

The NHS Community Pharmacist Consultation Service (CPCS) self-assessment framework

This self-assessment framework supports you (the pharmacist) in reflecting on your knowledge and skills to provide the NHS Community Pharmacist Consultation Service (CPCS). The framework highlights the key competencies required to provide a high quality person centred service to the people referred to your pharmacy from NHS111. Through engaging with this framework you will build your confidence in offering person-centred care in this new pharmacy service.

How to use this self-assessment framework

Work through the competencies to assess your readiness to provide the CPCS. You may not meet all of the competencies outlined however you can use the self-assessment framework to identify your personal learning needs and continue to develop your practice.

Revisiting this self-assessment framework will support you in applying your experiences of providing the service and that of your peers to continually develop and improve.

Table 1 of the self-assessment framework includes two sets of competencies. The first set addresses your understanding of the service and how it will operate in the pharmacy. The second set look at the clinical knowledge and skills required to deliver the service. As you work through the competencies consider your previous learning and experience of responding to minor illness in the pharmacy. What evidence do you have to support you in meeting the competence and is there any further learning or training you could complete to take your knowledge and skills to the next level?

If you do not meet a specific competence you can identify suitable resources to support you in the third column of table one. You can find the references to the full list of learning resources in table 2*.

Table 1

Knowing yourself, your team and the service		
	Tick	Learning resources (table 2)
1. Can you explain the NHS Urgent care system and the role of community pharmacy as part of this system?	Yes <input type="checkbox"/> No <input type="checkbox"/>	A, D, F, J
2. Can you describe the aim of the CPCS service, your role and the role of the pharmacy team in providing the service	Yes <input type="checkbox"/> No <input type="checkbox"/>	A, D, F, J
3. Can you demonstrate a stepwise approach to the CPCS process to enhance patient experience and deliver a safe and effective service in your pharmacy (from receipt of referral to completion)	Yes <input type="checkbox"/> No <input type="checkbox"/>	A F L
4. Can you apply the principles of consent, confidentiality and safeguarding within the context of providing the CPCS	Yes <input type="checkbox"/> No <input type="checkbox"/>	A, C, E, J
5. Are you able to accurately record consultations using CPCS information systems and transfer data to the GP systems to enable GP message close down	Yes <input type="checkbox"/> No <input type="checkbox"/>	M
6. Do you know how to feedback to enable service improvement including identifying and reporting of incidents	Yes <input type="checkbox"/> No <input type="checkbox"/>	A
Applying clinical knowledge and skills		
7. Do you understand the steps involved in taking a person's clinical history including their medicines	Yes <input type="checkbox"/> No <input type="checkbox"/>	E, J
8. Are you able to apply tools and techniques to demonstrate a structured person-centred approach to clinical history taking	Yes <input type="checkbox"/> No <input type="checkbox"/>	B, E, J
9. Can you apply evidence and guidance to support clinical reasoning and engage the patient in shared decision making	Yes <input type="checkbox"/> No <input type="checkbox"/>	E, G, H, I, J
10. Can you identify presenting red flags in the consultation to enable safe, effective, 'warm' clinical transfer of the patient	Yes <input type="checkbox"/> No <input type="checkbox"/>	E, F, J
11. Do you follow the guidance for hygiene and hand washing in a clinical setting	Yes <input type="checkbox"/> No <input type="checkbox"/>	J
12. Are you able to conduct general observations and basic clinical examination/assessment skills to inform clinical decision-making in the consultation?	Yes <input type="checkbox"/> No <input type="checkbox"/>	J
13. Are you able to interpret and apply clinical assessment test results and findings to aid clinical diagnosis and decisions	Yes <input type="checkbox"/> No <input type="checkbox"/>	E, G, H, J
14. Can you safely and effectively close the consultation including safety netting, signposting and referral when necessary	Yes <input type="checkbox"/> No <input type="checkbox"/>	E, F, J
15. Can you complete an accurate and concise clinical record to support data sharing across healthcare settings	Yes <input type="checkbox"/> No <input type="checkbox"/>	J, K
16. Do you promote self-care and prevention measures in the consultation	Yes <input type="checkbox"/> No <input type="checkbox"/>	B, E, J

Table 2

This table includes a list of learning resources which you can access to meet any gaps in the competencies in table 1. Many of these resources can be accessed directly from the CPPE [NHS Community Pharmacist Consultation Service](#) learning page.

Resource A	Community Pharmacy Consultation Service: <i>Service specification</i>
Resource B	CPPE Consultation skills: what good practice looks like e-learning
Resource C	CPPE Safeguarding children and vulnerable adults: a guide for the pharmacy team e-learning
Resource D	CPPE <i>Urgent care: the place of pharmacy and CPCS</i> e-learning (in development)
Resource E	CPPE Clinical history-taking: what a good consultation looks like e-learning
Resource F	CPPE <i>CPCS video wall</i> (in development)
Resource G	NES Common clinical conditions and minor ailments
Resource H	NICE Clinical knowledge summaries
Resource I	Dermatology pocket guide: common skin conditions explained
Resource J	CPPE <i>Community pharmacist consultation service: clinical examination: essential skills</i> workshop
Resource K	CPPE <i>Documenting in clinical records</i> e-learning (in development)
Resource L	CPPE Pharmacy services: delivering quality e-learning
Resource M	Support from PharmOutcomes and Sonar Informatics as CPCS IT system providers

* This document is version 1 of the self-assessment framework. At this stage of service development the learning and training links to resources developed by the Centre for Pharmacy Postgraduate Education (CPPE). We acknowledge that there are resources available from other providers. These will be collated and added to the next version of the framework. Further updates will be completed post procurement.