

UCC APPEL 2nd-year Student Workbook



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This document has been prepared to assist students and their Supervisors during the 2nd-year APPEL placements. It sets out the learning activities which should be completed by UCC students using their School of Pharmacy Canvas online platform.

If supervisors have any queries regarding this workbook, please contact APPEL at ops@appel.ie or 01 402 5129.

If students have any queries regarding this workbook, please contact your School of Pharmacy Practice Education Co-ordinator.



Ruth McCarthy
087 625 2794
ruth.mccarthy@ucc.ie

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Learning Activity 1 (COMMUNITY)

Safe dispensing and supply medicines

1.1 Follow a prescription journey

Your answers in this section can be based on more than one prescription. Please check the following boxes once you have completed the task.

Presentation

- I observed or conducted the patient greeting.
- I observed or used key communication skills.
- I observed or used typical questions asked when a patient hands a prescription into the pharmacy.

Legal check

- I carried out a minimum of five legal checks a prescription.

Calculation

- I have shown a Pharmacist how I would calculate the dose required of an oral liquid preparation based on a patient's weight.
e.g. a paediatric antibiotic. Show all details of your calculation including the patient's weight, dose in mg/kg according to the BNF/SPC, volume per dose and total volume dispensed to the pharmacist.
- I have shown a Pharmacist how I would calculate a reducing dose of an oral tablet.
e.g. a steroid. How many tablets are to be taken daily and what is the total number of tablets dispensed?

PMR entry

- I entered a prescription into a patient's medication record (PMR).
- A Pharmacist/Technician checked my PMR entry.

Labelling and Assembly

- I assembled medicines for a prescription.
- I labelled medicines.
- A pharmacist/Technician checked the medicines I assembled and labelled.
- I identified the individual steps involved in assembling and labelling medicines for a prescription.

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- I reflected on what I learned from the process.

Clinical check

- I observed an issue that arose through a clinical check by a Pharmacist.
Hint: drug-drug interaction
- I observed how the clinical issue identified by a Pharmacist was resolved.

Risk Management

- I identified practices that minimise risk in the pharmacy in relation to:
 - Personnel
Hint: wearing gloves while handling cytotoxic medicines
 - Working environment
Hint: segregated workspaces

Patient Journey

- I engaged with a patient journey as described below

Please ask your Supervisor to help you find a suitable patient to talk to about their medicines. Check with your Supervisor if you should talk to the patient directly yourself or observe the Pharmacist/Technician gathering the following information.

Find out how they take their medicines, how the medicines help and if they have any problems with them. Ideally, you might also be able to observe how the Pharmacist/Technician follows up with this patient.

Hint: The follow-up could be due to shortage of stock, monitoring requirements, occurrence of side-effects or communication with another healthcare professional, etc.

- What medicine(s) does the patient take?
- How do the medicine(s) help, if they do?
- Has the patient experienced any problem with the medicine(s)?
- What follow-up, if any, did you observe the Pharmacist/Technician have with this patient?

1.2 Follow a prescription journey for a drug with additional controls

- I observed either a controlled drug (CD2 or CD3), or a drug with additional controls related to its supply (high-tech medicine, unlicensed medicine), being dispensed.
- I understand process that is followed in the supply of this medicine.

1.3 Over-the-counter (OTC) supply of medicines

- I observed or engaged in the counselling of a patient requesting the supply of an OTC medicine in the following categories:

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- General Sales List medicine
 - Pharmacy Only medicine
 - Pharmacy Only medicine for which the PSI have published guidance
- I know the WWHAM questions, any specific product information, product recommendations and any advice to be given, for a product in each category.
 - I observed or used communication skills, both verbal and non-verbal.
 - I participated in the supply of an OTC medicine under supervision - if permitted. Alternatively, role-play an OTC supply with a Pharmacist/Technician.
 - I reflected on this experience using the Irish Institute of Pharmacy (IOP) [continuing professional development \(CPD\)](#) reflective cycle using the following steps and **documented it.**
 - Action: describe what you did and how you felt.
 - Document your learning: what went well and what did not go so well?
 - Evaluate the impact on practice: how will this make you a better Pharmacist?
 - Identify the behaviours in the [Core Competency Framework \(CCF\)](#) that you have utilised.
 - Self-appraisal: what would you do differently next time? What do you need to work on?
 - Develop a personal plan: discuss the steps you might take to further develop your skills and knowledge.
 - I shared my written reflection with my Supervisor and we reviewed my reflection together.

