



1) Consent form for members of pharmacy staff/GP practice staff

Please confirm below that you are happy for Community Pharmacy North Yorkshire (CPNY) to use the information provided in your Action Plan, Reflective Log and Implementation Review for their evaluation purposes at the end of the project. This evaluation is likely to be shared with various stakeholders (such as NHS England, CCGs) as well as with the pharmacy/GP network in North Yorkshire.

1. On agreeing to take part in 'Walk in my Shoes', I understand that I will be required to complete and submit an Action Plan, Reflective Log and Implementation Review to CPNY at the appropriate times and when requested.			
2. I give my consent on behalf of the pharmacy/GP practice for CPNY to use the information contained within the abovementioned documents for evaluation purposes at the end of the project.			
3. I note that I must not mention any specific issue/scenario within these documents which could lead to a patient being easily identified.			
I have read, understand and agree to the terms of this consent form.			
Name: (Block Capitals)			
Organisation: (Block Capitals)			
Signature		Date	

2) Confidentiality Agreement (the Agreement)

Name of Pharmacy (the Pharmacy)

Pharmacy Address

The Agreement is between the Pharmacy and persons working (but not under a contract of employment) or visiting the Pharmacy who are likely to have access to areas of the Pharmacy not generally accessible by members of the public.

The Pharmacy is committed to protecting and maintaining the confidentiality of patients' personal and sensitive personal data and the Agreement is a necessary and reasonable step for the Pharmacy to ensure that any personal and sensitive personal data you may have access to during your time at the Pharmacy is kept confidential.

Personal data means data which relate to a living individual who could be identified; this may include data such as name, age, address and personal circumstances. In the Pharmacy, this is likely to include sensitive personal data consisting of information as to a patient's physical or mental health or condition or sexual life etc. Personal data and sensitive personal data may be known or stored on any medium. Photographs, videos, etc. are subject to the same requirements as data stored in health records, on a computer, or provided verbally.

Your attendance at the Pharmacy is necessary as part of the 'Walk in my shoes' project and it is not reasonably practicable because of the nature of 'Walk in my shoes' for the Pharmacy to eliminate the possibility that you may have access to personal data and/or sensitive personal data that is not required as part of 'Walk in my shoes'.

The Pharmacy endeavours to take all reasonable steps to ensure you have access only to the portion of personal data and/or sensitive personal data reasonably necessary to perform 'Walk in my shoes'. In order for the Pharmacy to comply with its confidentiality obligations, we require you to agree to maintain the confidentiality of any personal and sensitive personal data that you have access to during your time at the Pharmacy. The Pharmacy in consideration of your assent to the Agreement shall permit you to enter the non-public part of the Pharmacy, and discuss relevant matters for the purposes of 'Walk in my shoes'.

1. I agree that I will not at any point during my time at the Pharmacy or at any point after the period of time at the Pharmacy, disclose or use any personal data or sensitive personal data relating to patients, customers or employees of the Pharmacy.			
2. I agree that I will not remove from the Pharmacy premises any documents, either printed or electronic, which contain personal data or sensitive personal data.			
3. I understand that breach of this agreement may lead to ??? Pharmacy no longer continuing with my agreed time in the Pharmacy and may result in criminal prosecution or civil proceedings under the Data Protection Act 2018.			
I have read, understand and agree to the terms of the Agreement.			
Name: (Block Capitals)			
Organisation: (Block Capitals)			
Signature		Date	

****Pharmacy Copy – GP Practice to Sign****

2) Confidentiality Agreement (the Agreement)

Name of Surgery (the GP Practice)

Surgery Address

The Agreement is between the GP Practice and persons working (but not under a contract of employment) or visiting the GP Practice who are likely to have access to areas of the GP Practice not generally accessible by members of the public.

The GP Practice is committed to protecting and maintaining the confidentiality of patients' personal and sensitive personal data and the Agreement is a necessary and reasonable step for the GP Practice to ensure that any personal and sensitive personal data you may have access to during your time at the GP Practice is kept confidential.

Personal data means data which relate to a living individual who could be identified; this may include data such as name, age, address and personal circumstances. In the GP Practice, this is likely to include sensitive personal data consisting of information as to a patient's physical or mental health or condition or sexual life etc. Personal data and sensitive personal data may be known or stored on any medium. Photographs, videos, etc. are subject to the same requirements as data stored in health records, on a computer, or provided verbally.

