

2021
Student
Handbook

2nd-Year
Placement



APPEL

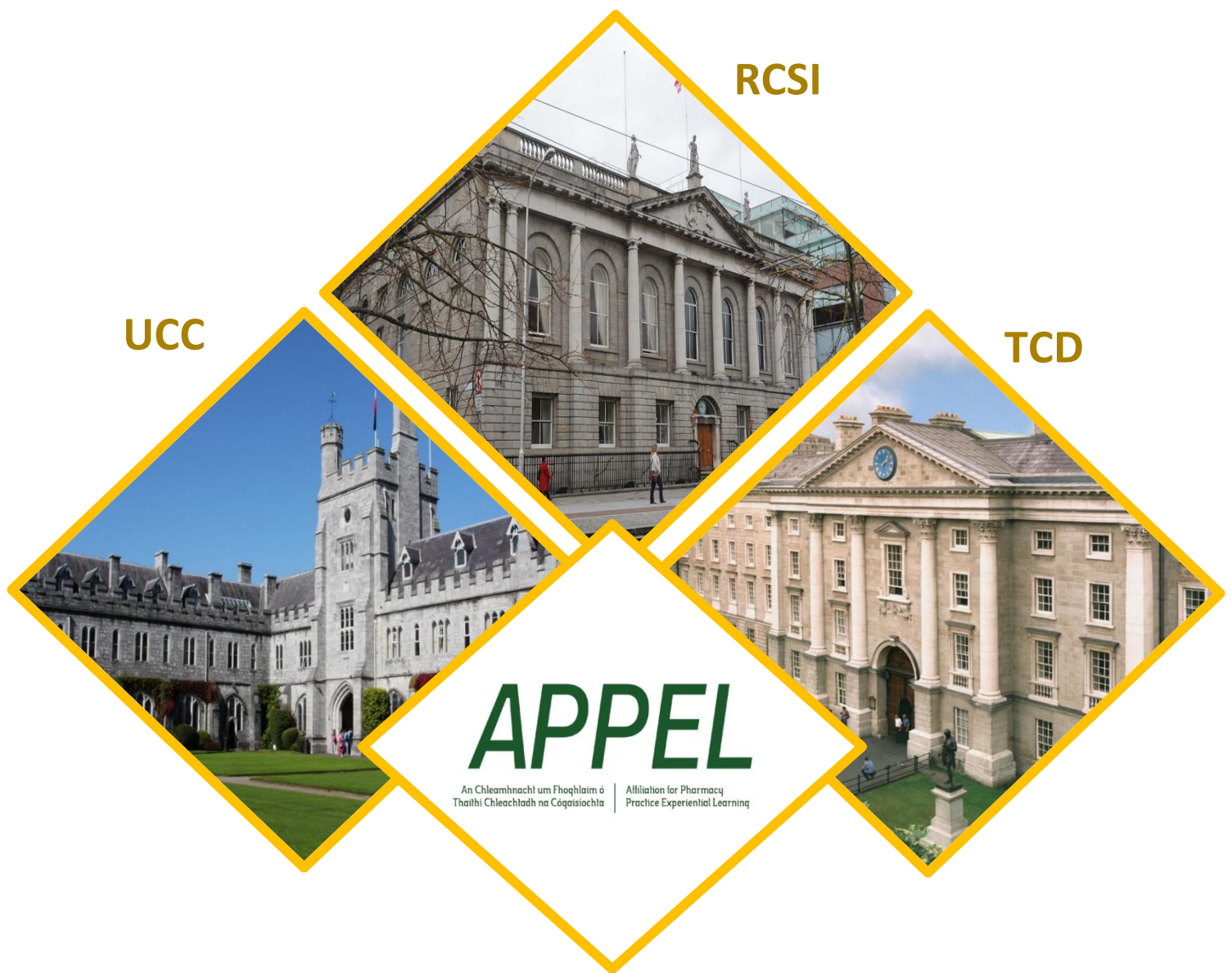
An Chleamhnacht um Fhoghlaim ó
Thaithí Chleachtadh na Coqaisíochta

Affiliation for Pharmacy
Practice Experiential Learning



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What is APPEL?

APPEL (Affiliation for Pharmacy Practice Experiential Learning) was formed in 2015 by a consortium of the UCC School of Pharmacy, the RCSI School of Pharmacy and Biomolecular Sciences, and the TCD School of Pharmacy and Pharmaceutical Sciences. It was established to streamline the management of the common experiential learning placements of all three integrated pharmacy programmes in Ireland. It is overseen by the APPEL Board, consisting of the three Heads of the Schools of Pharmacy in UCC, RCSI and TCD.

The APPEL team consists of Practice Educators based within the three Schools of Pharmacy, and the Operations Team, led by the Director/National Coordinator of APPEL, based in the APPEL office. The team is available to support both Trainers and students throughout their practice placements.

