

A review of training within the Medicines Information (MI) Service at Chelsea and Westminster NHS Foundation Trust

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Introduction

The MI department at Chelsea and Westminster Hospital NHS Foundation Trust (CWHFT) offers training to a wide range of pharmacy professionals. Due to increased workload and other clinical commitments for the MI Pharmacist, a review of the training of pharmacy healthcare professionals was carried out to ensure that the training was comprehensive, fulfilled criteria from the General Pharmaceutical Council (GPhC) or Health Education England (HEE) and ensured that rotational staff had clear MI-related objectives to fulfil by the end of their rotation. This was compiled in a 'rotation pack' which the trainee could use to direct their learning and achieve particular goals throughout their time in MI.

Training workload

Over the academic year 2018-19, the MI department at CWHFT trained a total number of 33 pharmacy healthcare professionals. Of these, 12 were pre-registration pharmacists (PRPs) from both hospital sites, who each completed a 7 week rotation based on GPhC requirements. 2 were rotational pre-registration training pharmacy technicians (PTPTs) who completed an 8 week rotation.

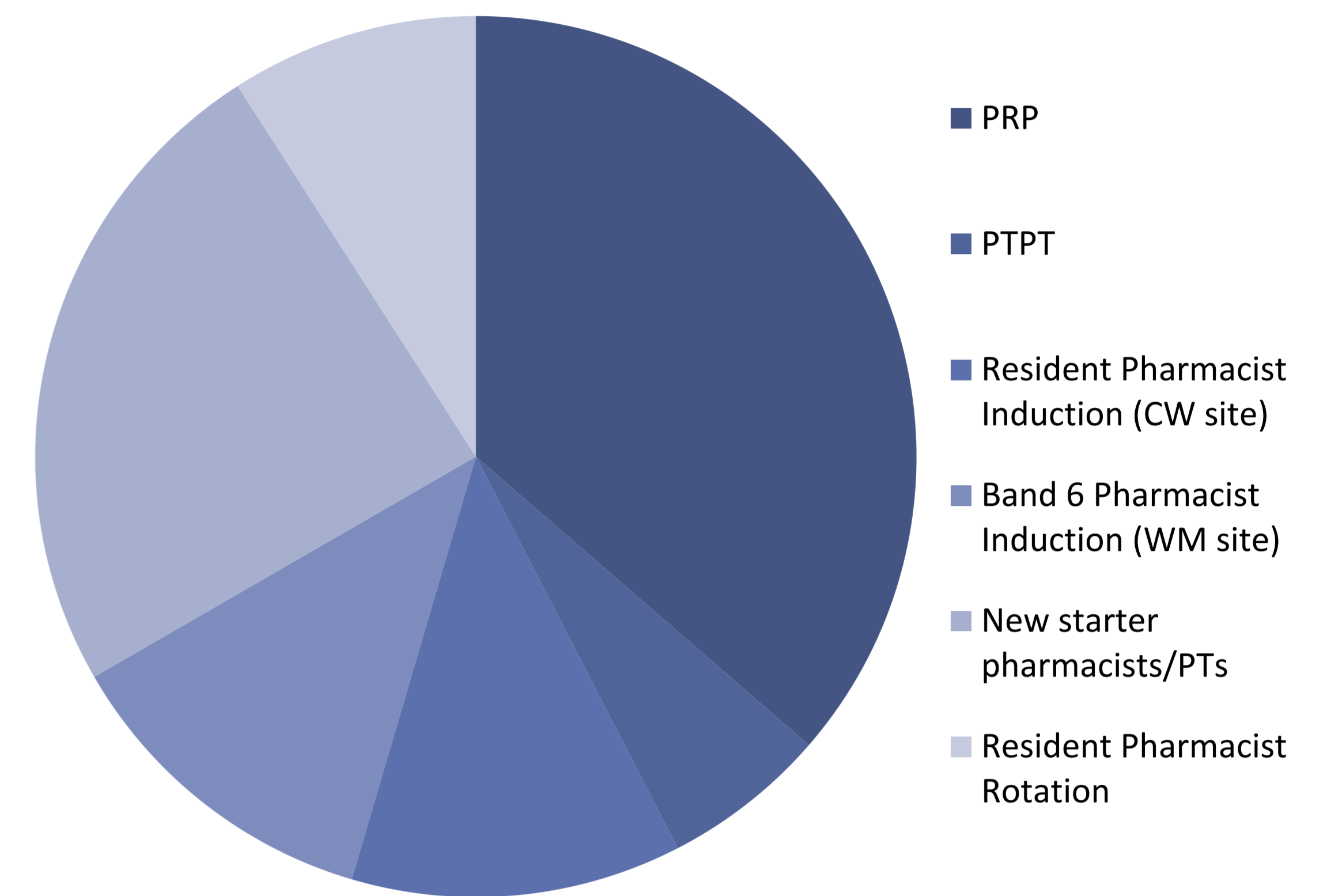


Fig. 1. Proportions of pharmacy healthcare professionals trained in the MI centre in the audited period.

Rotational band 6 pharmacists at the Chelsea and Westminster (CW) site completed a 1 week training as part of their new starter induction period. This aims to give them a base knowledge of MI skills and resources in order to effectively answer questions that may arise during on call shifts. A longer 4 month rotation period is offered for rotational band 6 pharmacists at the CW site. Band 6 pharmacists based at the WM site attend the MI department for a day during their induction period. Here they learn the basic skills required to answer enquiries when on call from home. In the audited period, a total number of 4 pharmacists were trained in this way. Additionally, 3 CW band 6 pharmacists completed an MI rotation and a further 4 completed their induction week.

