**Highfield Level 2 End-Point Assessment for**

**Pharmacy Services Assistant**

**Portfolio of Evidence Matrix Sheet**

This document should be used to map the apprentice’s portfolio of evidence to the Pharmacy Services Assistant standard and should accompany the portfolio when submitted to Highfield Assessment.

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| **Apprentice Name:** |  |
| **Employer:** |  |
| **Training Provider:** |  |

Please state the dummy patient and GP details to be used during the Simulated Observation:

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| --- | --- | --- | --- | --- | --- | --- |
| **Title:** |  | **Forename:** |  | | **Surname:** |  |
| **Date of birth:** | |  | | **NHS Number:** |  | |
| **Address:** | |  | | | | |
| **GP details:** | |  | | | | |

**Evidence Index**

The portfolio of evidence should be arranged in 5 sections to align with the areas of the standard and each section must contain 4 pieces of evidence.

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| **Evidence name** | **Evidence Ref** | **Evidence Type** |
| Dispensing and supply of medicines and medicinal products | | |
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| Team work | | |
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| Communication, pharmacy law and ethics | | |
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| Person centred care | | |
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| Health and safety in the workplace | | |
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The criteria listed below should be evidenced within the on-programme portfolio of evidence which will be submitted at Gateway. The portfolio of evidence will not be graded or marked but will be used to support the professional discussion. However, please note that some of the criteria listed below will be formally assessed during the simulated observation.

| **Ref** | **Assessment Criteria** | **Evidence Ref** | **Location/Page in evidence** |
| --- | --- | --- | --- |
| **Dispensing and Supply of medicines and medicinal products** | | | |
| **Simulated Observation Pass Criteria** | | | |
| DS9 | Demonstrates and explains how they work within the legal framework for a Pharmacy Services Assistant |  |  |
| DS10 | Demonstrates the process to be followed in receiving and accurately  logging of prescriptions, the accurate dispensing of appropriate  medicines and an understanding of any issues that arise from how  medicines are taken |  |  |
| DS11 | Demonstrates how to accurately use pharmacy calculations to ensure that the correct weights and measures, doses and types of medicine are assembled for both prescribed and non-prescribed medicines |  |  |
| DS12 | Can explain the limits of their responsibilities in respect of advice to patients on supplied medicines and products |  |  |
| DS13 | Demonstrates that they follow procedures when ordering, receiving and issuing pharmaceutical stock |  |  |
| DS14 | Can explain the importance of effective medicines to the patient and can explain the key links in the medicines supply chain |  |  |

| **Ref** | **Assessment Criteria** | **Evidence Ref** | **Location/Page in evidence** |
| --- | --- | --- | --- |
| **Simulated Observation Distinction Criteria** | | | |
| DS15 | Explains the impact of calculating incorrect measurements and what to do if errors in dispensing are made, and what the consequences of making an error could be and the impact on patient care |  |  |
| DS16 | Can give an example of when they have dealt with a customer who did not know how to use the supplied medicine correctly and explain what they did to assist the customer |  |  |
| DS17 | Can suggest at least two improvements to the existing processes involved in the management of medicines, including when ordering, receiving and issuing pharmaceutical stock, and what the improvements would be |  |  |
|  | **Team Work** | | |
| **Simulated Observation Pass Criteria** | | | |
| TW7 | Demonstrates how they work within the Standard Operating Procedures (SOPs) and why they are important in the dispensing of medicines |  |  |
| TW8 | Demonstrates or explains what in-process accuracy check they would undertake |  |  |
| **Simulated Observation Distinction Criteria** | | | |
| TW9 | Can give an example of where they have made a recommendation for an improvement to internal operating arrangements |  |  |
| **Professional Discussion Pass Criteria** | | | |
| TW10 | Explains how they have managed their own continuing personal development and explains its positive impact on their role and their pharmacy |  |  |
| TW11 | Shows that they understand the importance of reflection in managing their personal performance and explains what they have learnt from good practice examples from other healthcare professionals |  |  |
| TW12 | Demonstrates that they have used interpersonal skills within the team and other professionals in accurately delivering to agreed performance measures |  |  |
| TW13 | Demonstrates that they contribute effectively in the development of themselves and colleagues and that they can explain the positive contribution made by the team |  |  |
| **Professional Discussion Distinction Criteria** | | | |
| TW14 | Explains with two examples how they regularly contribute to team-based discussions/problem solving and what the positive impact of their contributions have been |  |  |
| TW15 | Explains how they have been proactive in their own development and by two examples how they have used reflection to have a positive impact on their work |  |  |
| TW16 | Explain how they acted as a role model to others and can discuss an example of where they have supported others within the scope and boundaries of their practice and what the impact has been |  |  |