Message from the APPEL team

Dear Pharmacy Students,

Congratulations on reaching the second year of your pharmacy course. All of us at APPEL are excited to be joining you on your journey to practice, and we hope that your upcoming placement is an enjoyable and worthwhile learning experience.

No matter where you are on placement, you will experience a very different placement environment this year due to the impact of COVID-19. Your adaptability, communication skills and resilience will be paramount. We have every confidence that you will succeed and we are very proud of the very valuable contribution you are making in these most strange of times.

Despite this challenging environment, we have been overwhelmed by the positive engagement of the pharmacy profession with the programme and the numbers of pharmacists who have offered to welcome a student into their practice. Many of our pharmacist Supervisors have years of experience tutoring and mentoring students; for others, this will be their first time hosting a pharmacy student. The people you meet on your placements are generously giving their time and expertise to help support you with your development and may be the people you meet later in the integrated pharmacy programme and during your career. As an ambassador for your School, you can help to ensure that the Supervisor's experience of an experiential learning placement is a positive and rewarding one.

We also want you to enjoy and benefit from your experience, so please make the most of this opportunity to learn through experience. As Einstein once said "Learning is experience. Everything else is just information."

If you have any questions or concerns about your placement, do not hesitate to contact your APPEL Practice Educator(s). Their role is to support you before, during, and after your practice placements. We wish you the very best of luck on your first practice placement. Enjoy your experience!

The APPEL team

Quick Guide to the 2nd-Year Placement

HANDBOOK

This handbook has been developed to help prepare you for your 2nd-year placement. Please read it carefully as part of your preparations for your placement. You must adhere to the requirements laid out in this handbook. If you have any queries regarding the placement or the handbook, please contact a Practice Educator.

PLACEMENT SCHEDULE

UCC:	11 th – 22 th Jan 2021	Monday to Friday, 9.30 am – 5 pm, with one hour for lunch
TCD:	8 th – 19 th Mar 2021	Monday to Friday, 9.30 am – 5 pm, with one hour for lunch
RCSI:	19 th Jan – 6 th April 2021	Tuesday afternoons 2 pm – 5 pm <i>(with a break for reading week on 23rd February)</i>

ATTENDANCE

Any absences during the placement schedule must be reported to both the Training Establishment AND your Practice Educator(s) as soon as possible.

CODE OF CONDUCT and CRITICAL INCIDENTS

Be aware of and comply with your Schools of Pharmacy Joint Student Code of Conduct while on placement. The Code of Conduct is available on www.appel.ie/resources. Students must report all critical incidents to their Practice Educator or the APPEL office.

LEARNING OUTCOMES

Experiential learning is your opportunity to develop competencies in a different environment to university. There are three core learning outcomes for the 2nd-year placement that focus on understanding the role of the pharmacist (Appendix III). A printable version of your HEI-specific student workbook is available on the www.appel.ie/resources. Additional suggested activities are available in Appendix IV.

SUPPORT

If you have any query/concern regarding your placement, you can get in touch with a Practice Educator or the APPEL Office (contact details are available on the APPEL website www.appel.ie or on page 24).

Abbreviations and Definitions

Affiliation for Pharmacy Practice Experiential Learning (APPEL) – A collaboration between the three Schools of Pharmacy to manage the experiential learning placements for the integrated pharmacy programmes.

CCF – The Pharmaceutical Society of Ireland's (PSI's) Core Competency Framework.

GDPR – General Data Protection Regulations.

HEI – Higher Education Institution.

Learning Activities – The activities you need to complete and document while on your 2nd-year placement.

PEARs – Pharmacy Education and Accreditation Reviews.

Practice Educator – An employee of one of the Schools of Pharmacy who also works with APPEL and acts as a liaison between APPEL, the Placement Providers / Supervisors, the students, and their School of Pharmacy.

PSI – Pharmaceutical Society of Ireland.

RCSI – Royal College of Surgeons in Ireland, University of Medicine and Health Sciences.

School of Pharmacy – UCC School of Pharmacy, RCSI School of Pharmacy and Biomolecular Sciences or TCD School of Pharmacy and Pharmaceutical Sciences.

Supervisor – A registered pharmacist who is supervising a 2nd-year student on placement.

TCD – University of Dublin, Trinity College.

Training Establishment – The specific location providing the placement.

UCC – University College Cork, National University of Ireland, Cork.

2nd-Year Placement – Experiential learning placement in the second year of the five-year integrated pharmacy programme.



2nd-Year Placement – Background Information


The 5-year Integrated Pharmacy Programme

For the 5 years of your integrated pharmacy programme, you will be a registered student at your University, and you will undertake three experiential learning placements in 2nd, 4th and 5th year. Experiential learning placements are workplace-based learning experiences, which are overseen by APPEL on behalf of the Schools of Pharmacy. The underpinning philosophy of experiential learning placements is that students remain as students while on placement.

