

SKILLS ANALYSIS FOR MEDICINES INFORMATION

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BACKGROUND

Medicines Information & Advice Pharmacy Professionals aspire to support patient care by cutting through complex information to inform safe, effective and cost-effective prescribing decisions.

Medicines are a technical intervention, the second highest cost in the NHS after staffing

Staff are the biggest asset that we have. Without them, we won't achieve anything

Changes to pharmacist career aspirations influence ability to recruit staff

Changes to the NHS landscape are changing what stakeholders expect and need Medicines Advice to deliver

Session will be interactive and based on an exercise we will be undertaking in SPS Medicines Advice

HOW DO SKILLS IN YOUR
TEAM COMPARE TO WHAT
IS NEEDED?

“... many health care professionals do not fully understand the capabilities of other health care team members and often struggle to effectively capitalize on the expertise and talents of each other.”

quoted from McLaughlin *et al.* Am J Pharm Ed 2017; 81(6): Article 116

What do people know about Medicines Advice skills and capabilities?

SKILLS GAP ANALYSIS

- The difference between the skills we need and the skills our workforce has
- Used to help us meet the business needs of Medicines Advice
- Informs planning and staff allocations
- Contributes to staff development
- Integral to our recruitment process

WHY CONDUCT THE ANALYSIS?

- Employee duties are always changing
- New and different types of work may need different skillsets
- Can optimise roles and responsibilities when you know what skills you need/have
- MA requires increasing amounts of technology to function

WAGNER'S SEVEN SURVIVAL SKILLS FOR WORKFORCE

Survival skill	How represented
Critical thinking and problem solving	Asking good questions; dealing with large volumes of data; evaluating accuracy; formulating an action plan
Agility and adaptability	Working with disruptions; using tools to solve new problems; continuing when no single right answer; dealing with constant change
Initiative and entrepreneurialism	Identifying ways to improve systems; having courage to try and fail; generating answers/solutions
Effective oral and written communication	Clear and concise writing/speaking; picking correct communication medium; presentation skills
Accessing and analysing information	Finding/synthesising information; using info from different sources; responding to changing info
Collaborating across networks and leading by influence	Team work; making decisions; understanding/respecting difference between individuals; influencing people around you;
Curiosity and imagination	Keep asking questions (like "What if...?"); dreaming; dissatisfaction with status quo; empathy

Wagner T. *The Global Achievement Gap*. New York: Perseus Books. 2014

McLaughlin *et al.* Exploring the Requisite Skills and Competencies of Pharmacists Needed for Success in an Evolving Health Care Environment. *Am J Pharm Ed* 2017; 81(6): Article 116

PLANNING THE SKILLS GAP ANALYSIS

- We want to understand from **individuals** what skills they think their jobs require and what skills they have
- We want to understand from **managers** what skills they think are important for service delivery and where they see gaps
- We want to understand from **individuals and managers** what skills they anticipate will be required in future and how we can grow these

PROCESS #1

SKILLS TODAY



What are the top 3 tasks you need team members to do currently?

