
The Pharmacy Technician and Support Staff (pre and post qualification) Group

Nationally Recognised Framework for Final Accuracy Checking of Dispensed Items

for Registered Pharmacy Technicians

Handbook

Review covers from 01 July 2011 – 30 June 2013

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1 **Introduction**

Welcome to the Nationally Recognised Framework for Final Accuracy Checking of Dispensed Items for Registered Pharmacy Technicians. This Framework is aimed at Registered Pharmacy Technicians who have been delegated the task of the Final Accuracy Check under the supervision of a pharmacist. To ensure pharmacist supervision within this process, traditionally all prescriptions and orders must have been clinically screened and annotated by a Registered Pharmacist before a pharmacy technician would proceed to the Final Accuracy Check. Recognising service developments, this framework now includes electronic prescriptions and orders for One-stop dispensing. These prescriptions and orders must have been transcribed from a kardex that has been clinically approved by a pharmacist and safe processes must be in place to assure this system. It is vital that SOPs are current and take into account all prescription and order formats.

The framework provides full details of the training and assessment process. This framework is aimed at Registered Pharmacy Technicians who wish to become accredited and also to Registered Pharmacists and accredited checking technicians who would like to be a work-based facilitator. It is also of value to senior pharmacy staff when planning service developments.

The scope of this framework is to accredit Registered Pharmacy Technicians to carry out the final accuracy check of dispensed items clinically approved by a Registered Pharmacist for dispensing and annotated according to local Standard Operating Procedures(SOPs), **it does not encompass aseptic dispensing and self checking of own dispensing.**

The framework has been developed for Registered Pharmacy Technicians; however the process can be applied to other staff groups such as preregistration and locum Registered Pharmacists.

This framework was established in response to a request from Senior Pharmacy Managers in the NHS to enhance the skills and responsibilities of Registered Pharmacy Technicians and standardise practice. The framework aims to support the Quality, Innovation, Productivity and Prevention (QIPP) agenda by managing risk through effective procedures about medicine handling, maximising skill mix and providing economies of scale.

Qualified Registered Pharmacy Technicians who undertake the Accredited Checking Pharmacy Technician (ACPT) Scheme will be referred to as candidates in this document.

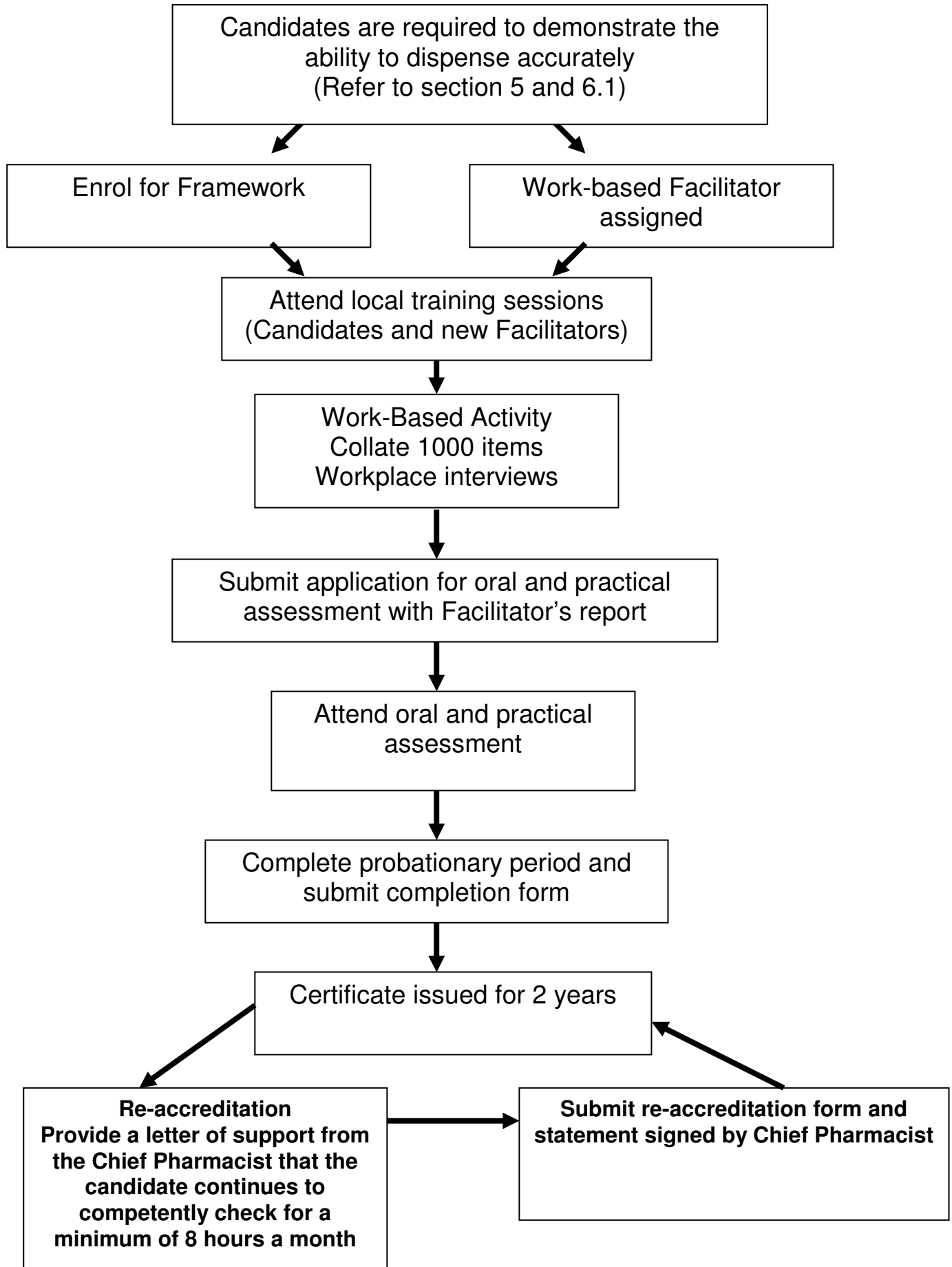
Thanks are given to the members of NHS Pharmacy Education & Development, The Pharmacy Technician and Support Staff (pre and post qualification) Group who have reviewed this framework and are committed to its further and continuing development. This consisted of representation from all regions within the United Kingdom as well as Northern Ireland Centre for Pharmacy Learning and Development.