What are the advantages of Experiential Learning Placements?

You will experience real-life pharmacy practice at several stages before you attain your qualification. This early practical experience will help you learn in a different way and contextualise your theoretical studies from the lecture theatre and practical classes and will provide you with the competencies to meet the demands of the ever-changing face of pharmacy in healthcare. Early practical experience will help you develop competency through 'doing'. The APPEL programme also provides you with the opportunity to engage with potential future employers across a breadth of practice settings, supporting you to develop your CV before registration as a pharmacist.

Some students' comments from 2019 stated:



It really improved my confidence in dispensing and OTC experience. It was also great to get a first-hand account of what working as a pharmacist is actually like by chatting to my Supervisor.

My Supervisor, as well as the rest of the staff present, were very helpful and encouraging. They really helped me feel comfortable and build my confidence while on placement.

I really enjoyed working with the pharmacists on actual cases and seeing how a pharmacy was run day-to-day.

2nd-Year Placement – Practical Placement Information

When?

Each School of Pharmacy sets the timings of placements and in 2021 are as follows:

UCC / TCD Students

UCC and TCD students undertake a two-week placement from 9:30 am-5 pm Monday to Friday. The frequency and duration of breaks are a matter for each Supervisor; however, you should receive one hour's break each day. The 2021 placement dates are:

- UCC: 11th – 22nd January 2021
- TCD: 8th March – 19th March 2021

RCSI Students

RCSI students attend their placement from 2 pm-5 pm each Tuesday afternoon:

- RCSI: 19th January - 6th April 2021 (*with a break for reading week on Tuesday 23rd February*)

What supports are available to me?

Your Supervisor, or another member of your Training Establishment, will be able to guide you during your placement and are your initial point of contact for any queries or concerns. If you believe the difficulty cannot be resolved in this manner, or if you experience a serious problem, please contact a Practice Educator or the APPEL office (contact details on page 24).

APPEL's role is to support both students and their Supervisors before, during, and after placements. Your Practice Educator is your primary point of contact. The APPEL office is also available if you need support or you are unable to contact your Practice Educator.

Students have previously contacted APPEL regarding:

- Requests from their Supervisor to attend on different days or weeks
- Personal difficulties e.g. illness, bereavement
- Important family or university commitments
- Reasonable accommodations required due to personal health circumstances
- Critical incidents arising on placement e.g. robbery in the pharmacy
- Support with finding opportunities to complete their learning activities



This list is not exhaustive. Please contact a Practice Educator or the APPEL office with any query you have about your placement.

Preparing for your Placement

1

Complete your Placement Paperwork

A Student Placement Agreement must be completed and returned to the APPEL office in advance of your placement. This agreement will cover all APPEL placements. A copy of the Student Placement Agreement can be found on the APPEL website www.appel.ie/resources. Please ensure that you have read and understood this agreement, as it contains the terms and conditions of your APPEL placement. By signing this agreement, you agree to be bound by these terms and conditions.

Meet your Supervisor at a pre-placement visit

You will be provided with the name and address of your Training Establishment at least one month before your placement. You must phone your Supervisor to arrange a visit to your allocated Training Establishment in advance of your placement so that you can:

- Introduce yourself to your Supervisor and the team
- Become familiar with transportation routes and/or availability of onsite parking (if applicable)
- Ask practical questions e.g. is there a place to eat lunch, are there any specific dress code requirements etc.

APPEL has provided you with a pre-placement checklist at the back of this handbook (Appendix I) to help you prepare for your placement. You should bring this to your pre-placement visit. This pre-placement visit is a required part of your preparation for placement. Your Supervisor is expecting your call so please contact them in sufficient time to organise your visit.

3

Familiarise yourself with your placement learning activities

Learning activities have been agreed between the three Schools of Pharmacy (Appendix II). These activities must be completed in your placement workbook and submitted to your School of Pharmacy as directed by your Practice Educator(s). A printable version of the workbook is available on www.appel.ie/resources to help you to make notes/reminders/learning points while at your placement.

It is important that you complete all the learning activities in their entirety, as this will contribute to your grade (pass/fail) for the placement/module. Please note: as students will have different experiences on placement, the workbook questions are purposefully non-specific.

Practical Preparation

It is important to be prepared for your placement. You may find it helpful to consider the following:

- Neat clean dress is important. Many students find it helpful to prepare their outfits in advance. Have your student badge to hand. You must wear your pharmacy student badge at all times.
- Punctuality is essential. Allow yourself adequate time for commuting, especially during rush hour.
- Notebook/printed copy of workbook from www.appel.ie/resources and pens will help you to make notes. This will assist you in completing your learning activities.
- Be sure that you bring your learning plan and a printed copy of your workbook, so that you can inform the pharmacist what you need to observe/do while on your placement
- Look after your energy levels; organise your lunch in advance.

