

The University of Manchester and CPPE online MUR assessment Information for Community Pharmacy Collaborative Facilitators

Background

The CPPE MUR assessment has been developed by a project team from the School of Pharmacy at The University of Manchester in collaboration with pharmacy learning and development experts from CPPE.

Certification of the assessment is provided by The University of Manchester.

The on-line assessment was developed to increase capacity and diversity for pharmacists wishing to achieve accreditation to deliver MUR and prescription intervention services, in line with the new pharmacy contractual framework.

About the on-line assessment

The assessment was developed against the Department of Health Competency Framework for the Assessment of Pharmacists providing MUR and Prescription Intervention Service. You can find this at www.psn.org.uk/uploaded_txt/Advanced_service_competency_framework.pdf

The on-line assessment tests pharmacists' individual knowledge, skills and behaviours in line with this framework and other areas of pharmacy practice relevant to delivery of the MUR service

CPPE do not levy a charge for the assessment or certification. The process has been designed to allow pharmacists to sit the assessment in four separate sections to enable them to complete it at their own pace and to have time to reflect in between.

PC Requirements

The following are the minimum PC requirements to access and undertake the assessment:

- Access to the internet
- Screen resolution of at least 1024 x 768 (higher is recommended)
- Microsoft Internet Explorer version 5.5 (version 6 is recommended)
- Microsoft Media Player must be installed (version 10 is recommended)

Pharmacists must register with 'MyCPPE' and obtain a password before they can take the assessment. In the event that a pharmacist does not register, they will automatically be taken through the process before they can attempt any section of the assessment

Information about the assessment

The following information, in the form of questions and answers for pharmacists, can be found on the assessment website, pharmacists should familiarise themselves with this information before attempting any of the sections

1. When and where should I do the assessment?

The assessment is only available on-line.

All answers must be completed and the assessment submitted on line.

There is no facility for printing any of the assessment questions.

You will be informed immediately on completion of the assessment whether you have passed.

You will need access to the internet (see details below)

The assessment is intended to be a true reflection of your individual abilities. Ideally, you should do it under 'examination conditions' i.e. in a quiet place where you are not likely to be interrupted and do the assessment on your own

2. Can I use reference texts?

You may want to refer to the BNF or other reference texts, this is acceptable.

3. What is the format of the assessment?

Section	Title	Question Type
1	Clinical Pharmacy & Pharmaceutical Care	30 multiple choice questions
2	The MUR Service	10 x 4 True/False questions
3	MUR & PI Case Studies	2 case studies each with 5 True/False questions
4	Bringing it all together – full MUR process	Use of patient data to complete DH MUR document

The assessment consists of FOUR separate sections.

There is an introduction to each section which explains the content and assessment process within that section.

Please take the time to read the introduction to each section before starting it.

You must do each section sequentially and you must pass each section before you can move onto the next one.

4. How long will it take me?

The complete assessment will take no longer than 2 hours

This is the maximum amount of time you will be given, however some people will complete it in a shorter time period.

You can do the full assessment or choose to do one section at a time.

Each of the sections is timed as shown in the table below:

Section		Allocated Time	Cumulative Assessment Time
1	Clinical Pharmacy & Pharmaceutical Care	35 minutes	35 minutes
2	The MUR Service	20 minutes	55 minutes
3	MUR & PI Case Studies	30 minutes	85 minutes
4	Bringing it all together – full MUR process	35 minutes	120 minutes
Maximum Assessment Time			120 minutes

5. What happens if I fail one of the sections?

If you fail one of the sections you will receive a message at the end of the section telling you this.

You must then wait 6 days before you can re-take the section and continue with the assessment.

This 'lock-out' period will give you an opportunity to reflect on your learning needs and undertake any appropriate self-directed learning.

You can fail each section twice and after the lock-out period you will start the assessment from the section you failed and have the opportunity to continue through to the end. If you fail any section for

a third time, after the lock-out period you will have to re-start the assessment from the beginning at section one.

Some of the questions have been classed as 'significant'. The knowledge being assessed in these questions is considered to be critical with potentially fatal consequences in practice. If you answer a significant question incorrectly you will automatically fail a section. You will not be told which of the questions in the assessment are 'significant' but you will be told at the end of the section that you answered a 'significant' question incorrectly

6. How will I know that I have passed the assessment?

You will be informed at the end of the assessment whether you have passed.
You must pass all sections, sequentially, to pass the complete assessment.

7. What learning do I need to undertake the assessment and how do I access the relevant learning?

There is no specific learning programme to support this MUR assessment. You may find some of the CPPE learning programmes will support your individual needs, take a look at the programmes listed in the prospectus or on the website. There are other providers of MUR learning support and you may find it helpful to review some of these before you take this assessment (see www.npa.co.uk and www.psnc.org.uk)

Advice and guidance for undertaking the assessment

CPPE have received many enquiries from pharmacists as they have been undertaking the on-line assessment.

These have been very consistent in terms of the content of the enquiry and therefore we have been able to draw up some Frequently Asked Questions (FAQs) – see separate document.

In addition to the FAQs the following general hints and tips may be useful for pharmacists doing the assessment

Useful Hints and Tips

- ✓ The assessment may not be as easy as you are expecting it to be. On completion you will have more knowledge of the service. You will also have a sense of achievement and confidence in your abilities to deliver a professional service
- ✓ Read all the information in the introduction to the assessment
- ✓ Read all the information at the beginning of each section
- ✓ Familiarise yourself with the IT requirements in each section
- ✓ Use the time allocated to each section and use it wisely – take time to use reference sources for any questions that pose problems
- ✓ Read the question and answer options carefully – do not slip into the trap of making assumptions about what you think you are reading
- ✓ Avoid reading too much into the questions, even in cases where you think the question may be ambiguous, when you read it carefully you will realise that there are obvious right and wrong answers
- ✓ If you are struggling with one of the questions in section 2, try to turn it around, put yourself in the situation and consider the consequences of any action/s you are considering:
 - If the day after you undertake a MUR a patient complains about information being shared with 'a.n. other' person where would this leave you?

- What impression would you be left with if you went into your GP surgery for a consultation only to find the room cluttered with boxes?
- Would you really begin to deliver a new service without negotiating all the requirements with your PCT e.g issues around service delivery in patient's homes and nursing homes?

- ✓ Very few pharmacists pass the full assessment first time. You may be unsuccessful in your first, second or maybe even third attempt

IT hints and tips

- ✓ Take care to only use the on screen buttons used for navigation throughout the assessment – do not use any other keyboard functions otherwise you are likely to experience serious IT problems
- ✓ All the on screen buttons require only ONE mouse click – avoid double clicks
- ✓ Ensure that you have a reliable internet connection – CPPE cannot accept any responsibility for loss of connection or other problems related to your internet service provider. We will not take action to change or amend any attempts that fail due to internet connection problems. Consider using PCs at the local library or internet cafes for more reliable, broadband connections

The assessment website can be found at
www.cppe.man.ac.uk/mur
or by clicking on the direct link on the CPPE homepage
www.cppe.man.ac.uk

Any questions or comments about the assessment should be
1. emailed to info@cppe.man.ac.uk OR
2. faxed to 0161 778 4030 (marked for the attention of the MUR Project Lead) OR
3. posted to CPPE (marked for the attention of the MUR Project Lead)