Your attendance at the GP Practice is necessary as part of the 'Walk in my shoes' project and it is not reasonably practicable because of the nature of 'Walk in my shoes' for the GP Practice to eliminate the possibility that you may have access to personal data and/or sensitive personal data that is not required as part of 'Walk in my shoes'.

The GP Practice endeavours to take all reasonable steps to ensure you have access only to the portion of personal data and/or sensitive personal data reasonably necessary to perform 'Walk in my shoes'. In order for the GP Practice to comply with its confidentiality obligations, we require you to agree to maintain the confidentiality of any personal and sensitive personal data that you have access to during your time at the GP Practice. The GP Practice in consideration of your assent to the Agreement shall permit you to enter the non-public part of the GP Practice, and discuss relevant matters for the purposes of 'Walk in my shoes'.

1. I agree that I will not at any point during my time at the GP Practice or at any point after the period of time at the GP Practice, disclose or use any personal data or sensitive personal data relating to patients, customers or employees of the GP Practice.			
2. I agree that I will not remove from the GP Practice premises any documents, either printed or electronic, which contain personal data or sensitive personal data.			
3. I understand that breach of this agreement may lead to ??? Surgery no longer continuing with my agreed time in the GP Practice and may result in criminal prosecution or civil proceedings under the Data Protection Act 2018.			
I have read, understand and agree to the terms of the Agreement.			
Name: (Block Capitals)			
Organisation: (Block Capitals)			
Signature		Date	

****GP Practice Copy – Pharmacy to Sign****

3) Community pharmacy visit checklist

This is a suggested checklist of activities that community pharmacy teams should allow GP practice staff to complete while visiting the pharmacy and discussion points based on these activities.

Contractors may wish to ask GP staff to sign a confidentiality agreement before they undertake any tasks.

If a confidentiality agreement is not signed, then during the visit GP staff must only handle prescriptions, dispense prescriptions or access a patient medication record if they work at the registered GP practice for that individual. If the patient is not registered at the GP practice then patient consent must be obtained before these activities can occur.

It should be noted that while GP staff are encouraged to complete the activities, they should be closely supervised and additional checks should be carried out on the labelling, dispensing and checking of medicines (both clinical and accuracy) by appropriate members of staff and the pharmacist before medicines are supplied to patients.

Discussion points	Completed
<ul style="list-style-type: none"> Explain the roles of all the different members of the pharmacy team 	<input type="checkbox"/>
<ul style="list-style-type: none"> Describe the qualifications and training that the different members of the pharmacy team have 	<input type="checkbox"/>

Prescription-based activities

Activities for GP practice staff	Discussion points	Completed
The dispensing process		
Label and dispense several paper prescriptions Label and dispense several electronic prescriptions	<ul style="list-style-type: none"> Explain the different processes for the pharmacy team of dispensing the different types of prescriptions and the disadvantages and advantages of both Discuss the challenges of medicines not being synchronised for patients, for example, patients having to order prescriptions at different times Discuss how the pharmacy team and GP practice can work together more effectively on use of the Electronic Prescription Service (EPS R2) – consider using PSNC Briefing 075/16: EPS pharmacy and GP checklist – working together to aid discussions Discuss how the pharmacy team and GP practice can work together in the event of an outage with EPS R2 – consider using PSNC Briefing 076/16: How GPs and pharmacies can work together on EPS business continuity to aid discussions 	<input type="checkbox"/>
Label and dispense a Controlled Drug prescription	<ul style="list-style-type: none"> Explain the additional information required on a Controlled Drug prescription that the pharmacy team will check before dispensing Explain about the use of the Controlled Drug safe and register 	<input type="checkbox"/>
If a prescription is received for an out of stock item, follow the	<ul style="list-style-type: none"> Explain the process that the GP practice staff member may need to follow, for example, contacting the wholesaler to see 	<input type="checkbox"/>