4

On your Placement

What is the role of my Supervisor?

Each student will have a named pharmacist Supervisor assigned to them for the placement. The role of your Supervisor is to support you in your development as a pharmacy professional. Your Supervisor's role includes recognising, facilitating, and supporting opportunities for you to complete your learning activities on placement. Your Supervisor will not be supervising you directly at all times while you are on placement. It is important to remember that other staff members can support you in your development also.

What did my Supervisor have to do to become a Supervisor?

Your Supervisor has been accredited by APPEL in compliance with the APPEL Policy to Assess, Accredite and Appoint Trainers for Practice Placements and has completed training to learn about experiential learning and APPEL 2nd-year placements. Your Training Establishment will also have been accredited by APPEL in line with the APPEL Policy to Assess, Accredite and Appoint Training Establishments for Practice Placements.

Will my Supervisor be working alongside me every day?

No, your Supervisor will be responsible for supporting you through your placement but may not necessarily be there every day. They may direct the day-to-day supervision to other staff members. Your Supervisor will be required to have a minimum of one face-to-face session with you.

What should I do if my Supervisor is going to miss a large portion of my placement?

Please contact a Practice Educator. There is additional information for you on this topic in Frequently Asked Questions.

APPEL Supervisor Requirements

Requirements	Supervisor
Availability	Employed for a minimum of 3 days/week or equivalent. Maximum absence from Training Establishment during placement: 4 days*.
Supervision	Minimum 1 face-to-face session with student.
Registration	PSI Registered pharmacist.

*if it is anticipated that the Supervisor will be on leave for more than 4 days of the 2nd-year placement, or this arises unexpectedly, the Supervisor must inform APPEL.

Learning Activities

The learning outcomes for your placement (Appendix II) have been agreed by the three Schools of Pharmacy and APPEL and are listed below.

On completion of the placement, you should be able to:

- ✓ Observe, appreciate and document the steps involved in the safe dispensing and supply of medicines.
- ✓ Observe, appreciate and document the skills and behaviours of the pharmacist.
- ✓ Link activities to the PSI's Core Competency Framework (CCF).

A workbook containing compulsory learning activities will be made available to you by your Practice Educator. A printable version of the workbook is available on www.appel.ie/resources. These learning activities have been designed to support your achievement of the placement learning outcomes. As each student's experience of placement is unique, some of the learning activities are quite general. If the questions were any more specific, they might limit some student's ability to engage with the material. You should complete these learning activities before the end of your placement, and if you are interested in additional learning activities, please refer to Appendix III – Additional Suggested Activities.

1

Learning plan:

To ensure that you accomplish all the learning activities during placement, we recommend that you draft a learning plan. This plan could be in the form of a flowchart, an activities checklist or a diary entry of your goals for each day on placement.

2

Role of Supervisor:

Upon starting your placement, it is recommended that you discuss your learning activities with your Supervisor, so activities can be planned accordingly. Your Supervisor will also have been briefed about your learning activities by APPEL. You should discuss and revisit your plan of learning activities with your Supervisor as the placement progresses.

3

Questions:

If you need further clarification on these activities, please contact a Practice Educator.

4

What supports are available to me?

Your Supervisor, or another member of your Training Establishment, will be able to guide you during your placement and are your initial point of contact for any queries or concerns. If you believe the difficulty cannot be resolved in this manner, or if you experience a serious difficulty, contact a Practice Educator or the APPEL office.

What are my responsibilities as a pharmacy student on placement?

As a pharmacy student on placement, you have responsibilities, which are set out below. Please read the following section carefully and seek clarification, if needed, from a Practice Educator.