Further information is available from:

Chairperson

The Pharmacy Technician and Support Staff (pre and post qualification) Group

2 Suggested Framework Structure



3 Aims

The aim of the ACPT Scheme is to:

- provide Registered Pharmacy Technicians with the skills and knowledge to confirm the dispensing accuracy of any prescription previously clinically screened/approved and annotated by a Registered Pharmacist
- develop the Registered Pharmacy Technician's professional awareness of pharmacy practice
- encourage the further development of effective communication skills
- develop a professional interaction between Registered Pharmacy Technicians, Registered Pharmacists, patients, colleagues and health care professionals
- support appropriate skill-mix within pharmacy departments

4 Learning Outcomes

By the end of the scheme a qualified ACPT will be able to:

- describe the legal requirements for dispensing of medicines and medicinal products
- state the laws and guidance relating to the dispensing of medicines and medicinal products
- discuss the legal and ethical implications of pharmacy technician checking
- describe the consequences of dispensing/checking errors
- demonstrate communication skills required in the process of final checking
- explain the necessity of referral to colleagues in the final accuracy check
- perform the final accuracy check of dispensed items which must have been clinically screened/approved by a Registered Pharmacist and annotated according to local procedure
- demonstrate ability to recognise own limitations in the checking process and make appropriate referrals
- work within the parameters of the scheme and must have no input into the dispensing
- work within Standard Operating Procedures (SOPs) and the importance of adhering to them

5 Entry Criteria

The normal minimum entry requirements are:

- recommendation and support to join the Nationally Recognised Framework for Final Accuracy Checking of Dispensed Items Pharmacy Technician Scheme from the Senior Pharmacy Manager or Designated Deputy
- to be a registered professional if able to do so
- to have completed a minimum of two years relevant work-based experience in the UK under supervision, direction or guidance of a pharmacist to whom have been directly accountable for not less than 14 hours per week
- a minimum of six months dispensing experience in current dispensary within the 12 months prior to commencing this framework
- to have demonstrated the ability to dispense accurately according to locally agreed SOPs. There should be no more than 3 attempts at any one time in completing the dispensing logs. The course lead must be informed of each attempt. If unsuccessful then a period of reflection and dispensing training should be completed before undertaking the ACPT Scheme again.