WALK IN MY SHOES

North Yorkshire

<p>process for trying to obtain an out of stock item</p>	<p>if they have the product in stock, speaking to the patient to see how much medicine they have left, contacting the prescriber to discuss an alternative product, obtaining a new prescription, etc.</p> <ul style="list-style-type: none"> • Discuss if there is a way to improve the process of alerting GPs to out of stock items and to requesting alternative prescriptions? 	
<p>If a patient requests a Repeat Dispensing prescription, speak to the patient to obtain the relevant information as to whether all the items are required</p>	<ul style="list-style-type: none"> • Consider using PSNC Briefing 004/17: eRepeat Dispensing – A factsheet for pharmacy teams which contains a list of questions to ask patients when collecting Repeat Dispensing prescriptions • If Repeat Dispensing is not being used by the GP practice, explain the benefits to patients, the GP practice and the pharmacy (supporting information can be found at: psnc.org.uk/eRD) and explore whether this is something the GP practice would consider implementing 	<input type="checkbox"/>
<p>Accuracy/clinical check</p>		
<p>Complete an accuracy check</p>	<ul style="list-style-type: none"> • Explain the process of carrying out an accuracy check and all the checks that are completed when checking an item, for example, name, strength, form, etc. 	<input type="checkbox"/>
<p>Complete a clinical check – The suitability of this task will be dependent on the member of GP practice staff</p>	<ul style="list-style-type: none"> • Depending on the role of the member of the GP practice staff, explain the importance of the clinical check and the types of things that are being checked, for example, dose, interactions, etc. 	<input type="checkbox"/>
<p>If a prescription has a clinical issue on it that needs discussing with the prescriber, follow the process for contacting the prescriber</p>	<ul style="list-style-type: none"> • Explain the process that the GP practice member of staff will need to follow • Discuss whether there is a way to improve the process of contacting the prescriber about clinical issues? • Discuss if there is a process which could be implemented to refer patients directly to the GP practice for urgent referrals 	<input type="checkbox"/>
<p>Additional patient support</p>		
<p>Label and dispense a Monitored Dosage System/Compliance Aid</p>	<ul style="list-style-type: none"> • If different types of Monitored Dosage System (MDS)/Compliance Aids are used in the pharmacy, explain the differences between them and when they are used, for example, you may use a different system for care home patients • Explain how MDS prescriptions are ordered and any issues around the creation of waste medicines • Discuss the types of medicines that cannot be placed in MDS and the challenges that this creates • Explain why changes cannot be made to MDS/compliance aids when the medicines have already been dispensed (information on ‘The Equality Act 2010 and 28 day prescribing’ page on the PSNC website may assist with this) 	<input type="checkbox"/>
<p>Produce a MAR chart (if available in the pharmacy)</p>	<ul style="list-style-type: none"> • Explain the benefits of using MAR charts for patients/carers/care home staff 	<input type="checkbox"/>

WALK IN MY SHOES

North Yorkshire

Produce a medicines reminder chart	<ul style="list-style-type: none"> Explain the benefits of a medication reminder chart for patients/carers Explain what other options are available in the pharmacy to assist patients with taking their medicines, for example, non-child resistant lids for medicine bottles, large labels, etc. 	<input type="checkbox"/>
Delivery service		
If possible, go out with the delivery driver to make some deliveries to patients	<ul style="list-style-type: none"> Explain how the delivery process works including what happens if patients are not home (do you leave a note explaining the missed delivery or what happens if the patient is housebound and cannot get to the door?) 	<input type="checkbox"/>
Re-ordering prescriptions		
Complete a request from a patient to re-order their medicines (if applicable)	<ul style="list-style-type: none"> Explain the process of how patients can order their repeat medicines and how this is beneficial to patients If a managed repeat system is in place, explain how this works and if patients are contacted prior to a member of the pharmacy team ordering their medicines Discuss whether there's a way to reduce the quantity of waste medicines generated from ordering repeat medicines and whether patients could be transferred to eRD 	<input type="checkbox"/>
Stock		
Place an order for dispensary medicines	<ul style="list-style-type: none"> Explain the process for ordering medicines, for example, cut off deadlines, how quickly stock will arrive, etc. 	<input type="checkbox"/>
Assist with putting some medicines away in the dispensary (under supervision)	<ul style="list-style-type: none"> Explain the system for how medicines are stored, for example, alphabetically, generics and brands, etc. Discuss the importance of date checking and stock rotation 	<input type="checkbox"/>

Services offered at the pharmacy

Services		
Sit-in and observe (with patient consent) the pharmacist/other member of the pharmacy team carrying out the range of services that the pharmacy offers	<ul style="list-style-type: none"> Explain the different services that the pharmacy provides and that some are nationally commissioned, therefore, available across England and some are locally commissioned, therefore, only available with the CCG/local authority area. PSNC Briefing 061/16: Services Factsheet – MUR guide for other healthcare professionals and PSNC Briefing 062/16: Services Factsheet – NMS guide for other healthcare professionals may be useful to explain how Medicines Use Reviews (MURs) and the New Medicine Service (NMS) work and which patients are eligible. Discuss how the pharmacy and GP practice could work together to raise patients' awareness of these services 	<input type="checkbox"/>

