

## Appendix 2 – Detailed Development Framework

| Attributes and Capabilities (with Descriptors) for Foundation Pharmacists Working in General Practice and activities that may support the development or demonstration of the capabilities. |   |  |
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| Capabilities  | Descriptors   | Activities that may support  |
| <b>Applying Clinical Knowledge &amp; Skills</b>   |   |  |
| <p><b>Applying a structured approach to data gathering and investigation</b></p>  | <p>Assesses medicines-related questions and formulates an answer using effective communication.<br/>           Demonstrates an ability to take a clinical history using clinical reasoning.<br/>           Demonstrates an ability to identify and apply high-quality evidence.</p>   | <p>Responding to medicines queries.<br/>           Medicines reconciliation.<br/>           Medication Review.<br/>           Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p> |
| <p><b>Interpreting findings accurately to reach a diagnosis</b></p>   | <p>Accurately investigates and summarises a patient's medical and medication history using all available resources (medical record, letters, test results).<br/>           Demonstrates an ability to identify immediate treatment options, including appropriate referral, for commonly presenting conditions (including acute and long-term conditions). Applies relevant diagnostic skills (physical assessment techniques, questioning skills) to the interpretation of normal and abnormal findings.</p> | <p>Supports interpretation of medical history, physical, biochemical and other clinical assessments.<br/>           Undertake medication review or chronic disease consultations (with appropriate supervision).</p>                         |
| <p><b>Demonstrating a proficient approach to basic clinical assessments listed on in <a href="#">Box 1</a></b></p>  | <p>Monitors medical conditions in line with current recommendations and local/national guidance.<br/>           Recognises commonly presenting conditions (both acute and long-term).<br/>           Competently carries out the following basic physical assessments:</p> <ul style="list-style-type: none"> <li>- weight</li> <li>- height</li> <li>- BMI</li> </ul>  | <p>Responding to medication queries.<br/>           Medicines reconciliation.<br/>           Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p>                                  |

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|   | <ul style="list-style-type: none"> <li>- heart rate</li> <li>- respiratory rate</li> <li>- temperature</li> <li>- blood pressure</li> <li>- oxygen saturations</li> <li>- urinalysis</li> <li>- capillary blood glucose</li> <li>- peak flow</li> </ul> <p>Demonstrates ability to make a clinical assessment including in patient groups where communication may be especially challenging.</p> <p>Applies the principles of hygiene and infection control in the clinical setting. Knows how to request and interpret pathology reports.</p> <p>Knows how to request and interpret clinical biochemistry and how different biochemical results can impact on choice or dosing of medicines.</p> | <p>Undertake medication review or chronic disease consultations (with appropriate supervision). Observe experienced healthcare staff undertaking the listed physical assessments. Undertake, with appropriate supervision, the listed physical assessments.</p> <p>Competency assessed in undertaking the listed physical assessments by appropriate healthcare staff.</p> <p>Infection prevention and control principles covered during induction.</p> <p>Undertake appropriate infection processes before, during and after any patient contact.</p> |
| <p><b>Demonstrating a proficient approach to undertaking medication review*, medicines reconciliation** and responding to medication queries. Making appropriate referrals to senior colleagues</b></p> <p><b>Demonstrating clinical reasoning and judgment, problem solving and prioritisation</b></p> | <p>Demonstrates understanding of the principles of medication review and the evidence for medication review. Identifies patients who will benefit from medication review. Documents medication review and appropriately refers. Completes a structured clinical medication review and shares good practice with others. Uses clinical reasoning throughout the medication review process.</p> <p>Applies medicines optimisation, deprescribing and medicines reconciliation to improve patient outcomes when undertaking medication review.</p>   | <p>Undertake medication review. Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals. Undertake medication review** or chronic disease consultations (with appropriate supervision).</p>  |



