

# Pharmacy Support Staff providing Medicines Advice Training for Trainee Pharmacists (TP) in the Welsh Medicines Advice Service (WMAS)

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## Background

In 2022/23, Wales mandated multi-sector training for all TPs. WMAS Cardiff faced challenges with increasing numbers of TPs (from 6 to 18) rotating through the centre annually. Previously, Medicines Advice (MA) pharmacists were primarily involved in TP training, with some input from MA pharmacy technicians and medical writers. WMAS Cardiff has expanded services recently (e.g. national publication work for the Common Ailments Scheme, Patient Group Directions) and pharmacists have limited additional capacity to participate in training. This prompted a skill mix decision for MA pharmacy technicians and medical writers to form a new TP Training Team (TPTT). With input from the MA training pharmacist, the TPTT led the delivery of MA training for the 2023/24 TPs.

## Change

**Plan** After an engagement session in May 2023, the MA pharmacy technicians and medical writers concurred to form the TPTT. The pharmacy education and training (E&T) team supported this initiative, and agreed the training plan. Frequent TPTT meetings helped in planning the training delivery.



**Prepare** The TPTT reviewed their knowledge of specific topics on the Medicines Learning Portal. Pre-recorded webinars were produced which replaced live sessions. By August 2023, materials to support the delivery of training by the TPTT were produced.



**Implement** TPs had one week rotation in WMAS Cardiff (pm sessions) individually. In each session, the TP was guided by a designated staff. Feedbacks were provided to each TP on the last day. At the end of the rotation, TPs were encouraged to share their thoughts on the training and fill out an online feedback form.

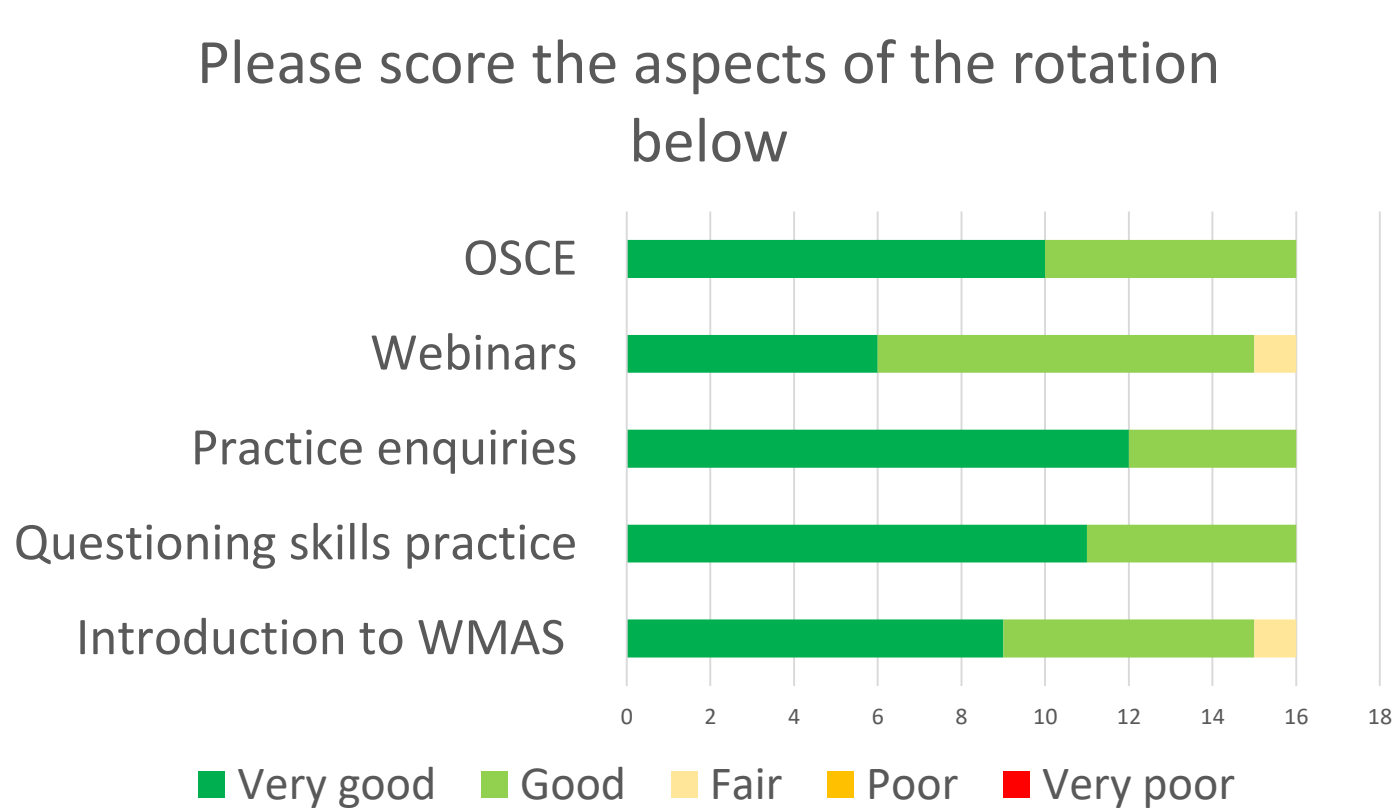


**Reflect** Reflection meetings were held after each TP cohort had rotated through. Feedback from TPs and the TPTT was discussed, and slight amendments to the timetable and content were made throughout the year in view of the comments received.