- an allocated work-based ACPT Facilitator who has attended the regional ACPT training day (see section 9)
- have demonstrated a good working knowledge of local SOPs to Senior Pharmacy Manager or an ACPT facilitator

6 Registration for this framework

Registered Pharmacy Technicians wishing to register for the framework should complete the agreed application process according to local guidelines.

6.1 Pre-scheme preparation

- 6.1.1 Prior to attending the first study day, candidates must fulfil all entry requirements to the ACPT Scheme and are required to demonstrate the ability to dispense accurately over the full range of speciality any prescription types by completing a 200 item accuracy log at their practice base.
- 6.1.2 Confirmation of this must be submitted with the nomination form to the framework leader prior to attending the training days. The work-based ACPT Facilitator should countersign both forms.
- 6.1.3 Each Trust must ensure that all candidates have access to current documentation detailing the legal and professional dispensing requirements.
- 6.1.4 Candidates must have familiarised themselves with their local dispensing SOPs.
- 6.1.5 It is recommended that candidates undertake additional reading that will be available locally.

7 Study sessions

7.1 Terms of study day

Candidates are required to complete all training sessions in line with local training requirements

7.2 Learning outcomes

By the end of the ACPT Scheme the candidate should be able to:

- describe the legal requirements for dispensing of medicines and medicinal products
- state the laws and guidance relating to the dispensing of medicines and medicinal products
- discuss the legal and ethical implications of pharmacy technician checking
- describe the consequences of dispensing/checking errors
- demonstrate communication skills required in the process of final checking
- explain the necessity of referral to colleagues in the final accuracy check
- perform the final accuracy check of dispensed items which must have been clinically screened/approved by a Registered Pharmacist and annotated according to local procedure
- demonstrate ability to recognise own limitations in the checking process and make appropriate referrals
- work within the parameters of the scheme and must have no input into the dispensing
- work within Standard Operating Procedures (SOPs) and the importance of adhering to them

8 Practice Activities

8.1 Overview

- 8.1.1 Candidates must undertake the collection of a minimum of 1000 accurately checked items and record their experience in a portfolio
- 8.1.2 The purpose of the portfolio is to:
- a) document the checking that has been undertaken
 - b) ensure that a breadth of experience has been covered (see 8.2)
 - c) highlight areas where further training is required
- 8.1.3 The portfolio forms part of the assessment. All evidence collected must be included in the portfolio for review and discussion as part of the summative assessment
- 8.1.4 Evidence must be collected in line with local agreements. This will either be between the final study day and the final assessment or a Candidate may apply for the practical and oral assessment at any stage of the course, once they have completed the study sessions. The candidate must have agreement of their course lead, facilitator and SPM if they wish to attend before portfolio completion.
- 8.1.5 The portfolio consists of three elements:
- a diary log of a minimum of 1000 accurately checked items
 - reports of dispensing/checking errors found
 - a minimum of 2 progress reviews of the candidate by the work based ACPT facilitator

8.2 Diary Log

- 8.2.1 The candidate must carry out the final accuracy check on a minimum of 1000 dispensed items. The prescription must be clinically pre-screened/approved by a Registered Pharmacist prior to the dispensing process and annotated according to local procedure. These items must be second accuracy checked by a Registered Pharmacist or a currently accredited checking pharmacy technician before being released
- 8.2.2 The checking evidence must be documented using the Course Leads approved diary log form. These forms must be numbered, signed and issued by the ACPT Facilitator
- 8.2.3 The checking sessions should cover a breadth of prescription and speciality types to reflect current practice within the practice base
- 8.2.4 The candidate will only provide and record the final accuracy check on work from others and must have played no part in the dispensing or labelling of any items they check. Candidates who have a medicines management role may come across the scenario of final checking a patient's discharge medicine that they may have previously, labelled, dispensed or checked. Local policy must dictate whether it is safe practice for the ACPT to perform the discharge check.

8.2.5 The candidate will check items under normal working conditions, the completion of evidence will span a minimum of 3 months to a maximum of 12 months from final day of theoretical training. If not completed within 12 months the course lead must be consulted. Normal practice will be for the candidate to re-start the scheme, including all training sessions. If a candidate makes a serious error and needs to restart then they should still complete their 1000 items in the original 12 months. Should an extension need to be considered then the course lead must be contacted to discuss further.