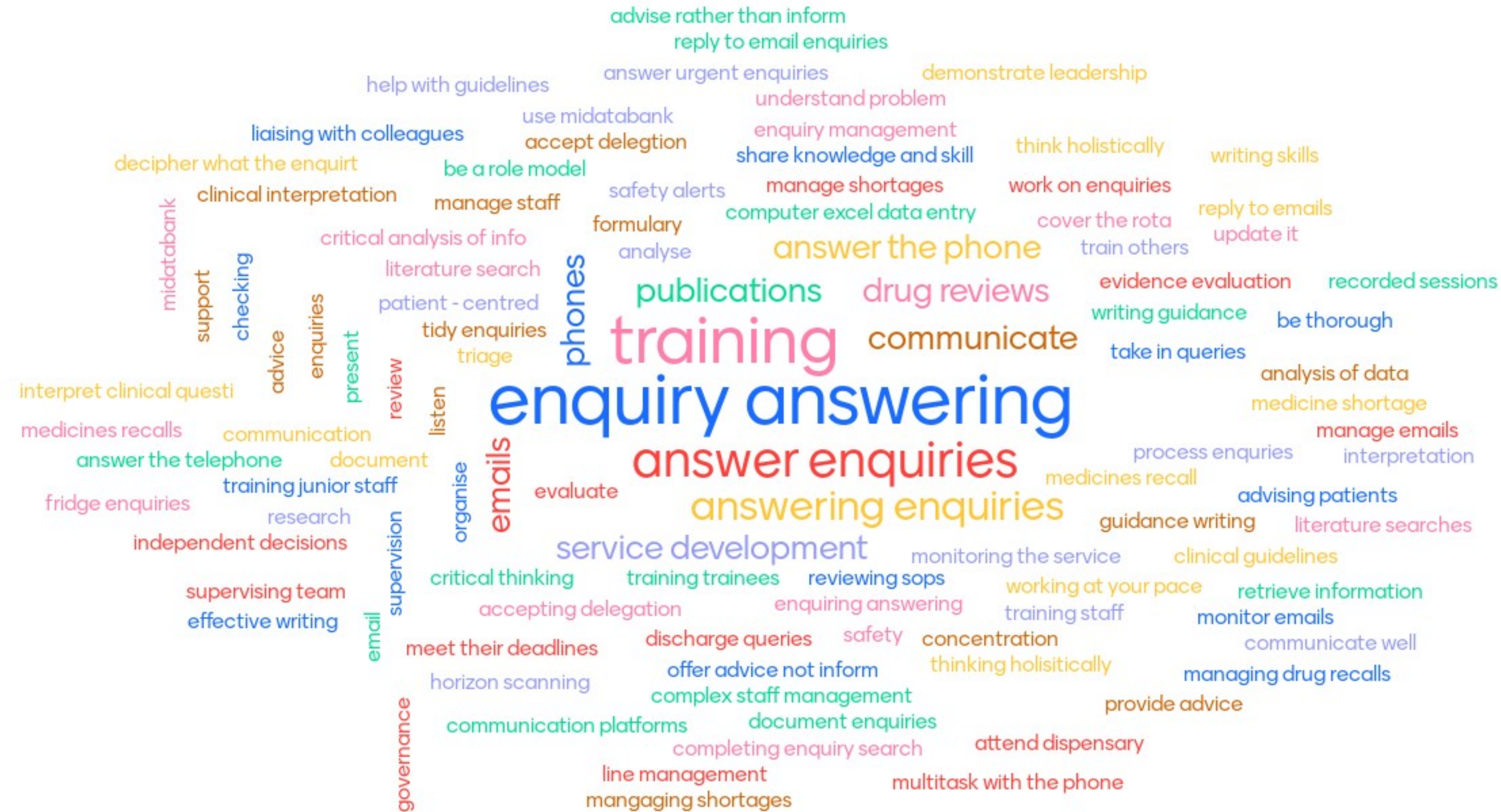


Of these top 3, which one do you think is hardest to achieve?



For the hardest, brainstorm options to build the skill to achieve the task well.

What are the top 3 tasks you need team members to do currently?



Of the top 3, which do you think is the hardest to achieve?



What options do we have to build the key skill?

Shared resources

Communication

Time

Mentoring by experienced staff

Mentoring

Training packs and guides

1:1 training sessions

Updated training

Time

What options do we have to build the key skill?

mentoring

Ukmi platform

use of MS teams videos - record once and share links

use of resources and structured plans

Coaching

Example enquiries

Training packs and guides

interactive resources

Build a comprehensive training package

What options do we have to build the key skill?

Mentoring

National course

Training booklet from UKMI

Defined objectives and tasks

Training resources

coaching

Coaching

mentoring

UKMi resources, education and training skills

What options do we have to build the key skill?

Hands on

Mentoring

Ensuring staff feel confident themselves to deliver training

Need to take a more proactive approach

motivationtime

Sharing experience

Recorded video

Use network

Integrate those in training to the team

What options do we have to build the key skill?

Shadowing

External courses

Educational supervisor e learning

Difficult to get others to understand

Reproducible training

management skills required

Good feedback

UKMi workbook available on HEE website

standard training

What options do we have to build the key skill?

Training packages for different audiences

Confidence

Feedback from trainees

Peer review

technology

PROCESS #2

SKILLS TOMORROW



What are the top 3 tasks you expect team members to do in 5 years' time?

