

REFRESHER TRAINING

Supplying *Pharmacy Medicines* and *Pharmacist Only Medicines* – Guidelines for the Quality Care Pharmacy Program

Guild Training



Quality Care Pharmacy Program

An initiative of The Pharmacy Guild of Australia

Supporting Excellence in Pharmacy



The Pharmacy Guild of Australia and the Quality Care Pharmacy Program (QCPP), recognise the benefits that customers gain from knowledgeable, proactive staff and responsible health care information from pharmacy.

To support this, the QCPP has a number of standards and requirements which relate specifically to the training of pharmacy staff. The first of these requirements is that pharmacy staff members, who are involved in the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines* must complete the recognised training module, 'SIRPPKS001A Support the sale of *Pharmacy* and *Pharmacist Only Medicines*'.

So far the response of pharmacy to this initiative has been extremely positive, with over 20,000 pharmacy and dispensary assistants around Australia completing this training. This rate of uptake by pharmacies will ensure that customers are provided with accurate health care information and advice.

However, specific strategies are required to ensure that staff maintain their skills, ask those important questions and refer customers to the pharmacist when necessary.

One way to ensure that those skills and agreed protocols remain 'top of mind' is to provide pharmacy staff with ongoing or refresher training.

This is why the QCPP standards require that, 'All staff who supply *Pharmacy Medicines* or assist the pharmacist with the supply of *Pharmacist Only Medicines* have received initial training via a Recognised Course and ongoing refresher training in supplying *Pharmacy Medicines* and *Pharmacist Only Medicines*'. (2nd edition QCPP – Template T2C).



TRAINING REQUIREMENTS

From 1 April 2010, QCPP assessments will have a new requirement, which is; pharmacy assistants and dispensary assistants, who are involved in the delivery of *Pharmacy Medicines* and *Pharmacist Only Medicines*, must demonstrate that a minimum of three hours of training on the delivery of these medicines has been completed for each year after the initial training has been completed.

This new training requirement is highly flexible and can be provided by a senior member of the pharmacy team, a pharmaceutical company, a health organisation or a Registered Training Organisation (RTO). It can be delivered 'in-house' or at a training venue, in minimum blocks of thirty minutes.

All training must be recorded on a staff training record, such as the 2nd edition QCPP Template T15B, so that there is a verifiable record that this requirement has been met.

The type of training, the content permitted and the evidence required is detailed in the table opposite.

See below for some scenarios of the amount of training required by pharmacy assistants.

How much training does a pharmacy assistant need?

The new guidelines require a minimum of three hours training for each of the two years between QCPP assessments. However, this requirement depends on the pharmacy assistant's previous training.

YOUR PHARMACY OR DISPENSARY ASSISTANT	TRAINING
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' within the past twelve months prior to the QCPP assessment date.	No refresher training required.
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' more than twelve months prior to the QCPP assessment date.	Must have completed three hours of refresher training per year.
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' at the pharmacy's last assessment.	Must have completed at least three hours of refresher training for each of the two years following the pharmacy's last assessment.
Has completed the unit 'SIRPPKS001A Support the sale of <i>Pharmacy and Pharmacist Only Medicines</i> ' at another pharmacy and has been employed at that pharmacy for less than 24 months.	Must have completed refresher training on a 'pro-rata' basis.

TRAINING OPTIONS

TRAINING	EXPLANATION	EVIDENCE REQUIRED AT ASSESSMENT
Accredited training	One product knowledge unit from the 18 in the Community Pharmacy Training Package meets the annual refresher training requirement. (See A. Accredited Training)	A statement of attainment or transcript of results issued by the Registered Training Organisation (RTO) and recorded on the staff training record.
In-pharmacy training	A total of three hours of training delivered by the pharmacist or senior staff member* which focuses on the delivery of <i>Pharmacy Medicines</i> and <i>Pharmacist Only Medicines</i> . See B. In-Pharmacy and Approved Training for suggested course content.	Evidence to be recorded on the staff training record.
QCPP 'approved' training	A total of three hours of training approved by QCPP and delivered by staff external to the pharmacy. Courses can be presented by RTO's, pharmaceutical companies, health organisations, etc and delivered in pharmacy or at other venues.	Certificate of attendance and recorded on the staff training record.
	See B. In-Pharmacy and Approved Training for suggested course content and below for the approval process.	A list of QCPP approved training courses will be posted on the QCPP website as they are developed.

