

Together We Thrive: Shaping Training & Development for UKMI Members

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Background Summer 2023 brought a call from the United Kingdom Medicines Information (UKMI) Executive team to reinvigorate the network and so invited wider participation in the working groups. The renewed Workforce Development Working Group (WDWG) had its first meeting in autumn 2023 and identified that this was an opportunity to reconsider the priorities and objectives of the group, and that the views of the UKMI network were vital in reshaping these to help ensure future work and outputs were what members wanted.

Method To collate UKMI member feedback, a survey was developed on Microsoft Forms. This survey had 10 questions to gather information about current training and development challenges faced by the network, views on current training resources produced by UKMI centres, and opinions about what training and development support members wanted from the network. The survey was launched at the UKMI Practice Development Seminar in December 2023 where it was advertised with posters across the event and then remained open for 2 weeks, with further advertising on repeated occasions via the UKMI discussion forum and the social media platform “X”.

Results The survey responses were analysed in January 2024 using Microsoft Forms and Microsoft Excel ahead of presentation and discussion at the March 2024 meeting of the UKMI WDWG.

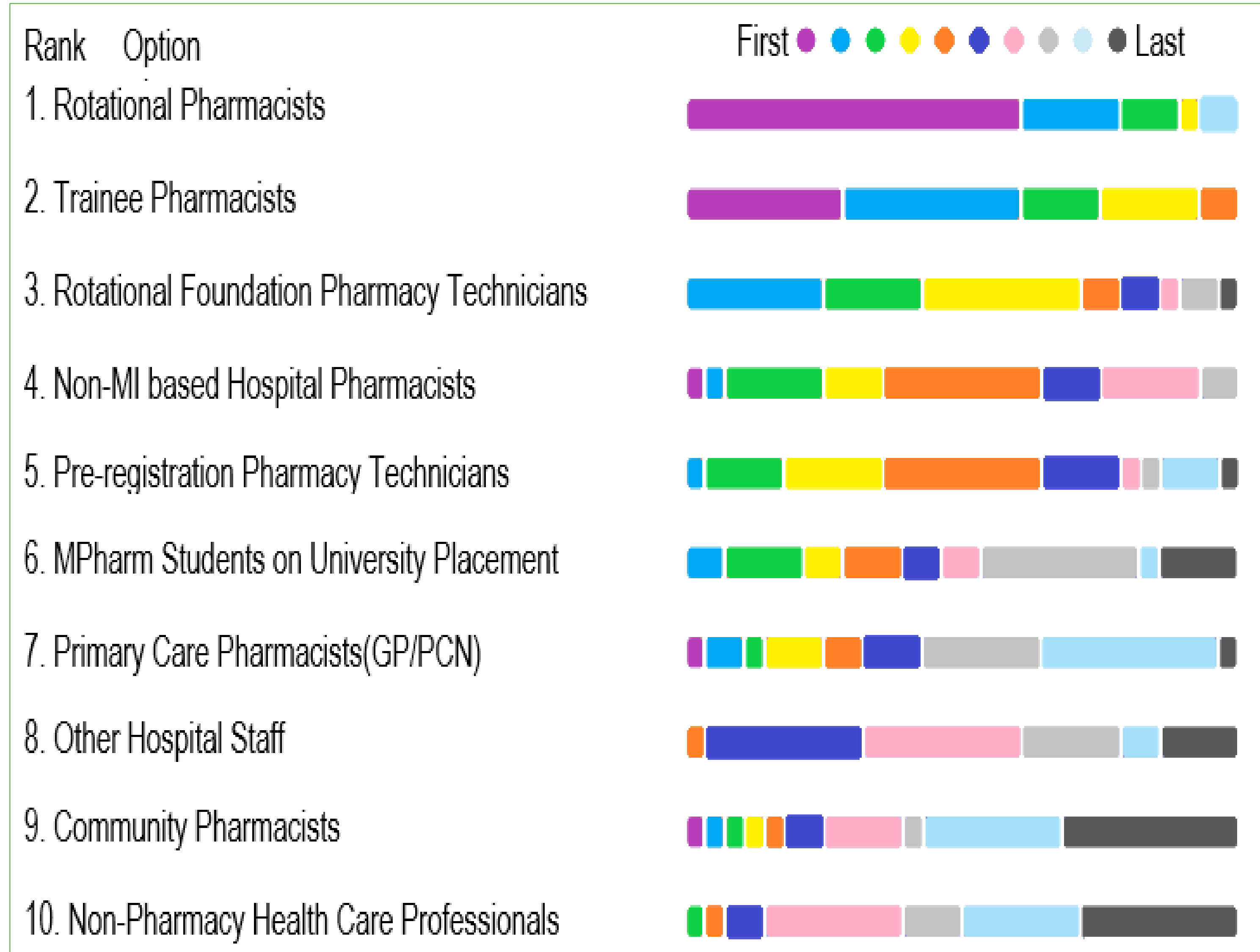
Number of responses: 28
Average time to complete survey: 19 minutes (Range 3 to 172 minutes)
More detailed results are presented below.