Further to training foundation and pre-registration pharmacy professionals, the MI department also meets with all new pharmacists and pharmacy technicians (PTs) who join the CW pharmacy department and offers a 30 minute induction to discuss the role of MI within their individual job roles. Over the audited academic year, the MI department trained 8 new starter pharmacy technicians or pharmacists.

Improvements to MI Training

Rotation packs for PRPs, PTPTs, Resident Pharmacists and Band 6 Pharmacist inductions (both sites) were reviewed. Rotation packs were streamlined where possible in order to reduce duplication of work. This was most apparent for resident pharmacists working at the CW site who had completed a comprehensive training on induction, but then had returned soon after for a 4-month rotation. This new paperwork allows the comparison of work that has already been completed and allows pharmacists who return to work within MI the ability to pick up where they left off. It should be noted that the decision not to revisit the earlier parts of the rotation pack would be made on a case-by-case basis by the MI Pharmacist/MI Technician.

The PRP, PTPT and Resident Pharmacist rotation packs were also amended to include up to date criteria from the GPhC, HEE and Joint Pharmacy Board (JPB) Foundation diploma. This allowed them to effectively extrapolate enquiries they were involved in to an evidence that was also meaningful for their training requirements. This was also discussed with the Education and Training Lead pharmacist and technicians prior to implementation.

Conclusions

This review has allowed CWHFT MI to successfully implement a revised training plan tailored to the requirements of the different healthcare professionals trained and allows for more autonomy with training and a more comprehensive overview of MI. The impact of these will be reviewed in due course.

	PRP	PTPT	Resident Pharmacist Rotation	B6 Induction (CW site)	B6 Induction (WM site)	New starter pharmacists /PT
Induction overview with MI pharmacist/MI technician	✓	✓	✓	✓	✓	✓
Medicines Learning Portal (MLP)	✓	✓	✓	✓	✓	
Where would you look for answers to...?	✓	✓	✓	✓	✓	
Case studies	✓	✓	✓	✓	✓	
Mock Enquiries	✓	✓	✓	✓	✓	
Rotation Plan	✓	✓	✓			
Peer Review	✓	✓	✓	✓	✓	
Checking Log			✓			

Table 1. Overview of aspects of the revised rotation paperwork for the healthcare professionals trained within the MI department