



Primary Care Pharmacy Association

Pharmacists working in General Practice

## Competency Framework 2023

Version 1.0



## Introduction

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The Primary Care Pharmacy Association is a not-for-profit membership organisation of pharmacy professionals working in primary care.

We are proud to provide peer support, education, advocacy and training from a uniquely authentic perspective- that of coal face practitioners. Our committee and leadership are all working day to day in primary care providing face to face support to patients. Pharmacy technicians and pharmacists provide expertise, safety and capacity in GP, PCN & ICB/boards <and home nation settings tbc>.

This PCPA pharmacist competency framework provides vital detail for foundation, intermediate and advanced practitioners across the 5 domains of Person-centre care, Professional Practice, Leadership, Management, Education and Research.

We trust the framework will assist members, colleagues, managers and commissioners in maximising the invaluable contribution pharmacy professionals make to patient care in primary care.

Dr Graham Stretch, PCPA President

## **Core Competency Domains:**

**Domain 1: Person-centre care**

**Domain 2: Professional Practice**

**Domain 3: Leadership & Management**

**Domain 4: Education**

**Domain 5: Research**

## **RAG rating key:**

**1 – no competence**

**2 – developing**

**3 – secure**

## Foundation Level

### Domain 1: Person-centre care

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Ability to conduct person-centred consultation via face-to-face, video consultation and telephone			
Ability to conduct shared decision-making using evidence-based practice			
Actively listens and demonstrates empathy			
Communicates effectively to the patients, family members and carers			
Utilises appropriate additional resources to support patients with their social and care needs			
Ability to signpost to additional support and resources for health and social care needs			
Encourages health prevention; diet and lifestyle advice, vaccination advice, etc			

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Respects patients, family members and carers; maintain patients' dignity always			
Acknowledge the cultural, religious, and spiritual beliefs and values that influence patients' ideas, concerns and expectations			
Provides holistic personalised care plan			
Recognises polypharmacy and able to deprescribe safely through shared decision making			
Ability to conduct holistic structured medication review			
Receives good patient feedback			
Requests appropriate clinical investigations and is able to interpret results clearly to patients			

**Domain 2: Professional Practice**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Always maintains patient confidentiality			
Obtains consent for consultation and examination			
Records accurately all consultations and non-patient-facing activity			
Always consider chaperone for consultation (at request of patient or clinician)			
Able to take comprehensive history; including history of presenting complaint and review of systems			
Recognise red flag symptoms and able to escalate appropriately			
Demonstrates autonomous clinical decision making, use of advice & guidance; makes appropriate referrals/escalations			
Able to check vital signs Temp/BP/pulse/respiratory rate/O2 sats			
Conduct additional clinical assessment skills: Examples include: Peak flow meter AF detection device (atrial fibrillation) POCT device ('Point of Care Testing')			

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Confident in managing core long-term conditions (eg, hypertension, asthma, COPD, diabetes)			
Recognise limitations in clinical knowledge and skills			
Aware of potential safeguarding concerns and how to escalate appropriately			
Ability to assess maturity of paediatric patient using Gillick competency and Fraser Guidelines			
Record adverse drug reactions using MHRA Yellow Card system			
Ability to conduct a clinical audit and quality improvement – e.g. QIPP (Quality, Innovation, Production & Prevention)			
Ability to handle clinical queries, especially medicine-related queries			
Ability to critically appraise evidence			
Ensure effective antimicrobial stewardship			
Demonstrates effective use of appropriate resources (e.g. BNF, eMC, NICE CKS, Renal Drug Handbook, etc)			
Confidence in prescribing in scope of practice (if independent prescriber)			

### Domain 3: Leadership & Management

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Ability to work effectively in the practice team			
Ability to work in clinical multidisciplinary team			
Manages and supports medication and patient safety alerts			
Understands how to escalate clinical risks and concerns			
Manages and supports quality improvement within the practice			
Leading service evaluation and able to conduct necessary review			
Management of own workload, tasks etc			
Support practice's own Patient Participation Groups			
Understands the fundamentals of local healthcare structure			
Develop policies and effective processes for medicine governance <ul style="list-style-type: none"> <li>• Repeat prescription management</li> <li>• Handling of Controlled Drugs</li> </ul>			
Ensuring practice medicines policies and procedures meet requirements of Care Quality Commission (CQC)			
Developing effective systems for monitoring high-risk medicines			
Ensuring effective medicines reconciliation at transfer of care			
Use digital tools to monitor activity for prioritisation and improve prescribing. Examples includes: GP system data, NHSBSA, OpenPrescribing			
Manages one or more long-term conditions clinic			