Time is the biggest training challenge for UKMI members – both development & delivery

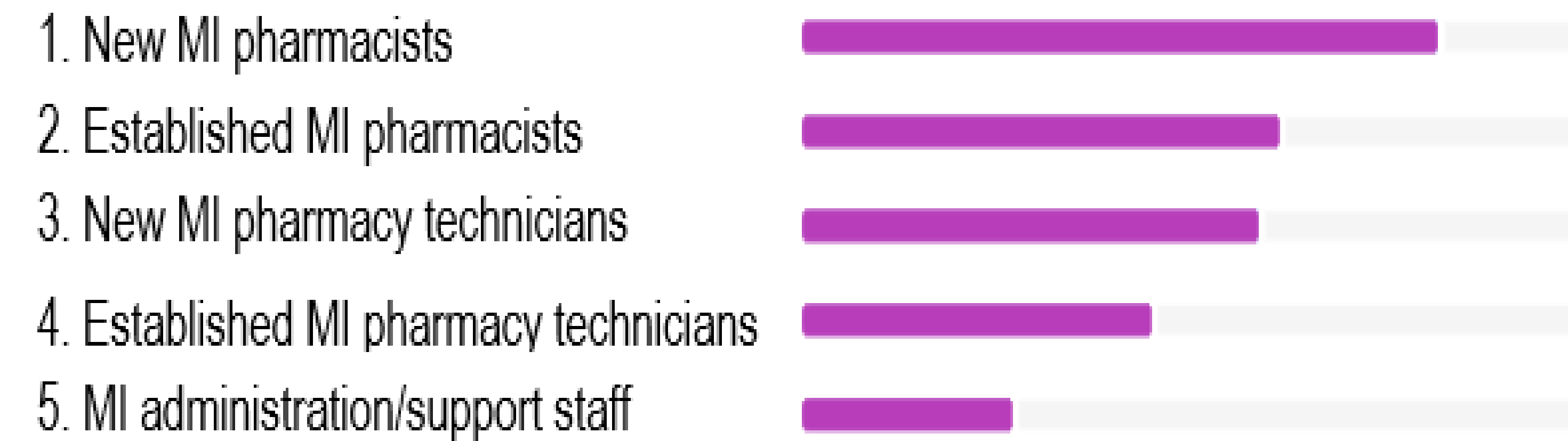
Medicines Learning Portal was considered the most useful UKMI training resource
NMTIC & AMITTS training courses found to be useful or very useful by most that had utilised
32% respondents chose not to use MiCAL as felt the content required updating

79% of respondents felt that the **main focus** of the UKMI WDWG should be to **support the training & development of MI staff** over non-permanent pharmacy staff or others.

For **non-MI staff**, 61% felt that UKMI should **prioritise** training materials for **rotational pharmacists**



New starters were seen as the **priority** for training by most respondents, but **32%** felt supporting the development of **existing MI pharmacists** should be UKMI’s first focus.



Webinars were the 1st choice outputs respondents wanted from UKMI

The most popular **topics** respondents wanted to see covered were



Conclusions

- Low response rate. Possible contributing factors: No direct communication route with individual network members; 2-week period was too short; December is a busy time of year for many; Lapse in UKMI network activity/engagement following changes in specialist centre commissioning.
- The feedback received was still very valuable and has provided an initial focus for the work of the WDWG.
- Highlighted a lack of awareness within network that MiCAL is no longer being updated, although many who did use it for training recognised some content was outdated and a limitation to its use. This raises wider questions about how well information was disseminated across the network.
- Most respondents wanted to see UKMI webinars as a forum for learning and sharing information, therefore the WDWG identified this as key objective that could be initiated within a relatively short time frame.
- The first live UKMI webinar “Supporting Trainee Pharmacists in MI” was hosted on Microsoft TEAMS by the WDWG on 6th June 2024 1-2pm. It was advertised on the UKMI forum and Eventbrite. The topic and content choice was selected to address a number of issues identified in the survey feedback; namely that MI centres are being asked to train increasing numbers of trainee pharmacists presenting time and capacity challenges. This has resulted in some utilising group and online training which require different skill sets which most have MI staff have learnt experientially and developed by “trial and error”. A university educator was invited to share her expertise ahead of the new trainee pharmacist intake. The webinar was considered a success with over 100 people in attendance and positive feedback in the chat forum and online feedback questionnaire.
- 2 further UKMI webinars took place in 2024 hosted by the UKMI Clinical Governance Working Group and the UKMI Executive Team which also received high levels of engagement and positive feedback. The WDWG is considering further webinar topics with the aim for these to be a regular events.
- The WDWG has yet to consider further outputs from the 2023 survey results. Given the low response rate, the author recommends that the survey is first repeated in early 2025 with the aim of increasing response rate so that future WDWG strategy is based on a wider representative sample of UKMI members. The new UKMI membership directory and opportunity to advertise at the webinars will overcome a significant barrier in publicising the survey to members experienced in 2023.