Responsibilities

- ❖ Be aware of the terms and conditions of APPEL placements, which are contained in the APPEL Student Placement Agreement.
- ❖ Contact APPEL regarding any matter which may require consideration in the arrangement of your placement or the activities you undertake during your placement, e.g. pregnancy, allergy, infection, etc.
- ❖ Adhere to the policies and procedures of the Training Establishment in which you are placed.
- ❖ Ensure that you are directly supervised when carrying out any activity that could affect patient safety. Report any potential patient safety incident to a member of the Training Establishment staff immediately. Patient safety is the most important consideration while on placement.
- ❖ Maintain professional standards of behaviour at all times.
- ❖ Attend placement according to the APPEL placement schedule. **Report all absences** (certified or non-certified) to your Practice Educator(s) and your Training Establishment.
- ❖ Contact a Practice Educator or the APPEL office if a **critical incident** occurs while on placement, if you believe that your placement is not being provided in line with APPEL's guidelines, if you have any concern regarding your health, safety or ability to achieve competencies or otherwise, or any placement-related queries.
- ❖ Treat all staff with respect and courtesy. It is essential that you never say or do anything to discredit the Training Establishment or staff of the Training Establishment.
- ❖ Inform APPEL of any connections to your Training Establishment or Supervisor which only become apparent when you are on placement.
- ❖ Dress and personal appearance must be neat, clean and appropriate for the placement environment. Please wear your student badge while on placement. The following items of clothing are considered unacceptable while you are on placement: jeans, tracksuits, sports shoes, baseball caps, open-toed shoes, shirts bearing slogans, clothing made of Lycra, clothing in poor repair, shorts or miniskirts, and bare midriffs or low necklines. You should also be aware that jewellery, piercings and false nails/nail polish are considered unacceptable in some placement environments, as these may pose a health and safety risk.
- ❖ Respect privacy and confidentiality. This rule applies to all information you are privy to. Specifically, you are required to:
 - Respect patient and prescriber confidentiality.
 - Keep confidential all business matters relating to the Training Establishment.
 - Treat all verbal discussions with strict confidentiality, both during and after placement, and be aware of the volume at which you speak.
 - Observe data protection legislation (GDPR), which includes undertaking your activities in a manner that preserves the privacy of individuals' personal details e.g. names, phone numbers, addresses, etc.
- ❖ Never mislead or allow customers/patients/Training Establishment staff to think that you are a registered pharmacist. Wear a badge indicating that you are a pharmacy student.
- ❖ Take all due care with Training Establishment equipment and other property.
- ❖ Turn off any mobile phones/tablets you have with you. Access them only on breaks and in appropriate locations, unless requested otherwise by a staff member at the Training Establishment.

Student Code of Conduct

As you are a registered student of your School of Pharmacy while on placement, you must adhere to the Schools of Pharmacy Joint Student Code of Conduct for all placement-related activities (available on www.appel.ie/resources).

The six core principles of the Code of Conduct, and examples of how they apply to you on placement, are:

1	<p>Your primary concern must be to maintain and improve the health, well-being, care and safety of patients.</p> <p><i>Ensure that patient safety is your primary concern – speak to the appropriate person if you think you have made a mistake.</i></p>
2	<p>Develop your professional competence, skills, and standing to bring health gain and value to the community and society.</p> <p><i>Take responsibility for your learning on placement and only practice within your limits of competence.</i></p>
3	<p>Be honest and trustworthy and show respect to others.</p> <p><i>Protect patient, prescriber and business confidentiality.</i></p>
4	<p>Conduct yourself in a manner that enhances the service provided and maintains the good name of your profession.</p> <p><i>Communicate effectively and appropriately with patients/customers, your Supervisor, staff at the Training Establishment and APPEL staff while on placement.</i></p>
5	<p>Maintain your professional knowledge and competence.</p> <p><i>Engage with all opportunities to learn and develop while on placement.</i></p>
6	<p>Be aware of your obligations under the Code of Conduct and do not breach the Code.</p> <p><i>Comply with all APPEL policies while on placement, i.e. the terms and conditions set out in the Student Placement Agreement.</i></p>

Supervisor's Report

The purpose of the Supervisor's report is to capture your Supervisor's summary of your conduct and professionalism during the placement, to confirm that you completed the learning activities and to verify that you attended for the full placement. The report also enables Supervisors to identify areas in which you excelled and areas where you could further develop. If possible, ask your Supervisor to discuss their recommendations for further development with you. This will be beneficial in helping you identify competencies and skills to focus on in future placements. It is your responsibility to ensure that your Supervisor has completed this report **before the last day of your placement** as it must be returned to your School of Pharmacy in the manner outlined by your Practice Educator as soon as possible following completion of your placement. A copy of the Supervisor's report can be found on the website www.appel.ie/resources.

Attendance and Punctuality

- ❖ 100% attendance is required. If you are unable to attend due to illness or emergency, you must notify **both** your Training Establishment and your Practice Educator(s) as soon as possible. Furthermore, you should make your Practice Educator aware of any anticipated non-attendance well in advance of the placement.
- ❖ Punctuality is also essential; your Supervisor will be asked about your timekeeping. If you are unexpectedly delayed, you must notify **both** your Training Establishment and your Practice Educator(s) as soon as possible. Furthermore, you should make your Supervisor and Practice Educator aware of any anticipated lateness well in advance of the placement.
 - **Step 1:** Contact Training Establishment
 - **Step 2:** Contact Practice Educator

Contacting APPEL

You must contact APPEL if any of the following circumstances arise while you are on placement:

➔ Placement Schedule

- ➔ APPEL sets placement hours; any amendment to the placement schedule must be discussed with and approved by APPEL. If you are asked to alter your placement timetable (i.e. placement days, dates, times), you must notify the APPEL office (ops@appel.ie) as soon as possible.

➔ Critical Incident

- ➔ For your safety and welfare, you must contact your Practice Educator or the APPEL office, if a critical incident arises when on placement. A critical incident is any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety or well-being of a student. These events are very rare, examples of which include, but are not limited to, death or serious illness of a member of staff or patient, fire, hold-up or burglary.