8.3 Error reports

- 8.3.1 The portfolio should also contain reports of any dispensing/checking errors that have occurred during the practice activity.
- 8.3.2 The candidate will be allowed to have a maximum of three 'less serious' errors, whilst completing the practice activity of 1000 items. **No 'serious' errors are allowed.** (see section 16 for suggested definition guidance)
- 8.3.3 Any candidate who makes more than three 'less serious' or a 'serious' error must inform their ACPT Facilitator who will then inform the course lead as soon as possible. The ACPT Facilitator will then be informed of the appropriate action to take.
- 8.3.4 Normal practice is that no candidate will be allowed more than two attempts in total at completing the collection of 1000 accurately checked items without re-entering the study day programme. Failure to successfully complete on the second attempt then the ACPT Facilitator should discuss the next course of action with the Senior Pharmacy Manager and the Course Lead.

8.4 Candidate review

- 8.4.1 In association with the practice activity, the candidate's progress must be reviewed at regular intervals and on a minimum of two occasions
- 8.4.2 Candidates must be counselled after any checking error has occurred and a period of reflection is recommended. Candidates must document their reflection.
- 8.4.3 At the completion of the practice activity of 1000 items, a summative review must occur.

9 Nationally Recognised Framework for Final Accuracy Checking of Dispensed Items Facilitator

9.1 Registration as an ACPT Facilitator

9.1.1 The ACPT Facilitator must fulfil the following criteria:

- is a Registered Pharmacist or a currently accredited checking Registered Pharmacy Technician who has experience that is in line with the trusts organisational risk policy. Or an educational supervisor who has experience of the ACPT Scheme but not a current ACPT, they would be able to facilitate the ACPT process at base.
- have at least three years post basic qualification experience
- have experience of facilitating staff
- be able to meet regularly with the candidate
- ideally working in the dispensary team to ensure maximum support

9.1.2 Registered Pharmacists or Registered Pharmacy Technicians fulfilling the above criteria should submit a completed framework registration (as per local agreement) and brief curriculum vitae.

9.1.3 New ACPT Facilitators must meet the regional facilitator training requirements

9.1.4 Where regional study days for ACPT Facilitators are held they should meet the following learning outcomes:

- describe the principles of the ACPT framework
- describe the legal and ethical framework of ACPT checking
- describe the ACPT accreditation framework
- define the role of the work-based ACPT Facilitator
- discuss the importance for professional and locally agreed dispensing procedures
- define the process of work based assessments, accreditation assessment and re-accreditation process
- discuss and define the term “clinical screen/approval”
- discuss the development, review and audit of Standard Operating Procedures for the dispensing/checking process
- describe the use of all ACPT paperwork
- facilitate the use of the record sheets in the workplace prior to commencement of practice activity

9.1.5 ACPT Facilitators must have a working knowledge of the current Nationally Recognised Framework.

9.2 Role

9.2.1 The ACPT Facilitator is required to offer support, guidance and feedback to the candidate whilst they undertake the practice activity, facilitate the local implementation of the ACPT Nationally Recognised Framework and carry out formative appraisals in the workplace.

9.2.2 It is recommended that the ACPT Facilitator is given time within work to support their candidates

- 9.2.3 The ACPT Facilitator is responsible for numbering and signing each blank diary log before issuing to the candidate
- 9.2.4 The ACPT Facilitator should complete the candidate review and the summary of activity .This may be based on comments from other colleagues who have worked closely with the candidate during the practice activity. The assessment panel will review this information. (see section 11.3 for assessment panel details)
- 9.2.5 All original paperwork (reports, nomination forms and practice activity logs), must be submitted to the course lead prior to final assessment as directed by the local ACPT framework scheme/co-ordinator.
- 9.2.6 Where appropriate, ACPT Facilitators must plan the probationary period in line with the ACPT Nationally Recognised Framework/local requirements

10 Senior Pharmacy Manager or Designated Deputy

The Senior Pharmacy Manager or Designated Deputy must ensure:

- 10.1.1 they inform the Chief Executive within their NHS organisation or No. 1 Governor within Her Majesty's Prison of the change in working practice within the pharmacy department
- 10.1.2 the extension to the Registered Pharmacy Technician's role is documented in their current job description to ensure they are covered by the vicarious liability of the employing organisation following accreditation
- 10.1.3 current Standard Operating Procedures are in place and that the candidate is familiar with and works competently within these.
- 10.1.4 mechanisms are in place to support candidates