Other activities

Disposal of unwanted medicines		
Accept back unwanted medicines from a patient	<ul style="list-style-type: none"> Explain the process for accepting unwanted medicines, for example, is there a requirement to sort them? Consider using the 'Unwanted Medicines Card' available on the PSNC website which contains a list of questions to ask when patients are returning medicines to the pharmacy 	<input type="checkbox"/>
Observe a member of staff discussing with a patient the most appropriate course of action for their minor ailment which they have come to the pharmacy to receive advice on (with patient consent)	<ul style="list-style-type: none"> Explain the types of questions that will be asked to ascertain what the best course of action is for the patient Discuss how patients are signposted to other healthcare professionals and services Discuss if there is a process which could be implemented to refer patients directly to the GP practice for urgent referrals Discuss whether it would be possible for the GP team to refer appropriate patients with minor ailments to a community pharmacy 	<input type="checkbox"/>
Listen to a member of staff explain the Healthy Living Pharmacy concept (if applicable within the pharmacy)	<ul style="list-style-type: none"> Explain what a Healthy Living Pharmacy (HLP) is and how the pharmacy becomes accredited as an HLP Discuss the health promotion topics that you have promoted in the pharmacy and any forthcoming topics as well as any outreach work that the team has participated in Discuss the possibility of working together on future health promotion topics 	<input type="checkbox"/>
Listen to a member of staff explain how they are notified when patients are discharged from hospital	<ul style="list-style-type: none"> Explain how the pharmacy team is notified if a patient is discharged from hospital, for example, if the pharmacy is sent a copy of the patient's medicines on discharge If a system such as PharmOutcomes is used to refer patients when they are discharged from hospital for example, for an MUR or NMS, discuss how this system works and how patients are contacted to access these services 	<input type="checkbox"/>

Other potential topics for discussion

Day to day pharmacy/general practice communication methods		
Use of telephone, fax and email / NHSmail for communication	<ul style="list-style-type: none"> Discuss the current methods of communication that the pharmacy and general practice use, including what types of information are communicated via the various methods currently in use. Then consider how current practice works for both parties and whether there are better methods that could be used. If the pharmacy has recently been allocated an NHSmail shared account, this may be an appropriate time to review how patient identifiable information may be securely exchanged between the pharmacy and the general practice, via NHSmail. 	<input type="checkbox"/>

4) GP practice visit checklist

This is a suggested checklist of activities that GP practice teams should allow community pharmacy teams to complete while visiting the GP practice and discussion points based on these activities.

GP practices may wish to ask pharmacy staff to sign a confidentiality agreement before they undertake any tasks.

If a confidentiality agreement is not signed, then during the visit community pharmacy staff must only handle prescription requests, issue prescriptions or access a patient medication record if they work at the nominated community pharmacy for that individual. If the patient has not nominated the community pharmacy, patient consent must be obtained before these activities can occur.

It should be noted that while pharmacy staff are encouraged to complete the activities, they should be closely supervised and additional checks should be carried out by appropriate members of staff and GPs before prescriptions are supplied to patients.

Discussion points	Completed
Explain the roles of all the different members of the GP practice team	<input type="checkbox"/>
Describe the qualifications and training that the different members of the GP practice team have	<input type="checkbox"/>

Appointments

Activities for pharmacy staff	Discussion points	Completed
Spend some time with the GP receptionist(s) to understand more about their role	<ul style="list-style-type: none"> Discuss the challenges of being 'front of house' at the GP practice 	<input type="checkbox"/>

Prescription-based activities

Activities for pharmacy staff	Discussion points	Completed
Issue several repeat paper prescriptions for patients – depending on the types of requests that the GP practice accept, try to issue the different types of prescription requests they receive, for example, right-hand side of the prescription, handwritten request, request from pharmacy, online requests, etc.	<ul style="list-style-type: none"> Explain the challenges with issuing repeat prescriptions, for example, patients ordering items that are not listed on their repeat medicines, not understanding handwriting, ordering items too early, not stating all the required information to issue the item such as not stating the strength required if a patient has two strengths of an item on their prescription, etc. Explain how these issues are addressed and resolved Explain the differences for the GP practice team of issuing the different types of prescriptions and the advantages and disadvantages of both Discuss how the pharmacy team and GP practice can work together better on Electronic Prescription Service (EPS R2) 	<input type="checkbox"/>
Issue several repeat EPS prescriptions for patients – depending on the types of requests that the GP practice	<ul style="list-style-type: none"> Discuss how the GP practice team and pharmacy team can work together in the event of an outage with EPS R2 	<input type="checkbox"/>