**Domain 4: Education**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Role model for the professional and other independent prescribers			
Mentorship			
Provision of education/training to practice team			
Supporting patient education events			
Helping the development of trainee pharmacists (if applicable)			

**Domain 5: Research**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Actively involved in research projects			

## Intermediate/Enhanced Level

### Domain 1: Person-centre care

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Developing individualised treatment plans for patients taking multiple medicines, particularly those at risk of hospital admission			
Promoting self-management for patients with one or more long-term condition			

**Domain 2: Professional Practice**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Caring for a range of clinical conditions including: atrial fibrillation, coronary heart disease, heart failure, peripheral vascular disease, asthma, chronic obstructive pulmonary disease, diabetes, chronic kidney disease, rheumatoid arthritis, osteoporosis, stable depression and anxiety. Management of Drugs of Abuse/Addiction. This includes medicines management strategies as well as de-prescribing where appropriate.			
Caring for patients taking high-risk medicines - Interpreting biochemistry. Acting within shared care plans. Escalating out-of-range bloods with secondary/tertiary care			
Managing complex medication-related queries - demonstrating critical thinking and problem-solving skills			
Participates in practice MDT and presents work progress at meetings			
Interpretation of a broad range of biochemical testing including: T4, Rheumatoid factor, FIT			
Completion of Independent prescribing course (unless part of qualification)			
Completion of (or exemption from) Primary Care Pharmacy Education Programme (PCPEP)			

**Domain 3: Leadership & Management**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Establish a programme of regular medication reviews for targeted patients for a practice			
Proactive identification of quality improvement and medicines optimisation projects for PCN/practice(s)			

**Domain 4: Education**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Supports induction of new clinical pharmacists, foundations pharmacists, other healthcare professionals (e.g. GP trainees / medical students)			
Play a vital role in embedding fellow clinical pharmacists into the PCN /practice(s) by supporting their induction plan and provide mentorship.			
Line management of pharmacy technician(s)			

**Domain 5: Research**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Interprets and critically appraises evidence base			
Collaborates with others undertaking research – eg, identifying potential patients for existing studies and making them aware of their eligibility			

# Advanced Level

**Domain 1: Person-centre care**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Reviewing complex medication regimes including making suggestions about deprescribing where appropriate			

**Domain 2: Professional Practice**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Using clinical and pharmaceutical expertise to care for clinical conditions (for example, acute presentations of common illnesses, exacerbations of depression or anxiety, asthma, chronic obstructive pulmonary disease, diabetes or heart failure)			
Optimising medicines for those with multiple long-term conditions – potentially in specialised clinics			
Broad scope of independent prescribing			
Optional: Advanced Clinical Practice RPS portfolio			
Involved with population health initiatives and seeks to reduce health inequalities			

**Domain 3: Leadership & Management**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Engaging in wider ICB/national priorities - Proactive Care, National prescribing safety audits			
Integrated care pathways – collaborating with Practice / PCN projects			
Leading change management/quality improvement/service development projects within the Practice/PCN for the pharmacy workforce and/or MDT			
Line management and clinical supervision responsibilities to support less experienced clinical pharmacists			
Motivates and supports team members to improve performance			
Demonstrates emotional intelligence when dealing with challenging, unfamiliar, complex or unpredictable situation			



**Domain 4: Education**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Provides clinical supervision, and constructive feedback, to more junior staff			
Designs and delivers education sessions to improve clinical services and enhance medication safety at a team or service level			

**Domain 5: Research**

	Practitioner self-assessment RAG Rating	Supervisor assessment RAG Rating	Observations
Critically appraises evidence base and uses it to implement changes at service or team level			
Conducts quality improvement projects, assessing before and after intervention and then sharing or publishing the results			
Able to design own research projects			
Understands the different research methods			

## Professional Development Plan Template

<b>Staff Name:</b>	<b>Start Date:</b>
<b>Completed:</b>	<b>Finish Date:</b>

**OBJECTIVE:** *What do I want to learn or become?*

**ACTIONS:** *What do I have to do to get there?*

**CRITERIA:** *How will I know I've achieved this?*

**OBSTACLES:** *What might get in the way of achieving this?*

**RESOURCES:** *What resources will I access?*

**SUPPORT:** *What support will I have?*

**REVIEW:** *How did I do?*