11 Assessment

11.1 Procedures

- 11.1.1 The competency-based summative assessment will assess performance and will be in three parts;
- a checking assessment of 20 dispensed items with a range of errors,
 - review of the portfolio
 - an interview.
- 11.1.2 Checking assessment
The simulated final accuracy checking of dispensed items against test prescriptions is intended to test the professional skills and application of knowledge. Candidates will check twenty items over a range of prescriptions; with a range of errors, the time allowed to complete this assessment is a maximum of 60 minutes.
- 11.1.3 Interview and Portfolio review
The assessment panel will review the portfolio and question the candidate on the practice activities and all aspects of the ACPT accreditation process. The interview is designed to assess the candidate's ability to accept responsibility as an accredited checking pharmacy technician.
- 11.1.4 Candidates who successfully complete both the oral and practical assessment will follow regional requirements
- 11.1.5 Candidates who are not successful at the practical assessment will collate a minimum of a 100 item checking log at work base with no errors and reapply for the next available practical summative assessment. If candidates make an error whilst collating these items then they must notify their course lead. Candidates are allowed a total of two attempts of the practical assessment. If candidates are still unsuccessful they must complete the whole framework including tutorials.
- 11.1.6 If candidates do not satisfactorily meet the portfolio or oral assessment requirements the course lead will contact the appropriate personnel

11.2 Assessment criteria for portfolio

- 11.2.1 The portfolio must contain:
- information about the candidate
e.g. Job description / summary of role
 - satisfactory diary log of a minimum of 1000 final accuracy checked items
 - details of all checking errors detected
 - ACPT Facilitator's report – on a minimum of two occasions and after a serious error

11.3 Assessment Panel

The Interview will consist of an assessment panel, ideally with three people but could be a minimum of two and will consist of any of the following:

- a member of Regional Pharmacy E & T Team or Course Lead

- Senior Pharmacy Manager
- a Dispensary Manager
- a currently accredited checking pharmacy technician
- a currently accredited checking pharmacy technician facilitator

The summative assessment is intended to measure achievement of the learning outcomes, these can be assessed by means of the interview, ACPT Facilitator's final report and the checking assessment.

12 Summative Assessment

12.1 Admission to an assessment

12.1.1 Candidates who have completed the practice activities listed in the ACPT scheme requirements are eligible to sit the practical assessment providing they have been nominated by their Senior Pharmacy Manager/Designated Deputy and ACT Facilitator

12.1.2 Candidates must be nominated for a practical assessment on completion of a minimum of 1000 final accuracy checked items

12.1.3 In certain circumstances any qualified practising Registered Pharmacy Technician who considers his/her knowledge to be sufficient due to previous experience or completion of another ACPT framework may apply to register directly with the course lead for an assessment. Any Registered Pharmacy Technician in this category must still meet the framework's entry criteria

12.2 Assessment Criteria for Practical Assessment and Interview

12.2.1 Candidates must not make any errors in the accuracy checking assessment

12.2.2 Candidates must meet criteria (with permitted error rate) set for the portfolio and in the interview.

12.2.3 Candidates will be permitted to re-sit the summative assessment twice providing that regulation 12.1.1 is met. There may be a recommendation or a requirement to undertake relevant remedial work prior to registration for the next assessment. Candidates are permitted to re-sit individual parts of the summative assessment.

12.2.4 Candidates in category 12.1.3 who register directly for an assessment and who fail, will not be permitted another attempt until they have participated in the full training programme.

12.3 Probationary period

12.3.1 Prior to the commencement of the probationary period, it is recognised that all accuracy checks carried out by the candidate have been subject to a further check by a Registered Pharmacist or a current ACPT. Upon the commencement of the probationary period the candidate's final accuracy checking should continue to be re-checked. Over a two week period the extent of the re-checking should rapidly decline. In the final 3-4 days, the

candidate assumes full responsibility for the final accuracy checking of dispensed items. The probationary period should last a minimum of two weeks, however, to meet specific circumstances the assessment panel and/or the ACPT Facilitator may vary this period.

12.3.2 If a final accuracy checking error occurs during the probationary period, this should be recorded and reported and any action should be in accordance with local error monitoring procedures. The work based ACPT Facilitator should provide appropriate support for the candidate during this time.