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|   | <p>Applies evidence-based medicine principles to specific patients and populations supporting a reduction in unwarranted variation in prescribing. Articulates the evidence base for decisions when consulting with patients and carers to support shared decision making.</p> <p>Describes the national drivers for improved stewardship of medicines, including (but not limited to), antimicrobials, controlled drugs and medicines subject to misuse. Applies the principles of antimicrobial stewardship.</p>   |  |
| <p><b>Providing general clinical care to all ages and backgrounds including care planning and record keeping</b></p> <p><b>Adopting a structured approach to clinical management</b></p> <p><b>Making appropriate use of other professionals and services</b></p> | <p>Uses the local clinical IT system to access patients' clinical records, practically applying knowledge of confidentiality and data protection.</p> <p>Documents all relevant activity in the clinical system in an appropriate format, using read codes, available templates and free text.</p> <p>Runs searches to identify groups of patients with a medical condition or taking a specific medicine.</p> <p>Demonstrates a structured process for undertaking medication review.</p> <p>Demonstrates ability to use practice systems to obtain information and document consultations.</p> <p>Identifies red flags and agrees referral pathways.</p> <p>Demonstrates ability to signpost to other local health promotion/other relevant services, with appropriate safety-netting.</p> | <p>Induction.</p> <p>Mandatory training (IG).</p> <p>Medication reviews.</p> <p>Medication queries.</p> <p>Medicines reconciliation.</p> <p>Supervised reception duties.</p> <p>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p> <p>Undertake medication review or chronic disease consultations (with appropriate supervision).</p> <p>Develop basic physical assessment skills.</p> <p>Direct individuals to appropriate information and services to support them in improving their health.</p> |

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| <p><b>Supporting people living with long-term conditions to improve their health</b></p> <p><b>Managing concurrent health problems within an individual patient</b></p> <p><b>Adopting safe and effective approaches for patients with complex needs</b></p> | <p>Works with others to support the adoption of evidence-based treatment of long-term conditions.</p> <p>Demonstrates understanding of disease state monitoring for long-term conditions and how to identify and manage specific patients.</p> <p>Explains how to identify and manage long-term conditions for specific patients with multimorbidity including the management and/or avoidance of drug interactions and adverse drug reactions in patients with concurrent health problems.</p> <p>Recognises the effective communication and clinical reasoning skills required to successfully negotiate complex treatment issues with patients and the multidisciplinary team.</p> | <p>Medication reviews.</p> <p>Medication queries.</p> <p>Medicines reconciliation.</p> <p>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p> <p>Undertake medication review or chronic disease consultations (with appropriate supervision).</p> <p>Observe a smoking cessation clinic and/or weight management clinic.</p> |
| <p><b>Demonstrating knowledge of GP systems and processes</b></p>  | <p>Demonstrates knowledge of the general practice contract framework and commissioning of general medical services.</p> <p>Describes the elements of good-quality repeat prescribing processes.</p> <p>Demonstrates ability to use practice IT systems (e.g Docman, Pathlinks, System One, EMIS).</p>   | <p>Induction.</p> <p>Observe/work with staff managing repeat dispensing process (Reception staff, clerks, pharmacy staff).</p> <p>Complete QI project.</p>  |
| <p><b>Communication &amp; Consultation Skills</b></p>  |   |   |
| <p><b>Establishing an effective partnership with patients and carers</b></p>   | <p>Demonstrates clear communication with confidence and in a professional manner through different mediums, including face to face, written and virtual.</p> <p>Assimilates and communicates information clearly and calmly; tailors messages depending on the audience; responds appropriately to questions.</p>   | <p>Undertake CPPE consultation skills e-course.</p> <p>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p> <p>Answering medication queries.</p>  |

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|  | <p>Demonstrates active listening skills (identifies non-verbal cues in others) and appropriate empathy.</p> <p>Consults with individuals through open conversation; creates an environment to support shared-decision making around personal healthcare outcomes.</p> <p>Adapts language to support with challenging situations or conflict resolution.</p> <p>Demonstrates ability to identify immediate treatment options, including referral, and negotiates with the patient regarding treatment decisions.</p>   | <p>Medicines reconciliation.</p> <p>Undertake medication review or chronic disease consultations (with appropriate supervision).</p>   |
| <p><b>Maintaining a continuing relationship with patients, carers and families</b></p> | <p>Demonstrates ability to use electronic systems to generate letters to patients and effectively communicates medical and medicines information in a patient-centred manner.</p> <p>Summarises the management plan (that has been created in partnership with the patient) clearly and concisely.</p> <p>Checks patient's understanding of and agreement to the plan.</p> <p>Checks patient expectations of outcomes and next steps.</p> <p>Agrees a safety-net plan and ensures all patient questions are addressed.</p> <p>Establishes balanced equal discussions to demonstrate partnership with the patient in consultations.</p> <p>Patients are engaged throughout consultations.</p> <p>Outcomes are negotiated and patient-centred.</p> <p>Creates accurate and succinct record to enable appropriate patient follow up.</p> | <p>Produce letters in response to medication queries and medication reviews.</p> <p>Undertake CPPE consultation skills e-course.</p> <p>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p> <p>Undertake medication review or chronic disease consultations (with appropriate supervision).</p> <p>Undertake patient satisfaction survey.</p> |
| <p><b>Person-Centred Care</b></p>  |   |  |