1.4 Sourcing of medicines

- I know two suppliers of medicines to the pharmacy.
- I know how to confirm that a wholesaler/medicine supplier is reputable.
Hint: Are wholesalers in Ireland regulated? Discuss this with a Pharmacist.
- I can identify one medicine obtained from a source other than the main pharmacy suppliers and explain why this medicine was sourced in a different manner.
Hint: an unlicensed medicine
- I contributed to stock rotation, and I know the steps in the process.
- I understand why stock rotation is important.

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Learning Activity 1 (HOSPITAL)

Safe dispensing and supply of medicines

1.1 Follow a patient Kardex/medication order

Your answers in this section can be based on more than one Kardex/medication order. Please check the following boxes once you have completed the task.

Ordering medication

- I know the steps involved in ordering medication for inpatients, from ward to dispensary.
- I know what information is required to dispense the prescription/medication order.
- I observed interactions between the Pharmacist with nursing/medical/other staff in this process.

Legal check

- I carried out a minimum of five legal checks a prescription.

Calculation

- I have shown a Pharmacist how I would calculate the dose required of an oral liquid preparation based on a patient's weight.
e.g. a paediatric antibiotic. Show all details of your calculation including the patient's weight, dose in mg/kg according to the BNF/SPC, volume per dose and total volume dispensed.
- I have shown a Pharmacist how I would calculate a reducing dose of an oral tablet.
e.g. a steroid. How many tablets are to be taken daily and what is the total number of tablets dispensed?

PMR entry

- I entered a prescription into a patient's medication record (PMR).
- A pharmacist/Technician checked my PMR entry.

Labelling and Assembly

- I assembled medicines for a prescription.
- I labelled medicines.
- A Pharmacist/Technician checked the medicines I had assembled and labelled.
- I identified the individual steps involved in assembling and labelling medicines for a prescription.
- I reflected on what I learned from the process.

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Clinical check

- I observed an issue that arose through a clinical check by a pharmacist.

Hint: a drug-drug interaction

- I observed how the clinical issue identified by a pharmacist was resolved.

Risk Management

- I have identified practices that minimise risk in the pharmacy in relation to:

- Personnel

Hint: wearing gloves while handling cytotoxic medicines

- Working environment

Hint: segregated workspaces

Patient Journey

- I have engaged with a patient journey as described below.

Please ask your Supervisor to help you find a suitable patient to talk to about their medicines. Check with your Supervisor if you should talk to the patient directly yourself or observe the Pharmacist gathering the following information.

Find out how they take their medicines, how the medicines help and if they have any problems with them. Ideally, you might also be able to observe how the Pharmacist follows up with this patient.

Hint: The follow-up could be due to a shortage of stock, monitoring requirements, occurrence of side effects or communication with another healthcare professional, etc.

- What medicine(s) does the patient take?
- How do the medicine(s) help, if they do?
- Has the patient experienced any problem with the medicine(s)?
- What follow-up, if any, did you observe the Pharmacist have with this patient?

1.2 Follow a prescription journey for a drug with additional controls

- I observed either a controlled drug (CD2 or CD3), or a drug with additional controls related to its supply (high-tech medicine, unlicensed medicine), being dispensed.

- I understand the process that is followed in the supply of this medicine.

1.3 Non-prescription supply of medicines

- I observed or engaged in the counselling of a patient receiving a non-prescription medicine.