12.4 The award

12.4.1 Certificates will be awarded to all candidates who:

- submit a successful portfolio of evidence
- a satisfactory ACPT Facilitator's report
- achieve a pass in the final accuracy checking assessment
- pass the interview
- complete a probationary period

12.4.2 The certificate is valid for two years from the date of successful completion of the ACPT assessment

12.4.3 Candidates will be informed whether they have achieved a pass or fail within an agreed period of the ACPT assessment

12.4.4 Senior Pharmacy Managers/Designated Deputies will be notified of the results.

13 Appeals

There should be a system in place to allow candidates to appeal against any decision or conduct of any ACPT assessment process associated with this framework. Below is an example of such an appeals procedure.

13.1 Any candidate who is dissatisfied with the conduct or adequacy of an ACPT assessment must give notice of their dissatisfaction and of their intention to forward an appeal to the Appeals Officer (Contact your Course Lead for details).

13.2 The notification must be given within 5 working days of their assessment or 5 working days of their receipt of the results.

13.3 The formal appeals procedure must then be followed:

13.3.1 All appeals against the conduct, adequacy or outcome of an ACPT assessment must be forwarded in writing to the Appeals Officer within 10 working days of the candidate having given notice of their intention to appeal.

13.3.2 On receipt of an appeal, the Appeals Officer will:

- acknowledge receipt in writing and set a date for the appeal within 10 working days
- decide how and who will hear the appeal.

13.3.3 The appeal panel will meet within 20 working days of the Appeals Officer receiving written notification of the appeal.

13.3.4 The candidate will be offered the opportunity to be accompanied by any person of their choice to help with the presentation of evidence.

13.3.5 The appeal panel will reach a decision on the day of hearing.

13.3.6 All involved parties will receive verbal notification of the decision on the day of the hearing and written notification within 3 working days.

13.3.5 The appeals panel's decision is final

14 Validity of the award

14.1 Transfer

The Nationally Recognised ACPT Framework is intended to be a transferable skill from Trust to Trust. It is also recognised by all NHS regions in England, Wales and Northern Ireland. It is recommended that when there are transfers between Trusts, departments/units or a satellite unit e.g. HIV, the final accuracy checker undergoes a period of probation of 3 months but this is only necessary if, SOPs are different or if the specialities/prescription types are different before assuming their final accuracy checking role. During this probationary period the final accuracy checker will become familiar with local policies, SOPs and complete a diary log of a suitable number of final accuracy checked items to reflect local practice (in the region of 200).

On completion of this process please inform the course lead to allow updating of the candidates records.

14.2 Periods of absence or expired certificate/lapsed re-accreditation

If ACPTs have not checked for a period of time for any reason or their certificate has expired they must contact the course lead for appropriate course of action. Suggested course of action would be:

Up to 6 months – familiarise SOPs and complete a 100 item checking log which are double checked

6 – 12 months - familiarise SOPs and complete a 200 item checking log which are double checked

13 – 24 months - familiarise SOPs and complete a 500 item checking log which are double checked

Over 2 years the pharmacy technician will need to re-enter the ACPT Scheme from the beginning.

15 Re-accreditation

- 15.1** For ACPTs to remain “current” they must keep an ongoing log of any final accuracy checking errors made and document these according to their department error recording policy. Any error must be reflected upon and recorded using the CPD cycle. These logs must be reviewed and discussed periodically with ACPT facilitators or line manager
- 15.2** Candidates are responsible for their personal re-accreditation before their certificate expires
- 15.3** Candidates must liaise with their ACPT Facilitators/line manager to ensure they complete the re-accreditation process
- 15.4** Candidates must:
- Submit a supporting statement from the Senior Pharmacy Manager /Designated Deputy or ACT Facilitator that they are maintaining their ACPT competence by checking for a minimum of 8 hours a month.

Serious Error

Incorrect Label:

- wrong drug name
- wrong drug form
- wrong drug strength
- incorrect patient's name
- wrong directions
- missing or inappropriate use of BNF additional warnings
- incorrect quantity

Incorrect Contents:

- wrong drug
- wrong drug form
- wrong drug strength
- incorrect quantity

Other:

- expired contents
- missing or incorrect Patient Information Leaflet
- missing item sundry
- missing medication
- missing identification of clinical screen

Less Serious Error

Incorrect Label:

- incorrect cost code
- incorrect expiry date
- incorrect batch number
- incorrect spelling
- missing additional warnings
- incorrect ward

Other:

- incorrect container/closure
- missing signature
- missing owing information sheet
- missing 5ml spoon

NB: On clarification with the course lead/framework co-ordinator a less serious error may be upgraded to a serious error but a serious error will not be down graded