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| <p><b>Keeps the individual at the centre of their approach to care at all times</b></p> <p><b>Works in partnership with individuals; viewing each individual receiving care as unique, seeking to understand the physical, psychological and social aspects for that person</b></p> <p><b>Engages with individuals receiving care on a one-to-one basis, remains open to what they might share</b></p> | <p>Adopts a person-centred approach, demonstrating key consultation skills and behaviours described in the national standards for consultation skills.<br/>Explains and demonstrates the principles of patient-centred care and shared decision-making, including explaining risks and benefits of treatments to patients/carers in ways meaningful to them.</p> <p>Explores patient's agenda which is incorporated and balanced with the pharmacist's agenda creating a clearly structured consultation allowing flexibility for the patient's agenda.</p> <p>Applies an open approach to encourage exchange of information, establish understanding and explore patient's ideas, concerns and expectations.<br/>Works in partnership with patients to discuss options.<br/>Adopts plans that respect the patient's autonomy, whenever possible.<br/>Respects patient's autonomy when there is a difference of opinion and maintains a positive relationship.</p> | <p>Undertake CPPE consultation skills e-course.<br/>Medication reviews.<br/>Medication queries.<br/>Medicines reconciliation.<br/>Supervised reception duties.<br/>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.<br/>Undertake medication review or chronic disease consultations (with appropriate supervision).</p> |
| <p><b>Demonstrates a holistic mindset</b></p>  | <p>Describes the important role that general practice plays in supporting and delivering the prevention and public health agenda.<br/>Actively encourages and helps people to make healthier choices to achieve long-term behaviour change (using Making Every Contact Count approach).</p>  | <p>Medication queries &amp; reviews.<br/>Medicines reconciliation.<br/>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.</p>  |

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| <p><b>Supporting people through experiences of health, illness and recovery</b></p> | <p>Delivers public health interventions to support the health and wellbeing of patients and the public.<br/>Demonstrates ability to reflect on patient-centred care and support patients to achieve better outcomes.</p>   | <p>Undertake medication review or chronic disease consultations (with appropriate supervision).<br/>Participate in public health campaigns.</p>   |
| <p><b>Commitment to the Profession</b></p>  |  |   |
| <p><b>Demonstrates commitment to the pharmacy profession</b></p>                    | <p>Approaches the role with enthusiasm; seeks to demonstrate and promote the value of pharmacy to other healthcare professionals and educates the public about the role of the pharmacist within individual healthcare management.<br/>Openness to new approaches and ways of completing work tasks.<br/>Shares own innovative ideas to improve working practices, both internally and externally.<br/>Shows passion and motivation for working within the pharmacy profession.<br/>Draws upon own networks to understand how the pharmacy profession operates among different sectors and across the care pathway.<br/>Recognises the changes to and the opportunities within the future role of pharmacists, modifying own approach when required.</p> | <p>Demonstrate consistently across all activities.</p>  |
| <p><b>Professional Accountability</b></p>   |  |   |
| <p><b>Demonstrating attitudes and behaviours outlined in GPhC standards</b></p>     | <p>Demonstrates patient-centred professionalism.<br/>Displays honesty and integrity in all that they do; upholds a duty of candour.<br/>Adheres to information governance policies and procedures in using information and communication including the need for consent to access information.<br/>Creates and maintains appropriate records.</p>  | <p>Demonstrate consistently across all activities.<br/>Undertake mandatory training and apply principles to all activities.<br/>Identification and escalation or resolution of risk issues.</p> |



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|   | <p>Applies safeguarding children and vulnerable adults' principles.</p> <p>Is accountable and responsible for own decisions and actions, understanding the potential consequences of these decisions across the whole care pathway.</p> <p>Identifies risk and concerns and makes recommendations for changes to reduce risk and promote a safety culture.</p> <p>Demonstrates ability to resolve conflict, report concerns and follow whistleblowing policies for the practice or locality.</p> <p>Treats others with dignity, respect and as equals, supporting them regardless of individual circumstance or background; seeks to promote this.</p> | <p>Complete appropriate incident reports.</p> <p>Complete audit/QI project.</p>  |
| <b>Managing the factors that influence your performance</b> | <p>Demonstrates ability to communicate in a conflict situation.</p> <p>Identifies own learning needs, develops clinical reasoning, advances own learning to sustain continuing professional .</p> <p>Engages in reflective practice and seeks feedback from multiple sources</p> <p>Prioritises workloads and negotiates conflicting responsibilities.</p>   | <p>Complete reflective records of evidence</p> <p>Reflect on performance and producing SMART objectives for further development.</p> <p>Engage in 13-week GPhC progress reviews with educational supervisor.</p> <p>Undertake multisource feedback.</p> <p>Manage own timetable.</p> <p>Complete audit/QI project.</p> |
| <b>Multi-Disciplinary Working &amp; Leadership</b>          |  |  |
| <b>Working as an effective team member</b>                  | <p>Develops strong relationships with the wider multidisciplinary team, seeks to energise the team and maximises networking opportunities.</p> <p>Seeks support from colleagues where appropriate; is receptive of information or advice given to them by others.</p>  | <p>Demonstrate consistently across all activities.</p> <p>Medication queries &amp; reviews.</p> <p>Medicines reconciliation.</p>   |

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| <p><b>Contributes to a team-based approach to the care of patients</b></p> <p><b>Supporting the education and development of colleagues</b></p>         | <p>Demonstrates confidence in speaking to healthcare professionals across the multidisciplinary team</p> <p>Demonstrates effective team working to promote positive outcomes.<br/>Works with other members of the multi-disciplinary team to support them in the safe use of medicines and to meet the individual needs of those receiving care; effectively influences the decision-making process across the team regarding medication.</p> <p>Delivers education and training about safe and effective medicines use (e.g. clinical, legal and governance aspects) for the general practice team.<br/>Acts as a role model, mentoring and leading others within the multidisciplinary team, where appropriate</p> | <p>Undertake medication review or chronic disease consultations (with appropriate supervision).<br/>Complete audit/QI project.</p> <p>Prepare and deliver an educational session for the practice team.</p>  |
| <p><b>Making effective use of information and communication systems</b></p> <p><b>Supporting medicines optimisation across the pharmacy sectors</b></p> | <p>Accesses local information relating to formularies and medicines approved for use.<br/>Promotes and facilitates the role of community pharmacy and supports referrals for contractual and additional services.<br/>Communicates effectively with healthcare partners across care system interfaces when patients transition between care settings.<br/>Appropriately refers medicines information enquiries to UK medicines information and supports community pharmacy to appropriately access information.</p> <p>Demonstrates ability to describe the principles of medicines reconciliation and to applies this to patients transferred across an interface, for example, discharged from hospital.</p>       | <p>Medication reviews.<br/>Medication queries.<br/>Medicines reconciliation.<br/>Liaise with community pharmacy.<br/>Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.<br/>Undertake medication review or chronic disease consultations (with appropriate supervision).</p> |

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| <p><b>Supports medicines safety</b></p>   | <p>Demonstrates working across the interface to build relationships and share information with other pharmacy professionals.</p> <p>Completes medicines reconciliation* for patients when they transfer between care settings in a timely manner and takes action to improve adherence.</p> <p>Demonstrates knowledge of monitoring required for common and high-risk medicines (including those managed by shared care arrangements).</p> <p>Demonstrates a working knowledge of shared care agreements.</p> <p>Describes good-quality prescribing and safe and effective repeat prescribing.</p> <p>Explains the process for cascading and acting on MHRA alerts.</p> <p>Completes incident reports appropriately for identified errors.</p> <p>Describes the process for investigating medication related incidents.</p> |  |
| <p><b>Supporting medicines optimisation across your local community, including care homes</b></p> | <p>Demonstrates understanding of the term medicines optimisation and how this can be used to improve patient outcomes relating to medicines.</p> <p>Demonstrates ability to manage prescription accuracy and hospital letters and address problems raised during medicines reconciliation*.</p> <p>Describes the services available in community pharmacy (NMS, MURs) and knows how to refer/signpost patients</p>  | <p>Medicines reconciliation.</p> <p>Medication review.</p> <p>Supervised visits to care homes to undertake medicines reconciliation and medication review.</p> |
| <p><b>Resilience &amp; Adaptability</b></p>   |   |  |
| <p><b>Demonstrates resilience in professional situations</b></p>                                  | <p>Develops and draws upon support network to provide resources to deal with challenging situations; is open to seeking support.</p>  | <p>Demonstrate consistently across all activities.</p>   |