Getting the Most from Your Placement

The following guidance has been developed by APPEL and your Schools of Pharmacy to help you get the most from your practice placement. Our experience is that most students who follow this guidance have successful, rewarding and enjoyable placements.



Helpful Hints: Getting the Most from Your Placement

- ✓ Make the most of this opportunity to learn professional skills and apply pharmacy theory to practice, under the supervision and with the agreement of your Supervisor.
- ✓ Appreciate the practical experience and supervision of your Supervisor. Your Supervisor is a qualified pharmacist who has volunteered to share their valuable time and expertise with you and this will be of benefit to your development. Observe, listen and learn from them.
- ✓ Be aware that, at times, your Supervisor may be unavailable to support or answer questions. You should continue to demonstrate initiative and willingness to learn by using this time to research any questions you might have, to interact appropriately with other members of the pharmacy team, to undertake any delegated activities and to observe all aspects of the day-to-day activities of your placement site.
- ✓ If you have completed all your learning activities and have some free time, there are some additional suggested activities (Appendix III) which you may find beneficial. Keep in mind that everything you do must be supervised.
- ✓ In order to understand all aspects of the tasks undertaken in the practice setting, you should take any opportunities presented to you from which to learn and appreciate the efforts of all members of the pharmacy team.
- ✓ You are encouraged to take responsibility for your learning during your placement. Demonstrating your enthusiasm is more likely to result in a positive placement experience. Asking questions is one way of demonstrating interest and enthusiasm in your placement. If you feel nervous or anxious about this, discuss with your Supervisor whether they prefer to be asked questions throughout the day or at specified times.
- ✓ Students will have different levels of pharmacy experience and thus associated expectations. Some students will have significant previous pharmacy experience, and for others it will be their first time behind the pharmacy counter or in a hospital pharmacy department. The minimum requirement for this placement is observation, in line with the learning outcomes for the placement. Keep in mind that you are attending this placement to gain a better understanding of the role of a pharmacist. Patient safety is the number one priority at all times. If you require additional activities while on placement you will find additional suggested activities in Appendix III.
- ✓ After a year and a half of study you still have much to learn, so don't set unrealistic expectations for yourself. Work within your abilities, ensure patient safety is the number one priority always.

Getting the Most from Your Placement (cont'd)

In Canada, the strategies employed by pharmacy students to ensure success in their placements have been identified (Jackson, 2015). These included:

- Appear interested at all times and show that you value this experiential opportunity.
- Show enthusiasm for learning.
- Demonstrate independence.
- Show initiative and make contributions in the experiential setting.
- Be inquisitive but expect to answer (most of) your own questions.
- Never make anything up!
- Integrate yourself into the placement environment.
- Embrace spontaneous learning experiences.
- Be respectful of the clinical environment.
- Be appreciative of the time and energy being invested in you by your Supervisor.
- Consider your experiential placement as an extended job interview.

¹ Jackson, L. D. (2015). Strategies pharmacy students can use to ensure success in an experiential placement. *Can Pharm J (Ott)*, 148(6), 308-313.

Having some idea of what to expect on placement and being as prepared as possible can help you get the most from your placement experience. We asked Supervisors from previous 2nd-year placements to share some of their thoughts on how students might best prepare for their placements. The following is a list of suggested preparatory activities, based on this feedback:

- Review any course material that you have previously covered on OTC products.
- Review any course material that you have previously covered on HSE drugs schemes.
- Where possible, try out the dispensing software in your HEI's dispensing/pharmaceutics labs.
- Where possible, try to become familiar with how to read the BNF, SPCs, Stockley's Drug Interactions, etc. and how to use hard copies and access soft copies.
- Consider how you might check both the drug name and the brand name of any medicine you are looking up/dispensing/etc.
- While on placement discuss with your Supervisor how often and when they prefer to answer questions.
- While on placement, ask questions of and learn from other members of staff in the Training Establishment.

Note: These are suggestions only and are provided to help you get the most from your placement experience.

Frequently Asked Questions

Read through the following answers to frequently asked questions (FAQ). If you have further questions, please contact a Practice Educator, contact information is in on page 24.

If I already work part-time, can I count that towards my placement?

You are encouraged to take up part-time, holiday and/or summer pharmacy work, but such work will not count towards fulfilling any APPEL placements required by your five-year pharmacy programme.

Could I be sent to any location for my placement? If I don't like where I have been placed, can I change?

APPEL will endeavour to arrange a placement close to your stated location preference. Please remember that it may not be possible to arrange a placement to suit everyone's location preference. You will be provided with a choice of possible placements for your longer 4th and 5th-year placements, but this is not feasible for these short 2nd-year placements. Therefore, changes to this placement are only possible in exceptional circumstances, and no changes can be made without the prior approval of your Practice Educator.

Can I go back to my 2nd-year placement for later APPEL placements if I get on well there?