* The pharmacy staff that deliver training may include this as part of their refresher training requirement.

A. Accredited Training

The following product knowledge units from the Community Pharmacy Training Package meet the annual requirement for refresher training.

- SIRPPKS002A: Identify, locate and sell products related to allergies
- SIRPPKS003A: Identify, locate and sell analgesics and anti-inflammatory products
- SIRPPKS005A: Identify, locate and sell cough and cold products
- SIRPPKS006A: Identify, locate and sell eye, ear and oral care products
- SIRPPKS007A: Identify, locate and sell products for gastro-intestinal conditions
- SIRPPKS008A: Identify, locate and sell first aid and wound care products
- SIRPPKS009A: Identify, locate and sell products for skin and fungal conditions
- SIRPPKS011A: Provide information, products and services on asthma
- SIRPPKS012A: Provide information, products and services on blood pressure
- SIRPPKS013A: Provide information, products and services on complementary medicine
- SIRPPKS014A: Provide information, products and services on diabetes
- SIRPPKS015A: Provide information, products and services on diet, nutrition and weight management
- SIRPPKS016A: Provide information, products and services to support home health care
- SIRPPKS017A: Provide information, products and services on pregnancy and maternal health
- SIRPPKS018A: Provide information, products and services on smoking cessation
- SIRPPKS019A: Provide information, products and services on women's and men's health
- SIRPPKS020A: Provide information, products and services on wound care
- SIRPPKS010A: Assist in the management of *Pharmacy* and *Pharmacist Only Medicines*

B. In-Pharmacy and Approved Training

Some or all of the following topics could be included, however the training needs to have a focus on *Pharmacy Medicines* and *Pharmacist Only Medicines*:

- Medicine Schedules
- Requirements for *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Brand names and active ingredients
- Key issues with *Pharmacy Medicines* and *Pharmacist Only Medicines* – Paracetamol, Ibuprofen, Pseudoephedrine, medicines for children
- Protocols – What/Stop/Go, CARER, Ask/Assess/Advise – and how to use them in pharmacy
- Using protocols in specific situations
- Using protocols for specific customers or health conditions
- Additional questions that need to be asked ... and why they should be asked
- Symptom based requests and direct product requests
- Communicating skills that relate specifically to the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Asking questions – specific to *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Situations that require referral to the pharmacist
- Health information and advice that should be provided to customers – CMI, NPS Medicines line – specific to *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Health information and advice that should not be provided to customers
- Privacy and confidentiality – specific to *Pharmacy Medicines* and *Pharmacist Only Medicines*
- Specific information about *Pharmacy Medicines* and *Pharmacist Only Medicines* available in the pharmacy. Details include usage, symptoms, warning signs, alternative names and interactions.

QCPP APPROVAL PROCESS

Organisations who submit their refresher training for QCPP approval will need to provide the following information/resources:

- Course/program name
- Course duration (hours)
- Delivery method – presentation, e-learning, in-pharmacy training
- Delivery details – dates, venues and locations
- General description of course
- Course content
- Copy of training resources used – PowerPoint presentation, handouts, notes, trainers notes, etc
- Assessment method (if applicable)
- Presenter details and qualifications (if applicable)
- Sponsorship arrangements
- Record management – A certificate of attendance be given to participants on completion and a record of attendance be maintained by the organisation who provides the training
- Guild Training will assess the training and training resources. Once approved, Guild Training will provide notification of approval, the period of approval and post the details on the QCPP website for the information of all QCPP members.

Contacting QCPP

- **Phone** 1300 363 340
- **Website** www.qcpp.com



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