| **Ref** | **Assessment Criteria** | **Evidence Ref** | **Location/Page in evidence** |
| --- | --- | --- | --- |
|  | **Communication, pharmacy law and ethics** | | |
| **Simulated Observation Pass Criteria** | | | |
| CO10 | Can demonstrate and explain the legal and policy framework in which information is handled |  |  |
| CO11 | Assess the risks in information being inappropriately stored or used, and the actions that can be taken in mitigation |  |  |
| CO12 | Acts with honesty and integrity in performing their duties. Is prepared to challenge when they are aware of something that is non-compliant |  |  |
| **Simulated Observation Distinction Criteria** | | | |
| CO13 | Explains examples of possible solutions to problems involving the  processing and storage of information and the impact that they would  have |  |  |
| **Professional Discussion Pass Criteria** | | | |
| CO14 | Demonstrates an understanding of how patient data is processed,  recorded and stored |  |  |
| CO15 | Explains how they communicate effectively and where appropriately,  confidentially and that they demonstrate knowledge when giving advice |  |  |
| CO16 | Explains how IT systems assist with the storage and processing of data in  line with legislative requirements and evidence having used such systems  in their day to day role |  |  |
| **Professional Discussion Distinction Criteria** | | | |
| CO17 | Explain the principles behind GDPR and its importance in the  pharmaceutical context |  |  |
| CO18 | Can give an example of where effective advice or referral has benefited a  customer or patient, and what the positive consequences were |  |  |
| CO19 | Gives an example of where they have suggested an improvement in the  use of an IT and what its impact on the operation of the pharmacy has  been |  |  |
|  | **Person centred care** | | |
| **Professional Discussion Pass Criteria** | | | |
| PC8 | Can explain how they decide when to refer a customer to another member of the team such as a GP, healthcare worker etc |  |  |
| PC9 | Can clearly articulate what is meant by ‘Person Centred Care’ and can demonstrate this in their day to day role |  |  |
| PC10 | Explains how they would promote the benefits of ‘healthy lifestyle choices’ to customers and what techniques they would use to encourage their use |  |  |
| PC11 | Explains how they manage effective health and safety practice of self and others, including patients and other members of the team |  |  |
| PC12 | Demonstrates that they understand the importance of treating all other people as individuals and evidences how they promote diversity, equality and inclusion |  |  |
| **Professional Discussion Distinction Criteria** | | | |
| PC13 | Can give two examples of how they have promoted healthy lifestyles to the public and can explain why they made those recommendations and what the outcomes were |  |  |
| PC14 | Explain how they have actively encouraged patients to become more involved in their own health and care and what they believe the benefits were |  |  |
| PC15 | In order to demonstrate their impact as a role model in the wider workplace, explain how they have acted to ensure that patients’ values are respected |  |  |
|  | **Health and safety in the workplace** | | |
| **Professional Discussion Pass Criteria** | | | |
| HS4 | Works in a manner that ensures the health and safety of self and others |  |  |
| HS5 | Demonstrates that they understand the importance of factors such as personal hygiene and maintaining a safe working environment using SOPs, and how these positively impact on the operation of the pharmacy |  |  |
| **Professional Discussion Distinction Criteria** | | | |
| HS6 | Can give two examples of possible health and safety non-compliance and describe what their impact might be on the pharmacy environment |  |  |

**Apprentice Declaration**

*I confirm that the evidence contained within this portfolio is all my own work and any assistance given and/or sources used have been acknowledged.*

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| **Apprentice signature:** |  | **Date:** |  |

Please ensure this Portfolio Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

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| *.docx* | *.xlsx* | *.pptx* |
| *.pdf* | *.jpg* | *.png* |
| *.mp3* | *.mp4* | *.m4a* |