WALK IN MY SHOES

North Yorkshire

accept, try to issue the different types of prescription requests they receive, for example, right-hand side of the prescription, handwritten request, request from pharmacy, online requests, etc.		
Once the prescription is generated, observe how both types of prescriptions (paper and EPS) are authorised by the prescriber	<ul style="list-style-type: none"> • Explain how a prescriber would deal with queries on prescriptions 	<input type="checkbox"/>
Reconcile a hospital discharge summary with a patient's current prescription medication list and follow the process in place to resolve any issues	<ul style="list-style-type: none"> • Discuss any queries that arise from the reconciliation process and the process the member of staff from the pharmacy should follow to resolve these • Explain synchronisation issues from the GP practice's perspective, for example, if patients are discharged from hospital with medicines in original packs but still have some medicines at home, this creates a synchronisation issue for a patient to order their medicines • Discuss the process for notifying pharmacy teams when patients' regular repeat medicines have changed – if there is not a process in place, can one be developed? 	<input type="checkbox"/>

Prescription-based activities

Activities for pharmacy staff	Discussion points	Completed
Sit-in and observe (with patient consent) the GP/other member of the practice team, for example, nurse, practice pharmacist, carrying out patient consultations	<ul style="list-style-type: none"> • Discuss the challenges of only having 10 minute consultations with patients • Discuss any options for re-directing patients who present with minor ailments who could be dealt with by the community pharmacy team 	<input type="checkbox"/>
Attend a patient-participation group (if the GP practice has a group)	<ul style="list-style-type: none"> • Discuss how the pharmacy team can become involved in the patient-participation group • Are there any issues raised in the patient-participation group that the community pharmacy team could help to address? 	<input type="checkbox"/>

5) Action plan for pharmacy/GP practice

Below is an action plan for members of staff to complete during/at the end of the visits to document what actions they and their team will take to change current practice.

Name of pharmacy/GP practice:			
Completed by:		Date:	

Action 1

Current practice:	
Proposed change to practice:	
How will this change occur?	
When will this change occur by?	
Possible challenges?	
How will we know we've achieved it?	

Action 2

Current practice:	
Proposed change to practice:	
How will this change occur?	
When will this change occur by?	
Possible challenges?	
How will we know we've achieved it?	

Action 3

Current practice:	
-------------------	--

WALK IN MY SHOES

North Yorkshire

Proposed change to practice:	
How will this change occur?	
When will this change occur by?	
Possible challenges?	
How will we know we've achieved it?	

6) Reflective log for members of pharmacy staff/GP practice staff

Below is a list of questions for individual members of staff to answer once they have visited the community pharmacy/GP practice to help them reflect on their experience.

Name:		Job title:	
Name of workplace:		Date:	

1. Why did I want to take part in this project?
2. How did the experience compare to my expectations of what I thought the day would be like to how it was?
3. What have I gained in knowledge or skills from this experience?
4. Will this experience enable me to enhance my own service delivery? If yes, how? If not, why not?
5. What can I put into practice immediately to benefit patients (to increase patient safety, improve outcomes or reduce waste)?
6. What I would like to put into practice in the medium/long-term to benefit patients (to increase patient safety, improve outcomes or reduce waste)?

WALK IN MY SHOES

North Yorkshire

7. How will I share this work/the outcome of this experience with colleagues and other professionals?

7) Pharmacy/GP practice: Implementation review (outcomes from action plan)

Below is a resource to document later (between three to six months later) how the proposed actions which the member of staff proposed after their visit to the community pharmacy/GP practice have been implemented.

Name of pharmacy/GP practice:			
Completed by:		Date:	

Action 1

How has your practice changed to increase patient safety, improve patient outcomes or reduce waste?	
What have you done to action this?	
What challenges have you overcome? Have there been any barriers to fully achieving what you wanted to achieve?	
How do you know you have achieved the change? (Please attach any evidence available).	

Action 2

How has your practice changed to increase patient safety, improve patient outcomes or reduce waste?	
What have you done to action this?	
What challenges have you overcome? Have there been any barriers to fully achieving what you wanted to achieve?	
How do you know you have achieved the change? (Please attach any evidence available).	

Action 3

How has your practice changed to increase patient safety, improve patient outcomes or reduce waste?	
What have you done to action this?	

WALK IN MY SHOES

North Yorkshire

<p>What challenges have you overcome? Have there been any barriers to fully achieving what you wanted to achieve?</p>	
<p>How do you know you have achieved the change? (Please attach any evidence available).</p>	