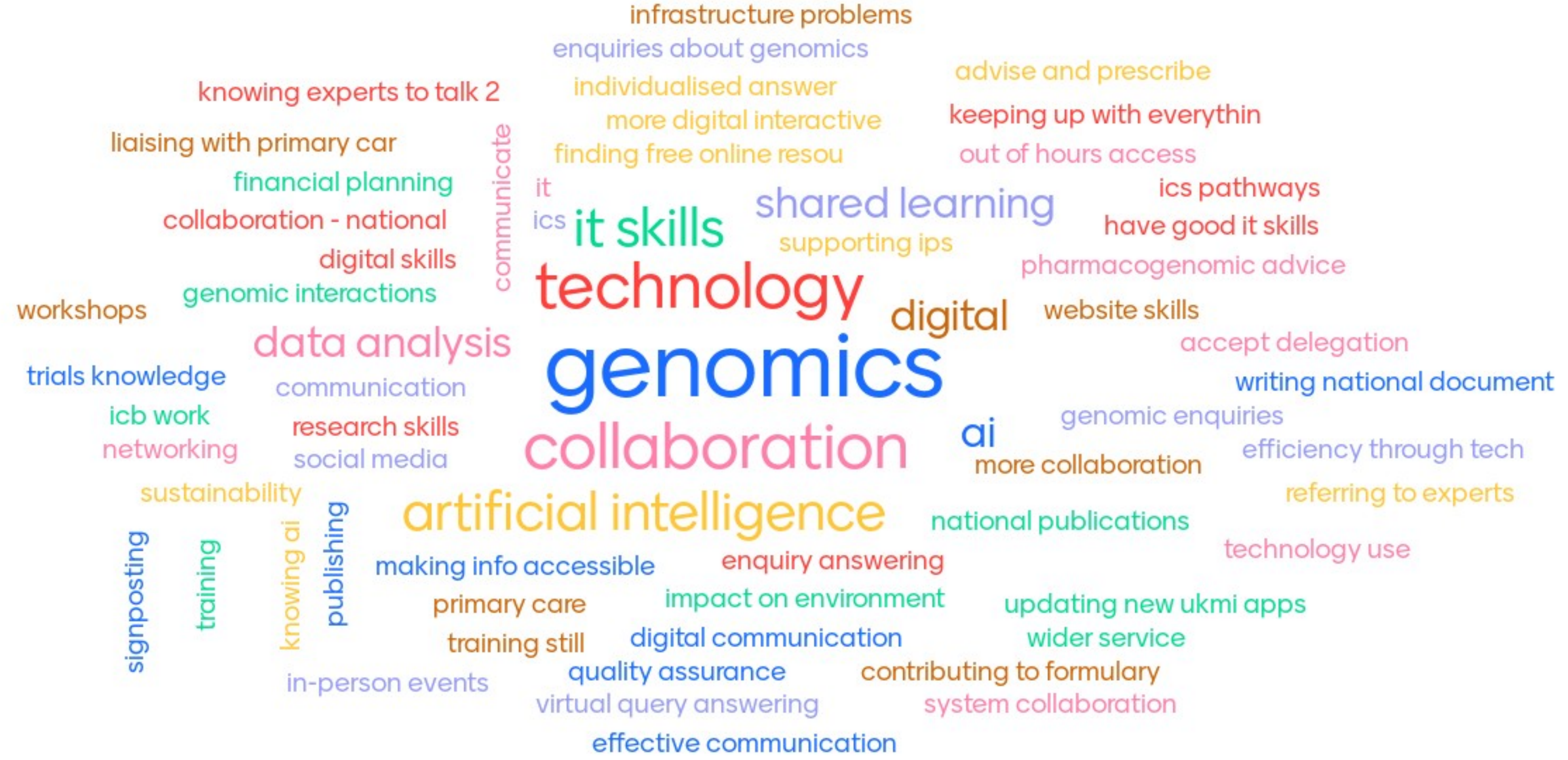


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What are the top three tasks you expect team members to do in 5 years' time?



Of these top 3, which do you think is hardest to achieve?



What options do we have to build the skill to achieve this task well?

Specialist training now

Know what it is

Understand how to communicate

Training

Virtual working

Training

CPD

More networking

networking with respective teams/similar team members

What options do we have to build the skill to achieve this task well?

share learning from pilots

make it BAU

message boardsIT

Get outside our "silos" and talk to other experts

Start now!

Engage stakeholders

Training

national guidelines

Confidence liaising with experts

What options do we have to build the skill to achieve this task well?

talking and teams

Holistic approach

Upskill ourselves first

Talking to people

Influence across all levels

Virtual connections using the network

Influencing skill

Network and get to know each other