



Pharmacy Workforce Development in the North West

Health Education North West

ANNUAL REPORT FOR 2014

This Report has been prepared for Health Education NW by Geoff Saunders, Programme Manager - Pharmacy Networks and Alison Pritchard, NW Lead for Pharmacy Support Staff Training & Development and has been approved by the NW PWDB.

1. NW Pharmacy Workforce Development Board

The North West Pharmacy Workforce Development Board (PWDB) operates at a strategic level in the North West and reports to the NW Local Education and Training Board "Health Education North West (HENW)". The PWDB synthesizes the expert perspectives of Pharmacy Services across primary, secondary, specialist and community sectors and the educational institutions. This coalition influences the Pharmacy Workforce of the future to meet the needs of constituent organisations and informs the planning, modernisation and investment strategies for the North West region. The aim of the PWDB is to develop strategy for pharmacy workforce planning, education, training and development in the NW; determine priorities to be addressed and appropriate mechanisms for their delivery. The PWDB works within the context of national policies and regional priorities in partnership with all relevant stakeholders. The PWDB ensures a cohesive and coordinated approach is achieved towards the delivery of education and training for Pharmacy within the NW and seeks enhancement of this provision.

2. Support Groups

The PWDB oversees the action and activities of a range of subgroups and projects under its jurisdiction including undergraduate, pre-registration, post-registration and continuing professional development. These include:

- Undergraduate & Pre-Registration Trainee Pharmacists Group
- NW Pharmacist Postgraduate Development Group
- NW Pharmacy Leadership Oversight Group
- NW Pharmacist Trainer's Network
- NW Pharmacy Technical Support Group
- NW Pharmacy Technical Training Standards Group
- NW Technical Services Managers Training Group
- Community Pharmacy Competence Group
- NW Primary Care Pharmacy Research Group

The membership and remit of the PWDB and its subgroups are regularly reviewed to ensure that each group reflects the North West focus of Pharmacy Workforce Development activity. Terms of Reference for all Sub-Groups are reviewed and updated regularly to ensure they are appropriate for the current NHS architecture.

3. NW Pharmacy Workforce Development Team

The NW Pharmacy Workforce Development Team consists of three officers:

- Geoff Saunders, Programme Manager- Pharmacy Networks
- Alison Pritchard, NW Lead for Pharmacy Support Staff, Training & Development
- Elaine Goldwater, Senior Administrative Support Officer (Pharmacy)

The Team has responsibility for the education, training and development of the Pharmacy Workforce in all sectors across the NW. The Team works with the PWDB and the various Education and Training Sub-Groups and Networks to ensure alignment to local delivery plans, NHS priorities and professional requirements. Collaboration with other professional leads within CPWD ensures a multiprofessional approach to Pharmacy workforce development.

The Team supported the collection of data on Pharmacy Staffing and Vacancies in the NW as part of the 2014 NHS Pharmacy Staffing Survey. This is the final time that data will be collected in this manner. Future surveys will be carried out using ESR data which has been verified at trust level.

4. Centre for Professional Workforce Development (CPWD)

CPWD leads across the workforce networks of Allied Health Professions, Healthcare Science, Pharmacy and Psychological Professions. It provides a single point of access to over 30, 000 staff across 60 professions and disciplines in the North West and shares common priorities and goals. In 2014, a CPWD annual work plan was developed to align with both local and national priorities. Each professional lead is adopting a multi professional approach to future developments to ensure that the valuable work that we do is recognised on a wider professional

footprint with initiatives in areas such as Research and Innovation, Leadership, Workforce Transformation, NHS Values and Behaviours and CPD.

5. NW Pharmacy Workforce Website

The website (www.pharmacyworkforcenw.nhs.uk) continues to be maintained by the team to inform the NW Pharmacy Workforce about developments, courses, training and events taking place both locally and nationally. Sub-Group Members have access to their own closed user groups on the website and some of these Groups now have their own bulletin board facility for sharing specialist information. Website users have access to the website's own Google search engine and links to Facebook, Twitter and LinkedIn are accessible from the home page. The Website will be reviewed in 2015 to ensure it remains fit for purpose and has improved functionality.

6. Training Provision Funded by HENW

The pharmacy component of the MPET budget is monitored by members of the Team to inform the business planning process of HENW. Members of the Team monitor and performance manage contracts with education providers and service providers, and facilitate the development and provision of training for Pharmacists, Pharmacy Technicians and support staff to ensure education and training provision matches identified learning needs and the delivery of adequate numbers of suitably trained staff for service requirements.