Hint: counselling of a patient on discharge with regards to the use of a non-prescription medicine, the counselling of an in-patient on analgesia e.g. ibuprofen/paracetamol

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- I observed or used communication skills, both verbal and non-verbal.
- I role-played the supply of a non-prescription medicine with a pharmacist.
- I reflected on this experience using the Irish Institute of Pharmacy (IOP) [continuing professional development \(CPD\)](#) reflective cycle using the following steps and **documented it**:
 - Action: describe what you did and how you felt.
 - Document your learning: what went well and what did not go so well?
 - Evaluate the impact on practice: how will this make you a better pharmacist?
 - Identify the behaviours in the [Core Competency Framework \(CCF\)](#) that you have utilised.
 - Self-appraisal: what would you do differently next time? What do you need to work on?
 - Develop a personal plan: discuss the steps you might take to further develop your skills and knowledge.
- I shared my written reflection with my Supervisor and we reviewed my reflection together.

1.4 Sourcing of medicines

- I know two suppliers of medicines to the pharmacy.
- I know how to confirm that a wholesaler/medicine supplier is reputable.
Hint: Are wholesalers in Ireland regulated? You may need to discuss this with a pharmacist.
- I can identify one medicine obtained from a source other than the main pharmacy suppliers and explain why this medicine was sourced in a different manner.
Hint: an unlicensed medicine
- I contributed to stock rotation, and I know the steps in the process.
- I understand why stock rotation is important.

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Learning Activity 2

Skills and Behaviours of a Pharmacist

Pharmacist as collaborator

- I observed a Pharmacist collaborating with another healthcare professional to address an issue jointly.
Hint: Collaboration with a doctor, nurse or dentist
- I observed a Pharmacist as a communicator.
- I observed a Pharmacist using specific communication skills when gathering information from a patient.
- I observed a Pharmacist using specific communication skills when advising a patient or another healthcare professional on a medication query or health management.

Pharmacist as manager

- I observed a Pharmacist managing the following:
 - Stock
 - Time
 - Themselves (self-management)
 - Finance
 - Team

Pharmacist as advisor

- I observed a Pharmacist advising another healthcare professional on a query (medicines or health).
Hint: reflect on the nature of the advice and its implications for the person to whom it was given.

Pharmacist as life-long learner

- I discussed CPD with a Pharmacist
- I observed how a Pharmacist learns in their practice.
Hint: checking the SPC of a product, consulting with an expert in the field.
- I discussed additional ways in which a Pharmacist may undertake CPD.
Hint: courses undertaken outside of their work.

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Learning Activity 3

Linking Activities to the PSI's Core Competency Framework (CCF)

PSI CCF can be accessed here: [PSI CCF](#)

Learning activity 3.1: CCF - Building Competency

For **each of the six domains** of the CCF, choose **one** behaviour in which you have begun to build competency.

I reflected on how I have increased competence in **one behaviour from each domain** in the CCF.

I documented my reflection here

Hint: ensure your evidence is detailed enough to allow your Supervisor and assessor to confirm that you have achieved this behaviour. Max 200 words X 6 reflections.

For each of the **six domains**, choose **one** behaviour where have observed a Pharmacist demonstrating competency.

I observed a pharmacist demonstrating competence in **one behaviour from each domain** in the CCF.

I documented my reflection here.

Hint: ensure your evidence is detailed enough to allow your Supervisor and assessor to confirm that this behaviour was observed. Max 200 words x 6 reflections.

Learning activity 3.2: Complete a CPD cycle

I documented one CPD reflective cycle on **one** behaviour I would like to develop further here. Max 500 words

Hint: Use these five Reflective cycle steps to answer.

- Action: describe what you did and how you felt.
- Document your learning: what went well and what did not go so well?
- Evaluate the impact on practice: how will this make you a better pharmacist?
- Self-appraisal: what would you do differently next time? What do you need to work on?
- Develop a personal plan: discuss the steps you might take to further develop your skills and knowledge.

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