&IOW	NWL	NCEL	SL	Other	Pass rate
ACPT (3 exams)	38		15	39	22	25	73%
ACPT CPPE	1		0	0	0	0	100%
PIPC	5		0	0	0	0	40%
National Medicines Management	15		0	0	0	4	100%
Accreditation in Medicines Management (3 cohorts/exams)	4		16	11	14	6	88%
Medicines Optimisation Programme – MR OSCE	7		6	5	4	0	95%
Practice Supervisor cohort 17	6	3	2	3	2		76%
Practice Supervisor cohort 18	9		4	1	7		78%

Assessment pass rates for cohort 17 – 5 candidates withdrew

Assessment pass rates for cohort 18 – 6 candidates withdrew, figures include 3 extensions from cohort 17

**Table 23**      **Number of staff accredited/certificated within the HEE LaSE Pharmacy region from April 2017 to March 2018**

<b>Accredited Scheme / Course</b>	<b>Certificates Issued</b>
Accuracy Checking Pharmacy Technicians	126
Pre & In-Process Checking Accreditation	5
National Medicines Management	27
Accreditation in Medicines Management	45
Medicines Optimisation – POD and Transcription for Supply	66
Medicines Optimisation – Medicines Reconciliation	21
Practice Supervisor Accreditation	40

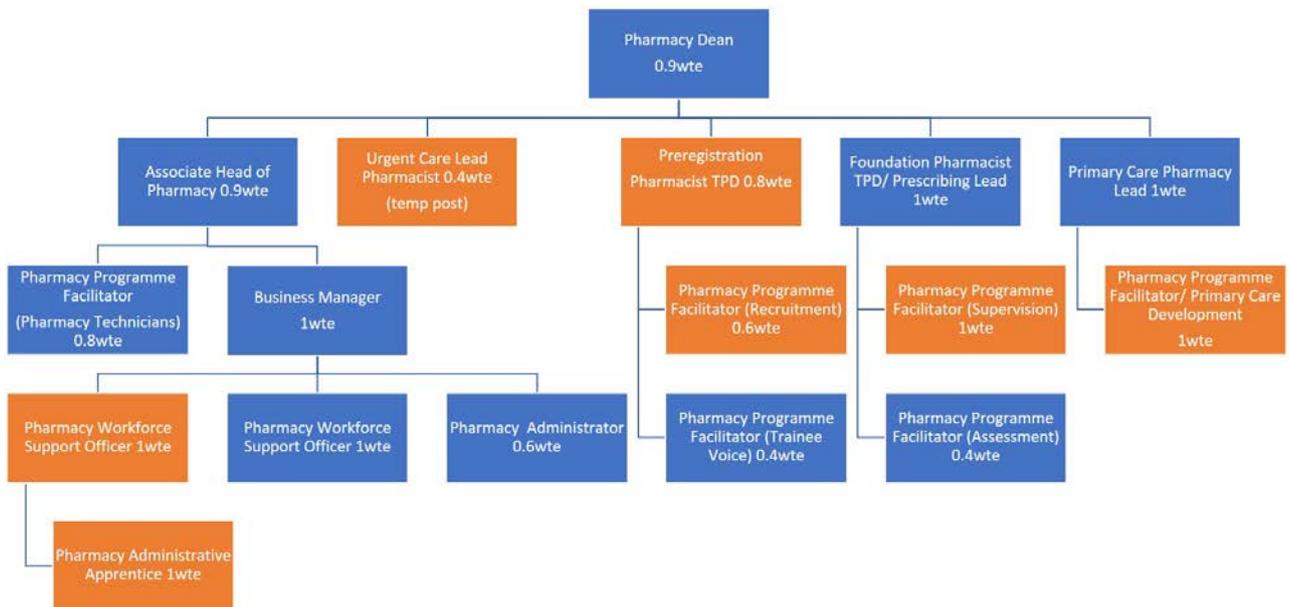
HEE LaSE removed the requirement for Accuracy Checking Pharmacy Technicians to re-accredit every two years from 1st September 2016 and National Medicines Management from 1st February 2017. As services have modernised and pharmacy technicians are now a registered profession it is no longer a requirement for HEE LaSE to re-accredit locally employed staff.