The team monitors the commissioning of the following training on behalf of HENW:

- a) Manchester University: 3.00 w.t.e. Undergraduate Clinical Tutors; 1.00 w.t.e. Postgraduate Course Director and 1.00 w.t.e. Administrator.
- b) Liverpool John Moore's University: 2.75 w.t.e. Undergraduate Clinical Tutors; 1.45 w.t.e. Postgraduate Tutors.
- c) University of Central Lancashire: A contribution of £75,000 towards the employment of Undergraduate and Postgraduate Clinical Tutors.
- d) For preregistration pharmacist training see 7.1
- e) Pre-Registration Trainee Pharmacy Technicians (PTPTs): 100 PTPTs funded at 10 k per trainee- to include both salary and tuition contribution-1st Year (65% salary) and 58% salary (2nd year) plus £200 financial contribution towards training costs (for those individuals, regardless of age, that do not possess a Level 4 qualification or above). Tuition costs for those without a Level 4 qualification have been negotiated to a maximum of £200 per annum. Please note that 24+ loans are only required for those in possession of a Level 4 qualification or above. A Quality Assurance process is in place to monitor training of PTPTs to ensure its correct delivery and inform financial allocation

for the future. In addition, learning agreements are employed to secure the commitment of employers and trainees to the agreed training process.

- f) Aseptic Training courses for Pharmacists, Technicians and ATOs: PTQA, ASFM, APDM, GM, QCNW and King's Fund training.
- h) Training Budget for 2014-15
 - Pre-Registration Trainee Pharmacy Technicians: £ 959 000
 - Pre-Registration Trainee Pharmacists: £ 1 391 000
 - Pharmacy Aseptic Training: £ 24 000

7. Pharmacist Undergraduate & Pre-Registration Training

7.1 Undergraduate & Pre-Registration Trainee Pharmacists

HENW currently funds up to 72 placements of Pre-Registration Trainee Pharmacists funded at 90% of salary (£1610pcm) plus full training and recruitment costs. This year 71 (including two Hospital/Industry split posts plus one trainee to finish in March 2015) were taken up by NHS organisations. NW Trust Chief Pharmacists continue to employ a range of initiatives to retain registrants and as a result this year 70% (50) of registrants remained within the NHS; the majority (43) in the North West.

7.2 University of Manchester Support for Pre-Registration Training

The University of Manchester continues to be contracted to support Pharmacy Pre-Registration Training in the NW including to co-ordinate and facilitate (including recruitment) a training programme for hospital based Pre-Registration Pharmacists trainees.

The contract is subject to annual review that was undertaken in February 2014 and a number of actions agreed. The Quality Assurance document that ensures a suitable QA process is in place for Pre-registration placements has been aligned to the Education Outcomes Framework and has been accepted for use across the conurbation.

A very successful Pre-registration Project Presentation event was organised by the University of Manchester at the Chancellors Conference Centre in May at which posters of all the projects were on display. Excellent presentations were made by a number of the trainees to a large audience and prizes were awarded for the best posters and presentations.

7.3 Summer Vacation Employments in NW Hospitals

Information about summer vacation employment in NW Hospitals was circulated by the Team widely via Schools of Pharmacy.

7.4 Summer Schools

Two Summer Schools are run each year in Manchester and Warrington for undergraduate pharmacy students to learn about pharmacy in Secondary care. Pharmacy students hear from senior pharmacy staff about the wide and interesting work undertaken by Pharmacy Staff working in the hospital environment. Excellent feedback was received from this year's attendees of whom there were 110. Many of these attendees expected to apply for the pre-registration placements in NW hospitals.

7.5 NW Undergraduate and Pre-registration Pharmacists Trainee Group

This group continues to meet on a regular basis to provide a forum for Employers, HEIs and other stakeholders including early years pharmacists to consider issues regarding undergraduate and preregistration training. The group co-ordinated a response to the recent consultation on student numbers and were involved in hosting the annual event to celebrate and showcase pre-registration pharmacy research projects.

8. Pharmacist Postgraduate Development

8.1 NW Pharmacist Postgraduate Development Group

A single group now oversees the development of postgraduate development and education for pharmacists. This group has representation from Educational providers, employers from all sectors, specialist pharmacists and other stakeholders to promote the use of career and competence frameworks across the NW; and support leadership development. The group will be instrumental in developing the strategy for Education, Training and Development of the pharmacy workforce in the Northwest.

All three Schools of Pharmacy in the NW offer Clinical Diplomas which are supported by HENW and are undertaken by the majority of newly qualified Hospital Pharmacists. The learning outcomes of the three diplomas have previously been mapped to the Pharmacy General Level Framework and are now being further developed to support the RPS foundation programme. Access to individual modules of the diplomas is available to healthcare staff via CPD apply. Further CPD modules will be available by this route in the future

8.2 NW Pharmacy Leadership Oversight Group

The NW Pharmacy Leadership Oversight Group has mapped Leadership Training and Education available to pharmacists and technicians and this is available on the website. The national pathfinder programme for Healthy Living Pharmacies continues to roll out across the North West and this requires further investment to support Leadership development across community pharmacy teams, including the

development of health champions. This has been presented to HENW as a case study demonstrating workforce transformation.