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|   | <p>Demonstrates self-awareness and emotional intelligence within the role, reflects on and understands the impact a situation may have on one's own resources.</p> <p>Remains composed within situations involving the individual receiving care, even in challenging or high-pressured situations.</p> <p>Effectively and efficiently manages multiple priorities; manages own time and workload calmly, demonstrating resilience.</p> <p>Works with accuracy when under pressure, completing tasks in an efficient and safe way.</p>  | <p>Complete reflective records of evidence.</p> <p>Reflect on performance and produce SMART objectives for further development.</p> <p>Engage in 13-week GPhC progress reviews with educational supervisor(s).</p> <p>Undertake multisource feedback.</p> <p>Manage own timetable.</p> <p>Complete audit/QI project.</p>                                       |
| <b>Demonstrates flexibility and adaptability in their professional approach</b> | <p>Works flexibly within unfamiliar environments.</p> <p>Adapts and works effectively across different sectors within the pharmacy profession through applying previous learnings to new settings.</p>  | <p>Demonstrate consistently across all activities.</p>   |
| <b>Personal Development</b>   |   |  |
| <b>Demonstrates a commitment to the importance of self-development</b>          | <p>Proactively seeks to find learning opportunities within the day to day role; asks to take part in learning activities, rather than waiting to be told.</p> <p>Seeks to be involved in new learning experiences; utilises these learnings to support own practice.</p> <p>Sets personal objectives, developing own plan for achieving these to maintain knowledge base and potential innovations in medicine development.</p> <p>Undertakes personal reflection regularly to consider personal strengths, areas for development and potential barriers to achieving these.</p> <p>Seeks and is open to receiving feedback, takes this on board to make changes to own practice.</p> | <p>Complete reflective records of evidence.</p> <p>Reflect on performance and producing SMART objectives for further development.</p> <p>Engage in 13-week GPhC progress reviews with educational supervisor(s).</p> <p>Undertake multisource feedback.</p> <p>Manage own timetable.</p> <p>Use of assessment tools (Case Based Discussion, mini-CEX etc).</p> |

| <b>Evidenced-Informed Decision Making</b>   |   |   |
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| <p><b>Uses own knowledge and understanding of the evidence base to effectively make decisions independently and with confidence</b></p> | <p>Critically appraises appropriate information to make a decision in an efficient and systematic manner; adopts evidenced-informed solutions.<br/>           Awareness of where to seek appropriate information to solve problems and make decisions.<br/>           Demonstrates an understanding that data can support driving care; values the importance of interpretation and analysis skills and the effective use of data within clinical practice; considers how to use data to improve individuals' outcomes.<br/>           Considers the financial implications of a decision where appropriate.</p>  | <p>Respond to medicines queries.<br/>           Medicines reconciliation.<br/>           Complete audit/QI project.<br/>           Observe and reflect on acute and chronic disease clinics conducted by a range of healthcare professionals.<br/>           Undertake medication review or chronic disease consultations (with appropriate supervision).</p> |
| <p><b>Continuously evaluating and improving the care you provide</b></p>  | <p>Demonstrates knowledge of how prescribing data is produced and the strengths and limitations of the data.<br/>           Accesses practice-specific prescribing data and uses the data to identify opportunities for improving prescribing and patient care.<br/>           Demonstrates understanding of the audit cycle and derives criteria and standards from good-quality guidelines.<br/>           Supports GP audit activity.<br/>           Partakes in quality improvement in response to audit and local/national priorities.<br/>           Seeks to be involved in research activities; actively disseminates outcomes to appropriate audiences</p> | <p>Open prescribing webinar.<br/>           Complete audit/QI project.</p>  |