You can undertake your 4th or 5th-year placement (but not both) in the same pharmacy where you attended your 2nd-year placement. However, APPEL cannot guarantee that such an arrangement can be made. You may engage in part-time, holiday and/or summer work experience in your 2nd-year Training Establishment, but such arrangements are between you and the Training Establishment.

How do I communicate what I know?

Answer questions put to you by the pharmacy staff as best you can, but don't pretend to know more than you do. The Training Establishment will be briefed that you are at an early stage in your training. APPEL will also provide some high-level information to the Training Establishment regarding what areas your coursework has covered. Therefore your Supervisor will be aware of what stage you are at in your pharmacy course.

How should I engage with customers/patients?

You should take direction from your Supervisor regarding all interactions with customers/patients. Be respectful, courteous and empathetic always. Take care not to treat patients as "case studies". If a patient does not want to engage with you or feels uncomfortable continuing to engage with you, then you should respect their feelings and ensure that the pharmacist can follow-up with the patient.

Frequently Asked Questions (cont'd)

What if I feel that my Supervisor doesn't let me do anything /enough?

Remember to discuss and to plan your learning activities with your Supervisor. If your Supervisor does not allow you to engage in the activities right away, make the most of your time and be patient. You will still gain important experience by observing the pharmacy's operations and engaging with the team. The minimum requirement for this placement is observation, in line with the learning outcomes for the placement. If the situation persists after several days, discuss the issue with your Practice Educator.

Should I be talking with/asking questions of all pharmacy team members, or is it just the dispensary team?

You can gain valuable information from all members of the team, so questions may be asked of anyone. Keep in mind that you should pick suitable times to ask questions.

How will I manage relationships within the placement?

If you try to always act in a professional, friendly and helpful manner, you should get along well with staff, patients and customers. Discuss with your Supervisor or contact your Practice Educator if you have any questions or concerns.

What if I make a mistake?

You are on this placement to learn and are required to be supervised. You should alert your Supervisor immediately if you believe that you have made a mistake. Do not be afraid to admit that you have made a mistake, or that you think you may have made a mistake.

What do I do if I have any concerns about my Training Establishment?

What do I do if my Supervisor is absent for more than four days of my placement?

Discuss your concerns with your Practice Educator.

Does my placement affect my results for the year?

If you fail to complete the placement and/or all the learning activities, you will need to discuss the matter with a Practice Educator and/or an academic advisor in your School of Pharmacy.

How does APPEL prepare my Supervisor?

All placement Supervisors are provided with the APPEL Supervisor Handbook; which can be found on www.appel.ie. APPEL provides training to Supervisors. All Supervisors have completed accreditation requirements. The APPEL team and Practice Educators are available to support Supervisors.

Frequently Asked Questions (cont'd)

Is my Supervisor supposed to be teaching me at all times?

Experiential learning is designed to expose students to real-life practice, and so it is not desirable, nor feasible, for your Supervisor to be actively engaged with you at all times. Supervisors are volunteers, who are generously giving their time and expertise to support you with your development. Supervisors are committed to supporting you, but this will be undertaken within the context of a busy working environment. Your learning will be achieved through doing, observing and active engagement with your Supervisor and other team members. You are responsible for the completion of all learning activities. If you need support with completing your learning activities, discuss possible learning opportunities with your Supervisor.

What do I do if I'm asked to complete pharmacy activities not directly associated with patient care, prescriptions or other pharmacist duties?

There are many learning opportunities to be had from undertaking such activities, for example:

- Reading Standard Operating Procedures (SOPs) will support you to develop your own SOPs when you are a registered pharmacist. SOPs are an integral part and a required element of all pharmacies and pharmacy departments and ensure consistency and quality across all activities undertaken. Reading and understanding SOPs is a required duty of all staff and students
- Date-checking or unpacking medicines will provide you with the skills to support your own pharmacy team to undertake stock management when you enter practice. It's also an opportunity to learn about medicines' storage, develop familiarity with medicines and start to spot SALADs (sound-alike, look-alike drugs). It provides you with the opportunity to take note of and document the many drugs you may not be familiar with at this stage in your course, and to make notes to learn further about these at a later/appropriate time from your Supervisor and the references available to you.
- Managing patient returns provides insight into adherence with medicines.

Appendix I – Pre-Placement Checklist

Complete the following checklist prior to your placement, by ticking yes/no to each question.