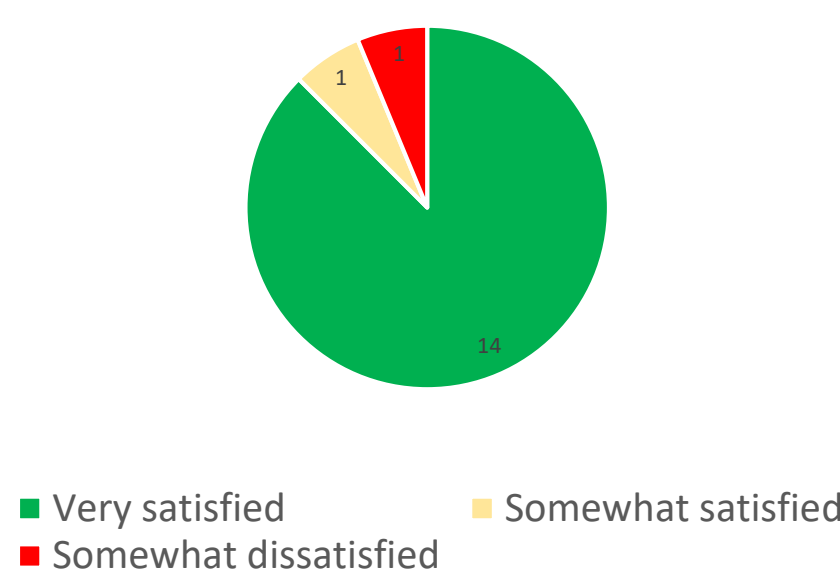


## Outcome

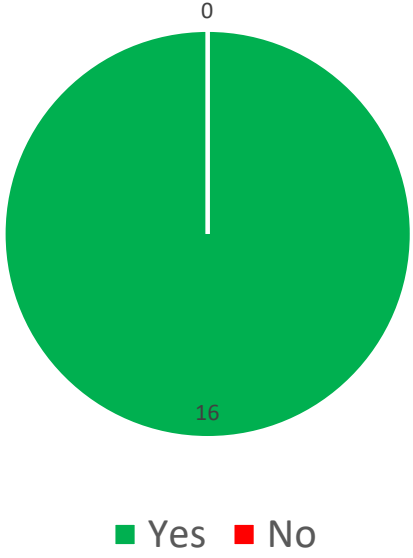
- Of the 18 TPs who underwent the training, 16 completed the feedback form. Among these, 87.5% (14 TPs) rated they were “very satisfied” with the overall training.
- All 16 TPs agreed the training met its objectives, and 87.5% (14 TPs) felt all aspects of the training met their expectations.
- Notably, 62.5% (10 TPs) highlighted there were elements of the training that exceeded their expectations.
- Nearly half of the responses (7) highlighted their appreciation for the TPTT in the comments section.
- The TPTT reported feeling well-equipped and actively engaged in training delivery.



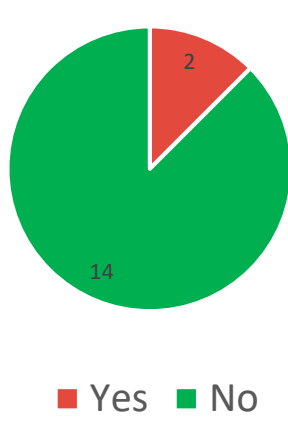
Overall, how satisfied are you with the training?



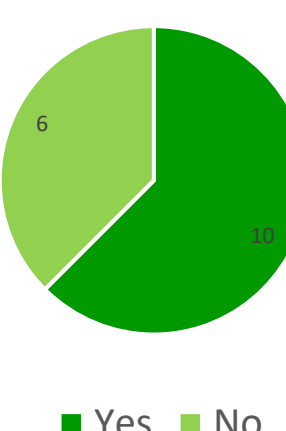
Did the training meet the objectives set out at the beginning of the week?



Were there any aspects of the training that did not meet with your expectations?



Were there any aspects of the training that exceeded your expectations?



## Discussion

- Overall, feedback from TPs and the E&T team was positive, indicating that training delivered by the TPTT effectively met the TPs' needs.
- The training aspect that gained the lowest score was the webinars, suggesting that trainees prefer interpersonal communication rather than learning from recordings.
- The pharmacy E&T team was satisfied that the training delivered fully met the TP curriculum.
- The TPTT gained new clinical knowledge and training skills, gradually taking more ownership of the training.
- The TPTT also felt more confident in their role within the advice service team.

## Going forward...

In 2025/26, TP training will adapt to include independent prescribing in the foundation year. It is important for MA to provide TPs with the relevant knowledge and skills needed for this role. WMAS Cardiff will continue to collaborate with the UKMi Workforce Development Group to create a strategy to ensure robust MA training for future TPs.