As new models of care are developing particularly in Urgent and Emergency care, the investment in leadership will be effective where targeted at cross -sector working and also as part of multi-disciplinary working. Working with the five LPN Chairs in the North West, these are areas which need to be explored and developed in the next year.

8.3 NW Pharmacist Trainer's Network

The Network Steering group has continued to meet to discuss the provision of opportunities, for pharmacists and technicians involved in education and training, to exchange information and ideas; promote good practice; explore and address issues applicable to the education and training and to provide expert advice and support.

The Group has been working with the pre-registration tutors group and launched the Accuracy Checking model as a guidance tool for adoption by all NW Trusts to ensure harmonisation across the NW for Pre-Registration Trainee Pharmacists in October 2013. The model is similar to the one currently in use for training Accuracy Checking Technicians and has been approved by the NW Chief Pharmacists Network. The steering group has co-ordinated feedback from across the region to further inform the direction of this programme.

It is hoped that future networking days can be held to examine how best to support pharmacists building portfolios for revalidation and/or faculty submission and to revisit the provision of modules for the design and delivery of training and assessment in the workplace.

8.4 NW Clinical Trials Pharmacy Group

The main role of the North West Clinical Trials Pharmacy Group is to provide a forum to share and discuss information/issues relating to best practice regarding the pharmacy involvement in clinical trials. It also serves to support members of the NW clinical trials pharmacy community. Bulletin Board facilities have been provided for this Group on the Pharmacy website.

9. NW Technical Services Managers Training Group

HENW has funded training in Aseptic Preparation & Dispensing of Medicines and Aseptic Services for Managers, GMP, QCNW and King's Fund training. GMP training is scheduled for February 2015. The Pharmaceutical Technical Quality Assurance (PTQA) course (formerly managed by Leeds University) is now being delivered by Manchester University. HENW are supporting two candidates on this

course. The Bradford Diploma delivered for Pharmacy Technicians is no longer being delivered for new candidates.

10. Pharmacy Technicians and Support Staff

10.1 NW Pre-Registration Trainee Pharmacy Technician of the Year Awards

The seventh annual awards ceremony for students qualifying this year was held in September at the Museum of Science & Industry in Manchester. Keynote speaker was Tess Fenn, President of Association of Pharmacy Technicians United Kingdom. Eighty-five delegates attended the ceremony with representation from over 50 employer organisations, including CPPE, APTUK, HENW and Further Education Colleges. For details of prize winners and speaker presentations, follow the link: <http://www.pharmacyworkforcenw.nhs.uk/?page=2325>

10.1 Health Education North West Apprentice of the Year Awards

We are pleased to inform you that one of our previous PTPT award winners, Stacey Barnes, Salford Royal Foundation Trust, was awarded the HENW Apprentice of the Year 2014 (Joint Winner). Stacey was presented with this award at Manchester Museum in June this year. Many congratulations to Stacey and the North West colleagues, at the Trust and the Further Education College, who supported Stacey throughout her two year training.

10.2 PTPT Recruitment / Retention

Destination Data has been collected nationally and the North West, yet again, have an excellent record in terms of attrition and retention. NW data shows a 95% completion and registration rate plus 86% of NW trained Pharmacy Technicians qualifying 2014 secured permanent NHS posts (82% of which were in the NW). In terms of those not completing training, 8% did not complete in 2014, 6% of which were due to maternity leave and the remaining 2% due to emigration.

Forty-nine new PTPTs commenced training in 2014. Funding arrangements changed from September 2014 for first year trainees. A £10k per annum contribution is to be given (via quarterly BACS) for all trainees. This is to be used towards tuition costs and salary. Those with a Level 4 qualification or above will incur higher tuition fees so this additional contribution must be provided by either the employer/employee.

10.3 PTPT bidding process

The bidding process for 2015 intake will commence end November 2014. All bids must be received by January 2015 in order to be considered.

10.4 Literacy and Numeracy Tests

Literacy & Numeracy tests are proving to be successful during the interview process. The possibility of IT methods of assessment at interview have been explored, however, lack of facilities within Trusts have been highlighted as a potential difficulty. This will be reviewed this year in line with other HENW practices. It must be borne in mind that these tests contribute to the interview assessment process and are not sole rejection criteria. They provide a basic indication of individual's level of understanding of these key skills. Full testing as part of the Apprenticeship Framework is carried out by the education providers.

10.5 PTPT registration

Of all new qualifiers, we have data to show that 88% of NW 2014 qualifiers registered in time for 1st September start date as a Pharmacy Technician. The remaining 12% moved to other regions or sectors therefore data was not available regarding their registration status (all data is anonymised).

10.6 BTEC Professional Diploma in Dispensing Checking

The BTEC PD in Dispensing Checking, delivered by Preston College, has continued to run successfully since 1998. Over 700 candidates have attended the course and ensured the implementation of Pharmacy Technician led Dispensaries and the development of ward-based services. The Dispensing Checking Support Group is continuously reviewing documentation to ensure alignment to BTEC and Pearson's standards to assure the quality of course provision. Service innovation and developments are currently being explored to ensure that evidence recording mechanisms are fit for purpose. Funding for this course for Band 4 staff is no longer available through Invest in Health given it is not an apprenticeship qualification.

10.7 BTEC Professional Diploma in Technical Services Checking

The third cohort for the above course commences November 2014. To date, xx candidates have qualified. A support group has been established for this course and continues to work well with the college (Preston's College) to ensure that the highest standards are maintained in both the teaching and work environments.

11. Scientist Training Programme – Clinical Pharmaceutical Sciences (CPS)

An MSC programme commissioned by the National School of Healthcare Science based in West Midlands. The Host Trust is allocated 37 months' salary for each trainee who will be employed at Band 6 level. There is a national recruitment process with some interface with National Leadership Council for numeracy and

literacy assessments. Three posts were funded in the NW for the 2013 intake, 1 for 2014 intake and 1 planned for the 2015 intake.

There are 5 posts for CPS identified for 2015/16, with one post allocated to the North West. Workforce planning remains high on the agenda to identify and help secure posts for trainees once qualified.

12. Community Pharmacy

Declaration of Competence for Pharmacy Services

The Community Pharmacy Competence Group continues to develop self-declaration documents to allow pharmacists to declare their competence to deliver community pharmacy locally commissioned services. Over the course of the year a number of new documents have been produced so that there are now ten of the biggest locally commissioned services covered by the self-declaration process. Further documents for more services are being developed. Documents and guidance are freely available on the CPPE website.

Use of the self-declaration process is now spreading beyond the North West to other areas of England. After a period of engagement, representatives from NHS England, Public Health England and Health Education England at a national level have agreed to join the group which, it is hoped, will provide further traction towards national recognition of the scheme.

12.1 NW Primary Care Pharmacy Research Group

The NW Primary Care Pharmacy Research Group continues to meet on a regular basis (2-3 times/year) with good engagement from community pharmacy, academics from the 3 pharmacy schools, the RPS and the Clinical Research Networks. Following a restructure of the networks on 1st April 2014, the terms of reference and strategy of the group were reviewed at meeting in September 2014 and new ones agreed. A further meeting is planned in February 2015 where work on the new strategy will be discussed and plans made to take it forward. The main groups has two working groups which have also continued to meet and working group 2 has help to co-ordinate several regional funding bids for calls related to community pharmacy. Results from the ESoPOMs study supported by this group can be found at <http://www.pharmacyresearchuk.org/waterway/wp-content/uploads/2014/01/ESoPOMS-Executive-Summary-August-2014.pdf>

13. Communication and Representation

13.1 NW Pharmacy Groups / Networks and other Healthcare Professions

Members of the NW Pharmacy Workforce Development Team have attended the meetings of a range of different groups across the NW to respond to Pharmacy

Workforce issues, and have supported other NW professional networks on matters of mutual interest including the Healthcare Scientists Network, the Psychological Professions Network and the Allied Healthcare Professions Network.

13.2 National Committees and Groups

Members of the Team have represented the NW on national committees including the NHS Pharmacy Education & Development Committee, Pre-Registration Specialist Group, NHS Support Staff Specialist Group, RPS Faculty Groups and the MPCB.

13.3 Links with other Professional Networks

The Team has maintained its links with other professional networks both within the NW and Nationally:

Links with North West networks

- NW Chief Pharmacists Network
- Specialist Pharmacy Networks
- Schools of Pharmacy & HEIs
- Further Education Colleges
- Local Professional Networks
- RPS Local Practice Forums
- NW Corporate Pharmacy Network
- HCS, PPN & AHP Networks
- PCRN & other Research Networks
- NW Leadership Academy
- AQuA
- Workforce Modernisation Hub
- Clinical Placement Network

Links with National networks

- NHS Pharmacy Education and Development Committee
- Royal Pharmaceutical Society
- Association of Pharmacy Technicians UK
- General Pharmaceutical Council
- MPCB (HEE)
- CPPE
- Pharmaceutical Services Negotiating Committee
- National Pharmacy Association
- Company Chemists Association
- Specialist Pharmacy Organisations
- LETB Pharmacy Leads