1. Have you contacted your Training Establishment prior to your placement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Have you met the team and introduced yourself as a 2 nd -year student?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. Have you told your Supervisor about any relevant work experience you have done?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4. Have you asked your Supervisor about specific dress code requirements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5. Have you prepared clean, professional outfit(s) for your placement?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6. Have you completed any pre-reading requirements for your placement e.g. SOPs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7. Do you have all the necessary information regarding transport routes and/or parking?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8. Do you know if there are lunch facilities nearby or if you require a packed lunch?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
9. Do you know your Supervisor's rules regarding computer/tablet/internet/phone usage?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
10. Do you know what time you will take your lunch break each day?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
11. Have you made a learning plan to ensure you complete all learning activities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
12. Do you have access to your placement workbook?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
13. Do you know where to find the Supervisor's Report?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14. Do you know your Practice Educator(s) name(s)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
15. Have you saved your Practice Educator(s) contact details?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Practice Educator(s):

Name:

Email:

Contact Number:

Appendix II – Learning Outcomes and Learning Activities

Learning Outcomes:

On completion of the placement students should be able to:

Learning Outcome 1:

- Observe, appreciate and document the steps involved in the safe dispensing and supply of medicines.

Learning Outcome 2:

- Observe, appreciate and document the skills and behaviours of the pharmacist.

Learning Outcome 3:

- Link Documented Activities to the PSI's Core Competency Framework (CCF).

Learning Activities:

In order to achieve the above Learning Outcomes, students are required to complete the following related Learning Activities:

- Learning Activities related to safe dispensing and safe supply**
 - Follow a prescription journey, which encompasses all the following steps: presentation, legal check, calculation, patient medication record entry, labelling and assembly, clinical check, risk management and monitoring
 - Follow a prescription journey for a drug with additional controls and identify how this differs from a regular prescription
 - Supply of non-prescription medicines
 - Sourcing of medicines and stock rotation

- Learning Activities related to the skills and behaviours of the pharmacist**

Focus on pharmacists in their capacity as a:

Collaborator	Communicator	Advisor
Manager	Life-long learner	

- Learning Activities related to the Core Competency Framework (CCF)**
 - Link the activities which you undertook to behaviours of the CCF
 - Link the activities which you observed to behaviours of the CCF



All Learning Activities must be completed under the supervision and guidance of the Supervisor. Full details of the Learning Activities are provided in the Workbook. A printable version of the workbook is available on the APPEL website.

Appendix III – Additional Suggested Activities


The activities below are suggestions only, there is no requirement to complete them, and they should only be completed under the supervision and with the agreement of your Supervisor.

- ✓ Look at the types of medication stored in the pharmacy fridge. How does the pharmacist ensure that the fridge is maintained at an appropriate temperature?
- ✓ Find out what is meant by the term 'unlicensed medicine'. Where in the pharmacy are these medicines stored, and how are they ordered?
- ✓ Look at five of the Pharmacy-only (P) medicines sold in the pharmacy. For each medicine, consider what information you would gather from a patient who wants to buy one of these medicines and what counselling you would provide in each case.
- ✓ Where in the pharmacy is the consultation room and how do members of staff use this space?
- ✓ Find out what pharmacy services are provided by the pharmacy.
- ✓ How does the pharmacy dispose of medicines returned by its patients?
- ✓ Does the pharmacy provide any services to local nursing homes or residential care units? Find out how the pharmacy helps with medication management (e.g. blister packs, venalinks, weekly dispensing).
- ✓ Find the PSI's pharmacist duty log. What is the purpose of the duty log, and what information is recorded therein?
- ✓ Find where the pharmacy stores its Controlled Drugs – who has access to the Controlled Drugs, why are these medicines controlled.
- ✓ Look at the pharmacy's Controlled Drugs Register – where does this register come from, what information is recorded for each entry in the register?
- ✓ Speak to the member of staff responsible for Stock Management in the pharmacy and ask if they can discuss this with you. Ask them about stock rotation, date checking, ordering of stock, storage of pharmacy stock. What paperwork and records must be retained in the pharmacy concerning stock management?
- ✓ Does the pharmacy have a near-miss error log, and how do members of staff engage with this?

- ✓ Have a look at the vitamins and health supplements on sale in the pharmacy – what vitamins are available, what herbal medicines are available, is there an indication for their use provided on the labelling, do you know if/how these medicines are regulated in Ireland?
- ✓ Review the Pharmacy-only (P) medicines available for sale in the pharmacy – do you know the active ingredient(s) in each product, their potential side-effects, any contraindications for their use?
- ✓ Find out if your pharmacy has a hard copy of the BNF and if so, ask if you can use this to look up medicines during your placement. It is important that you are familiar with using a paper copy of the BNF as well as the online version and using a paper copy during your placement may be easier for you and other staff, especially if there is only one computer in the dispensary.
- ✓ Ask the pharmacy team what about the FMD and if/how it impacts on their day-to-day tasks in the dispensary.
- ✓ Ask the pharmacy team about the Pharmacy Assessment System and how they use this tool to critically review their pharmacy's practice, validate good practice and identify areas where improvements are required
- ✓ Ask the pharmacy team about COVID-19 Operational Standards for pharmacies and how they are implementing the standards in their pharmacy.

The APPEL Team Contact Details

APPEL Office, Operations Team

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