# 7 Delivering the service

## 7.1 Ways of Working

In July 2016 a new London and South East pharmacy team was established bringing together staff from the former HEE Kent, Surrey and Sussex team and London Pharmacy Education and Training. In October 2017 the team was restructured further to reflect the needs of the business. The new structure is outlined in Figure 1. Staff in blue boxes are based in Crawley and those in orange are in London.

**Figure 1 HEE LaSE Pharmacy Team Structure October 2017**



## 7.2 Staff Achievements and Publications

### 7.2.1 Staff Achievements

- Liz Fidler was awarded a Fellowship by the Association of Pharmacy Technicians UK (APTUK)
- Liz Fidler was awarded Pharmacy Technician of the Year – Outstanding Contribution by AAH/APTUK
- Atif Shamim was awarded a Fellowship by the Royal Pharmaceutical Society

### 7.2.2 Publications

- A systematic review of the types and causes of prescribing errors generated from using computerized provider order entry systems in primary and secondary care. Brown CL, Mulcaster HL, Triffitt KL, Sittig DF, Ash JS, Reygate K, Husband AK, Bates DW, Slight SP
  - Oral presentation at the Health Services Research & Pharmacy Practice Conference HSRPP, 10–11 April 2017, Nottingham, UK
- Prepared to prescribe? Pharmacy trainees' experience of, and performance in, the Prescribing Safety Assessment. G Fleming, J Hardisty, K Davison, P. Hambleton, L Statham, P Wright, S Maxwell, L Bollington, A Littlewood, N Brown, K Maddock, J Silcock
  - Abstract Published in International Journal of Pharmacy Practice April 2017; 25 (Issue S1)
  - Oral presentation at the Health Services Research & Pharmacy Practice Conference HSRPP, 10–11 April 2017, Nottingham, UK
- Role Analysis and Development of a Professional Attributes Framework for Preregistration Pharmacists in England and Wales. Fleming G, Patterson F, Flaxman C and Ashworth V. International Selection in Health Care Professions April 2018 / Association of Medical Education (AMEE) August 2017

## Appendix 1

# PRE-REGISTRATION TRAINEE PHARMACIST END OF YEAR REVIEW 2016-17

### Comparative Trust Report

We would like to take this opportunity to thank you for your assistance in ensuring HEE LaSE Pre-registration Trainee Pharmacists Exit Survey for 2016-17 was completed. We are delighted to report that we received 100% response rate across London and South East.

Further to your trainees completing the Trainee Exit Survey, we have written a report or summary letter based on the feedback provided, which has been emailed to you.

The following document details the Comparative Trust Reports for Pre-registration Trainee Pharmacists organised numerically, this report has been anonymised and all trusts have been randomly assigned a unique number.

In order to create this comparative RAG report we have converted the responses from some of the questions in the Exit survey into numerical format as per the below tables.

<b>Adequately Supported by ES Ratings</b>	
Not Supported	0
Somewhat Supported	1
Supported	2
Fully Supported	3
Exceptionally Supported	4

<b>Rotation Support Rating</b>	
Not Supported	0
Somewhat Supported	1
Supported	2
Fully Supported	3
Exceptionally Supported	4

<b>Meetings with ES Ratings</b>	
Just at Appraisals	0
Every 2 Months	1
Monthly	2
Every 2 weeks	3
Weekly	4

Questions	Trust 1	Trust 2	Trust 3	Trust 4	Trust 5	Trust 6	Trust 7	Trust 8	Trust 9	Trust 10	Trust 11	Trust 12	Trust 13	Trust 14	Trust 15
3. Do you have a job description for the training post you are in?	90.9%	100.0%	100.0%	100.0%	55.6%	92.9%	50.0%	50.0%	100.0%	100.0%	100.0%	90.9%	100.0%	90.0%	100.0%
4. Did you receive an induction from the department into your post which prepared you for your training placement?	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
6. Were you provided with an educational plan that set out planned rotations to cover the whole training programme?	100.0%	100.0%	100.0%	33.3%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
7. Were you adequately supported by your Educational Supervisor?	1.364	3	1	3	1.333	2.071	2.5	3	3	3.5	2.667	2.727	3	2.7	2.75
8. Did you have sufficient opportunity (time) to complete the necessary programme requirements for your portfolio? (electronic or paper)	27.3%	100.0%	100.0%	100.0%	44.4%	64.3%	75.0%	100.0%	100.0%	100.0%	33.3%	90.9%	100.0%	70.0%	100.0%
8.b. Were you provided with adequate support in the workplace to complete the areas of your portfolio which mapped to your workplace learning?	54.5%	100.0%	100.0%	100.0%	44.4%	42.9%	75.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
9. How often on average did you meet with your Educational Supervisor to discuss your progress towards your programme outcomes and the performance standards?	0.909	3.25	2	2.667	1.889	1.786	3	0.5	3	3	1.667	1.818	2.375	1.4	2.25
10. Did you/are you having any problems during your pre-registration training?	72.7%	100.0%	0.0%	100.0%	66.7%	71.4%	75.0%	100.0%	100.0%	100.0%	66.7%	90.9%	87.5%	100.0%	75.0%
11. Are you able to raise concerns about your training?	90.9%	75.0%	100.0%	100.0%	44.4%	100.0%	100.0%	100.0%	100.0%	50.0%	66.7%	90.9%	100.0%	100.0%	75.0%
12. Would you recommend this training post to colleagues/peers?	72.7%	100.0%	0.0%	100.0%	44.4%	78.6%	75.0%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	100.0%
<b>Rotations</b>															
14. Were you adequately supported in the Dispensary rotation?	2.727	2.75	2	3	1.778	1.429	1	4	4	3.5	1.667	2.636	3	2.6	1
17. Were you adequately supported in the Clinical rotation?	1.364	3	1	2	2.667	2.357	1.25	2	4	3	1.333	2.636	2.75	2.5	2.5
20. Were you adequately supported in the Medicines Management rotation?	2.818	2.5	2	3	2.4	2.636	1.25	n/a	3	3.5	3.333	2.222	2.875	1.857	3
23. Were you adequately supported in the Stores rotation?	2.364	3.25	1	n/a	n/a	1.778	3	n/a	2.5	3.5	3.667	3.273	2.75	2.444	3
26. Were you adequately supported in the Medicines Information rotation?	3.636	3.5	4	3.333	1.556	3	3	4	4	4	3.667	2.182	3.625	2.7	3
29. Were you adequately supported in the Community Pharmacy rotation?	3.091	3.5	0	2.667	2.778	2.214	2.75	3.5	4	3	3	2.636	2.875	2.2	2.5
32. Were you adequately supported in the Mental Health rotation?	2	3.25	4	n/a	2.889	2	3.5	4	4	3.5	4	n/a	3.125	2.333	1.75
35. Were you adequately supported in the Aseptics/Tech Services rotation?	2.182	2.25	n/a	n/a	2.111	3.286	1.5	n/a		4	2.667	2.818	2.125	2.9	1.5
39. Were you adequately supported in the Other Rotations?	2.333	3.33	n/a	3	2.167	1.667	2.5	3.5	4	3.5	3.667	2.889	2.75	2.875	3

**Questions**

**Trust 16 Trust 17 Trust 18 Trust 19 Trust 20 Trust 21 Trust 22 Trust 23 Trust 24 Trust 25 Trust 26 Trust 27 Trust 28 Trust 29 Trust 30**

3. Do you have a job description for the training post you are in?	60.0%	100.0%	50.0%	100.0%	66.7%	100.0%	75.0%	75.0%	94.7%	100.0%	50.0%	100.0%	100.0%	100.0%	75.0%
4. Did you receive an induction from the department into your post which prepared you for your training placement?	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
6. Were you provided with an educational plan that set out planned rotations to cover the whole training programme?	80.0%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	89.5%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
7. Were you adequately supported by your Educational Supervisor?	2.6	3.5	3.25	3	2	3	2.5	3	2.053	3	2.5	2.6	2	3.333	2.5
8. Did you have sufficient opportunity (time) to complete the necessary programme requirements for your portfolio? (electronic or paper)	80.0%	100.0%	50.0%	71.4%	100.0%	100.0%	100.0%	100.0%	36.8%	100.0%	100.0%	100.0%	75.0%	100.0%	50.0%
8.b. Were you provided with adequate support in the workplace to complete the areas of your portfolio which mapped to your workplace learning?	100.0%	100.0%	75.0%	100.0%	66.7%	100.0%	75.0%	100.0%	63.2%	100.0%	100.0%	60.0%	50.0%	100.0%	50.0%
9. How often on average did you meet with your Educational Supervisor to discuss your progress towards your programme outcomes and the performance standards?	2.2	3	3.5	1.857	1.333	3.66	0.75	1.75	1.579	3	2.5	1.4	2.25	3	2.25
10. Did you/are you having any problems during your pre-registration training?	80.0%	50.0%	75.0%	85.7%	33.3%	66.7%	75.0%	100.0%	78.9%	100.0%	100.0%	80.0%	75.0%	33.3%	50.0%
11. Are you able to raise concerns about your training?	100.0%	50.0%	100.0%	85.7%	100.0%	100.0%	100.0%	100.0%	84.2%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%
12. Would you recommend this training post to colleagues/peers?	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	63.2%	100.0%	100.0%	80.0%	75.0%	100.0%	75.0%

**Rotations**

14. Were you adequately supported in the Dispensary rotation?	2	3	2.25	2.429	2.667	2.66	3.25	2.5	1.895	2	3.5	2.6	2.5	3.333	2.25
17. Were you adequately supported in the Clinical rotation?	2.8	3.5	3.5	2.714	3.333	2.33	2	2.5	2.059	3	3	2.2	1.75	2.667	1.5
20. Were you adequately supported in the Medicines Management rotation?	3	n/a	3	3.286	2	3	n/a	2.75	2.6	2	3	2.5	2	3	2.5
23. Were you adequately supported in the Stores rotation?	2.2	2	n/a	2.5	n/a	2.33	3.25	3.333	1	3	3	1.8	2.5	3.333	3
26. Were you adequately supported in the Medicines Information rotation?	2.2	n/a	3.5	3.571	4	3.66	3.5	3.5	3	3	3.5	3	3.5	3.667	2.75
29. Were you adequately supported in the Community Pharmacy rotation?	2.2	3	2	2.286	1.667	3	3	3.5	2.211	3	4	2	3.25	3.333	2.75
32. Were you adequately supported in the Mental Health rotation?	1.8	3.5	n/a	2.857	3	3.66	n/a	3.75	n/a	3	4	3	n/a	3.667	3.75
35. Were you adequately supported in the Aseptics/Tech Services rotation?	3	n/a	3.5	3.143	n/a	1.66	n/a	2.667	n/a	2	n/a	2.6	1.75	2	2.5
39. Were you adequately supported in the Other Rotations?	3	n/a	3	2.857	1	2.66	3	4	2.5	3	3	2.5	3.333	2.333	2

**Questions**

**Trust 31 Trust 32 Trust 33 Trust 34 Trust 35 Trust 36 Trust 37 Trust 38 Trust 39 Trust 40 Trust 41 Trust 42 Trust 44 Trust 43 Trust 45 Trust 46 Trust 47**

3. Do you have a job description for the training post you are in?	57.1%	100.0%	100.0%	94.4%	76.9%	84.6%	50.0%	33.3%	100.0%	75.0%	92.9%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%
4. Did you receive an induction from the department into your post which prepared you for your training placement?	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%
6. Were you provided with an educational plan that set out planned rotations to cover the whole training programme?	100.0%	100.0%	100.0%	100.0%	92.3%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	70.0%	100.0%	100.0%
7. Were you adequately supported by your Educational Supervisor?	3.143	3.25	4	2.389	2.385	2.846	2	3	3.25	2	2.143	1	4	3.333	2.3	3	2.75
8. Did you have sufficient opportunity (time) to complete the necessary programme requirements for your portfolio? (electronic or paper)	71.4%	100.0%	100.0%	77.8%	84.6%	84.6%	100.0%	100.0%	100.0%	75.0%	57.1%	0.0%	100.0%	100.0%	70.0%	100.0%	75.0%
8.b. Were you provided with adequate support in the workplace to complete the areas of your portfolio which mapped to your workplace learning?	57.1%	100.0%	100.0%	55.6%	84.6%	92.3%	100.0%	100.0%	75.0%	75.0%	71.4%	0.0%	100.0%	100.0%	60.0%	100.0%	75.0%
9. How often on average did you meet with your Educational Supervisor to discuss your progress towards your programme outcomes and the performance standards?	3.143	2.75	2	1.833	2.308	2.231	1.5	2.667	2.75	2	1.857	2	3	2.833	1.2	2	3
10. Did you/are you having any problems during your pre-registration training?	85.7%	0.0%	100.0%	83.3%	100.0%	100.0%	50.0%	66.7%	100.0%	75.0%	78.6%	100.0%	100.0%	83.3%	100.0%	100.0%	100.0%
11. Are you able to raise concerns about your training?	85.7%	100.0%	0.0%	72.2%	92.3%	76.9%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	100.0%	83.3%	90.0%	100.0%	50.0%
12. Would you recommend this training post to colleagues/peers?	85.7%	25.0%	100.0%	72.2%	100.0%	100.0%	100.0%	66.7%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	90.0%	100.0%	100.0%

**Rotations**

14. Were you adequately supported in the Dispensary rotation?	1.286	2.5	4	1.278	1.5	2.308	1	3.333	2	1.667	2	3	4	2.167	1.5	3	2
17. Were you adequately supported in the Clinical rotation?	3	1	n/a	2	2.385	2.538	2.5	2	3.25	2.667	2.214	1	4	3	2.1	1	2.75
20. Were you adequately supported in the Medicines Management rotation?	4	2.25	2	1.5	2.667	2.667	1.667	1.5	n/a	2.667	1.917	3	4	2.667	1.857	n/a	3.25
23. Were you adequately supported in the Stores rotation?	1	1	n/a	1.667	n/a	2	n/a	3.333	3.5	2	2	n/a	n/a	n/a	2	n/a	2
26. Were you adequately supported in the Medicines Information rotation?	3.143	2.5	4	2.722	3.083	3.385	2.667	2.667	3.5	3	2.143	1	4	3.167	2.1	1	3.25
29. Were you adequately supported in the Community Pharmacy rotation?	2.571	1.75	2	2.556	1.833	2.615	2	3.333	3.5	2.5	2.143	3	4	2.833	3.1	4	1.75
32. Were you adequately supported in the Mental Health rotation?	n/a	3	3	3.667	n/a	n/a	n/a	n/a	n/a	3	2.857	4	4	3.167	3	4	3
35. Were you adequately supported in the Aseptics/Tech Services rotation?	2	2.5	3	1.125	1.7	2	2	n/a	2.75	2.75	2.154	4	3	2.5	1.9	3	1.5
39. Were you adequately supported in the Other Rotations?	1	2.667	n/a	2.267	2	2.857	2	3	4	3.333	2.6	n/a	4	2.5	2	n/a	2.75

# PRE-REGISTRATION TRAINEE PHARMACY TECHNICIANS END OF YEAR REVIEW 2016-17

## Comparative Trust Report

We would like to take this opportunity to thank you for your assistance in ensuring HEE LaSE Pre-registration Trainee Pharmacy Technicians End of Year Survey for 2016-17 was completed. We are delighted to report that we received 100% response rate across London and South East.

Further to your trainees completing the Trainee End of Year Survey, we have written a report or summary letter based on the feedback provided, which has been emailed to you.

The following document details the Comparative Trust Reports for Pre-registration Trainee Pharmacy Technicians organised numerically, this report has been anonymised and all trusts have been randomly assigned a unique number.

In order to create this comparative RAG report we have converted the responses from some of the questions in the End of Year survey into numerical format as per the below tables.

<b>Adequately Supported by ES Ratings</b>	
Not Supported	0
Somewhat Supported	1
Supported	2
Fully Supported	3
Exceptionally Supported	4

<b>Rotation Support Rating</b>	
Not Supported	0
Somewhat Supported	1
Supported	2
Fully Supported	3
Exceptionally Supported	4

<b>Meetings with ES Ratings</b>	
Just at Appraisals	0
Every 2 Months	1
Monthly	2
Every 2 weeks	3
Weekly	4

**Questions**

Questions	Trust 1	Trust 2	Trust 3	Trust 4	Trust 5	Trust 6	Trust 7	Trust 8	Trust 9	Trust 10	Trust 11	Trust 12	Trust 13	Trust 14	Trust 15	Trust 16	Trust 17
3. Do you have a job description for the training post you are in?	90%	100%	100%	60%	100%	100%	66.70%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%
4. Did you receive an induction from the department into your post which prepared you for your training placement?	100%	100%	100%	100%	100%	100%	66.70%	100%	100%	66.70%	75%	100%	100%	100%	100%	50%	100%
6. Were you provided with an educational plan that set out planned rotations to cover the whole training programme?	100%	100%	100%	100%	100%	100%	33.30%	100%	100%	100%	75%	50%	100%	60%	92%	100%	100%
7. Were you adequately supported by your Educational Supervisor?	2.727	3.667	3.667	2.2	1.5	4	2	3	3.143	0.667	3	2.5	3	2.4	2.84615	2.5	3.75
8. Did you have sufficient opportunity (time) to complete the necessary programme requirements for your portfolio? (electronic or paper)	70%	100%	100%	20%	0%	0%	66.70%	100%	100%	0%	75%	100%	100%	80%	69%	100%	75%
8.b. Were you provided with adequate support in the workplace to complete the areas of your portfolio which mapped to your workplace learning?	70%	100%	100%	40%	50%	100%	100%	100%	100%	33.30%	75%	100%	100%	100%	85%	100%	75%
9. How often on average did you meet with your Educational Supervisor to discuss your progress towards your programme outcomes and the performance standards?	1.364	1.333	2.667	1.2	1	3	1.5	3	2.714	0.667	2.5	1	2.75	1.6	2.5385	0	2
10. Did you/are you having any problems during your pre-registration training?	60%	66.70%	33.30%	40%	0%	100%	100%	100%	71.40%	0%	100%	50%	50%	60%	54%	50%	100%
11. Are you able to raise concerns about your training?	80%	100%	100%	80%	50%	100%	66.70%	100%	100%	66.70%	75%	100%	100%	100%	100%	100%	100%
12. Would you recommend this training post to colleagues/peers?	100%	100%	100%	100%	100%	100%	100%	100%	100%	33.30%	100%	100%	100%	60%	100%	100%	100%

**Rotations**

14. Were you adequately supported in the Dispensary rotation?	2.4	3	3.333	1.2	1.5	4	1.25	2	3.143	1.667	2	3	2.5	1.6	1.92308	3	2.5
17. Were you adequately supported in the Clinical rotation?	3	3.5	4	3	4	3	n/a	n/a	2.667	n/a	n/a	3	n/a	2	2.88889	n/a	3.333
20. Were you adequately supported in the Medicines Management rotation?	3	4	4	2.5	3.5	n/a	n/a	n/a	2.5	1	3	3	3.667	n/a	2	n/a	3.5
23. Were you adequately supported in the Stores rotation?	2.545	3.333	4	2.4	2.5	3	3	4	2.833	0.5	2.333	3	3	2.75	2.5	3.5	2.5
26. Were you adequately supported in the Medicines Information rotation?	3	1.667	n/a	2.5	2	n/a	n/a	n/a	3.6	n/a	n/a	3	n/a	n/a	2.4	n/a	2
29. Were you adequately supported in the Community Pharmacy rotation?	2	n/a	n/a	n/a	3	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	n/a	n/a
32. Were you adequately supported in the Mental Health rotation?	3	3.5	4	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2	3	n/a	n/a	1.71429	n/a	n/a
35. Were you adequately supported in the Aseptics/Tech Services rotation?	2.875	1.667	3.5	3	2	n/a	3	n/a	2.333	2.5	n/a	n/a	3	1.5	3.375	n/a	1
39. Were you adequately supported in the Other rotation?	2	3	3.333	3	1	n/a	n/a	n/a	3.4	0.333	2.667	3	3.333	2	2	n/a	n/a

**Questions**

	Trust 18	Trust 19	Trust 20	Trust 21	Trust 22	Trust 23	Trust 24	Trust 25	Trust 26	Trust 27	Trust 28	Trust 29	Trust 30	Trust 31	Trust 32	Trust 33	Trust 34
3. Do you have a job description for the training post you are in?	100%	50%	100%	75%	100%	88.90%	100%	100%	50%	100%	100%	100%	100%	83.30%	100%	0%	100%
4. Did you receive an induction from the department into your post which prepared you for your training placement?	100%	75%	100%	100.00%	93.30%	100%	100%	100%	100%	80%	100%	100%	100%	100%	75%	100%	100%
6. Were you provided with an educational plan that set out planned rotations to cover the whole training programme?	100%	100%	100%	0%	100%	100%	100%	87.50%	100%	80%	100%	100%	100%	100%	100%	0%	100%
7. Were you adequately supported by your Educational Supervisor?	3.5	1.75	2.17	1.5	2.867	2.556	3.75	2.875	2	2.4	1	2	3	2.5	1	2	2.571
8. Did you have sufficient opportunity (time) to complete the necessary programme requirements for your portfolio? (electronic or paper)	100%	75%	40%	75%	73.30%	66.7%	100%	75%	100%	40%	0%	50%	100%	83.30%	100%	100%	100%
8.b. Were you provided with adequate support in the workplace to complete the areas of your portfolio which mapped to your workplace learning?	100%	75%	60%	50%	73.30%	88.90%	100%	87.50%	100%	60%	100%	50%	100%	100%	50%	0%	100%
9. How often on average did you meet with your Educational Supervisor to discuss your progress towards your programme outcomes and the performance standards?	2.5	1	0.833	0	2.133	3.556	2.5	1.125	1.5	0.2	0	1	2	1.833	2	2	0.714
10. Did you/are you having any problems during your pre-registration training?	50%	75%	60%	50%	80%	66.70%	50%	50%	50%	80%	100%	75%	100%	33.30%	25%	0%	71.40%
11. Are you able to raise concerns about your training?	100%	75%	100%	100%	86.70%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	85.70%
12. Would you recommend this training post to colleagues/peers?	100%	100%	80%	75%	80%	77.80%	75%	87.50%	50%	80%	100%	100%	100%	83.30%	75%	100%	100%

**Rotations**

14. Were you adequately supported in the Dispensary rotation?	3.5	2.25	2	1.25	1.714	2.625	3.75	2.714	2.5	2.6	3	2	3	3	1.75	2	2.571
17. Were you adequately supported in the Clinical rotation?	n/a	2	1	1	2.143	4	4	3	n/a	3	3	n/a	n/a	3	3	3	n/a
20. Were you adequately supported in the Medicines Management rotation?	n/a	3	2.333	n/a	2.667	4	3.25	3.667	n/a	2	n/a	n/a	n/a	3	3	1	3.333
23. Were you adequately supported in the Stores rotation?	n/a	3	3.2	2	2.4	2.429	3.75	3	2.5	2.25	3	0.333	3	3.167	2.5	2	3.167
26. Were you adequately supported in the Medicines Information rotation?	n/a	1.667	n/a	n/a	2.167	1.5	3.5	n/a	2	n/a	n/a	3	n/a	3.75	n/a	2	3
29. Were you adequately supported in the Community Pharmacy rotation?	n/a	2	3	2	1.667	3	2.33	n/a	n/a	3	n/a	n/a	n/a	n/a	2	n/a	n/a
32. Were you adequately supported in the Mental Health rotation?	n/a	2.667	n/a	1	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	3	n/a	2
35. Were you adequately supported in the Aseptics/Tech Services rotation?	3.5	n/a	1	n/a	2.222	1.6	3.25	3.167	n/a	2.5	4	3.667	n/a	3.75	1.667	n/a	n/a
39. Were you adequately supported in the Other rotation?	4	3	3	3	1.375	1.8	n/a	2.333	2.5	n/a	n/a	3	n/a	2	1	n/a	2.333