

Student Pharmacist
Summer Placement
(SPSP)
In General Practice

Learning Event 16th October 2020



THIS SESSION WILL BE RECORDED & SHARED ONLINE PLEASE TURN OFF YOUR MICROPHONE & CAMERA

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What will we cover:



1. What we set out to achieve

2. Learning from the setup process

3. Student Outcomes

4. Practice Outcomes

5.
Reflections
from the
Project Team

6. Next steps

This pilot would not have been possible without the collaborative work and support of:

- Our Host Practices across BLMK
 - Flitwick Surgery
 - Castle Street Surgery
 - Lea Vale Medical Centre
 - Whaddon Healthcare
 - Goldington Avenue Surgery
 - Bute House Medical Centre
- Our Fabulous Supervising Clinical Pharmacists
- MKGP Plus for employment services
- BLMK Primary Care Training Hub Colleagues
- The wider BLMK Primary Care Workforce Development Steering Group for advice
- Our Amazing Student Pharmacists:
 - Emily
 - Mercy
 - Rejoice
 - Max
 - Michal
 - Ehsan
 - