

## Pre-registration Pharmacist Professional Attributes Framework (PAF)

	Attribute	Behavioural Indicator
1	<b>Person-Centred Care</b>	1.1 Demonstrates empathy and seeks to view situation from the individuals' perspective
		1.2 Places the person who is receiving care first, in everything they do (NHS Values 1))
		1.3 Accurately assesses, takes into account and is sensitive to the person's current and longer-term expectations, needs, situation and their wider social circumstances (NHS Values 2 & 4)
		1.4 Shows genuine interest in, and compassion for, the individual; makes them feel valued (NHS Values 4)
		1.5 Works collaboratively with individuals, empowering and guiding every person to make an informed choice in their care (NHS Values 1)
2	<b>Communication and Consultation Skills</b>	2.1 Adapts approach, language or communication style for audience and across a variety of contexts
		2.2 Identifies and interprets non-verbal cues from others
		2.3 Effectively uses non-verbal communication
		2.4 Seeks confirmation of understanding when communicating, clarifying where necessary
		2.5 Elicits accurate and relevant information from individuals
		2.6 Provides accurate and clear information and advice to people receiving care and colleagues
		2.7 Instils confidence in others through communication style
		2.8 Effectively builds rapport with individuals; asks open questions and facilitates a two-way dialogue
		2.9 Breaks down complex information in a way that can be easily understood by others
		2.10 Actively listens to others; is focussed and attentive to what they have to say (NHS Values 4)
		2.11 Exhibits suitable levels of confidence and assertiveness when communicating; able to influence appropriately
		2.12 Ensures has the relevant information before communicating

	Attribute	Behavioural Indicator
3	<b>Problem Solving, Clinical Analysis and Decision Making</b>	3.1 Applies clinical knowledge in the practising environment; draws all knowledge together and builds upon what they have learnt to benefit the person receiving care
		3.2 Demonstrates proactivity and persistence when seeking a solution, whilst also demonstrating awareness of when sufficient information has been obtained
		3.3 Knows where to find and access information, or seeks to find out when uncertain
		3.4 Undertakes a holistic approach to problem solving and decision making; integrates and assimilates information about the individual from different sources to ensure a person-centred outcome (NHS Values 1)
		3.5 Explores multiple options when problem solving and making decisions; weighs up pros and cons associated with all options
		3.6 Identifies the most important and relevant pieces of information effectively
		3.7 Critically appraises information; applies a questioning approach and seeks to further understand and explore rather than taking things at face value
		3.8 Undertakes a logical and systematic approach to problem solving; methodically working through an issue or problem
		3.9 Effectively uses mathematical skills in pharmaceutical calculations in the context of person-centred care
4	<b>Self-directed Learning and Motivation</b>	4.1 Demonstrates curiosity, commitment and a desire to learn
		4.2 Shows enthusiasm and passion for the role
		4.3 Takes ownership for identifying own learning gaps and development needs; records progress/development activities and stays up to date
		4.4 Seeks, and acts upon, advice, support and feedback to assist their own learning and development (NHS Values 3)
		4.5 Undertakes reflective practice; analyses and evaluates how they may have done something differently or what went well
		4.6 Demonstrates awareness and acknowledgement of own limitations and boundaries in relation to knowledge and competence
		4.7 Is a self-starter; demonstrates proactivity, initiative and willingness to take on opportunities and learn
		4.8 Is driven to achieve the highest standards of care and strives for excellence (NHS Values 3 & 5)

	<b>Attribute</b>	<b>Behavioural Indicator</b>
5	<b>Multi-Professional Working and Leadership</b>	5.1 Understands, values and respects all roles (including their own) within the immediate and wider team, as well as team members' skill sets and knowledge
		5.2 Willing and able to facilitate others' learning through sharing own knowledge/experience and/or supporting others when learning
		5.3 Builds and maintains meaningful and trusting relationships with team members and other health and social care professionals outside of the immediate team (NHS Values 1)
		5.4 Demonstrates an awareness of other team members' workloads and pressures and adapts their interactions accordingly
		5.5 Works collaboratively; provides assistance, support and guidance to other members of the team for the benefit of the person receiving care (NHS Values 1)
		5.6 Provides constructive feedback for both individual development and continuous improvement (NHS Values 5)
		5.7 Motivates and leads others; acts as a role model
		5.8 Demonstrates willingness and ability to actively learn from others
		5.9 Demonstrates an awareness of the available resources within the team and makes use of these through appropriate delegation to achieve person-centred outcomes
6	<b>Quality Management and Organisation</b>	6.1 Is accurate in their work and undertakes quality assurance processes, demonstrating excellent attention to detail (NHS Values 3)
		6.2 Keeps accurate and comprehensive records (e.g. notes, labelling) for the purposes of ensuring safe and effective care
		6.3 Good self-management; organises own time effectively to meet the required standards
		6.4 Able to prioritise; understands the importance of tasks and deadlines
		6.5 Takes a methodical, ordered and structured approach to their work to ensure the delivery of high quality care
		6.6 Uses information technology appropriately to effectively manage and organise work

	<b>Attribute</b>	<b>Behavioural Indicator</b>
<b>7</b>	<b>Professional Integrity and Ethics</b>	7.1 Works within the law, ethical guidelines, and regulations, including confidentiality, consent and safeguarding
		7.2 Takes responsibility for self and is accountable for ones' own actions or lack of actions
		7.3 Demonstrates honesty and trustworthiness (NHS Values 2)
		7.4 Is open and honest about the mistakes they have made or when things have gone wrong
		7.5 Is reliable and dependable in carrying out work duties and responsibilities
		7.6 Recognises and values equality and diversity, treating everyone with courtesy, dignity and respect (NHS Values 2 & 6)
		7.7 Is prepared to challenge poor practice or behaviours, or speak up when errors or oversights are observed
<b>8</b>	<b>Resilience and Adaptability</b>	8.1 Responds well to change, and is willing to initiate change where appropriate
		8.2 Agile; able to quickly adapt to changes in roles, demands or environment
		8.3 Demonstrates resilience; able to bounce back from difficult situations, setbacks or challenges
		8.4 Manages own emotions during interactions with others and does not allow emotions to influence decisions
		8.5 Remains calm, and is able to work effectively, in high pressured situations
<b>9</b>	<b>Pharmacy in Practice</b>	9.1 Understands and appreciates pharmacy workflow and dynamics of clinical practice
		9.2 Understands the broader pharmacy landscape, its position and interaction with the wider healthcare context and the progression of a person's journey through this
		9.3 Demonstrates an awareness of the business and financial responsibilities within healthcare

**Note**

Where a behavioural indicator links to one or more of the six NHS values, this has been indicated. Further information about NHS values can be found at [The NHS Constitution for England - GOV.UK](https://www.gov.uk/government/organisations/nhs/structure/nhs-values)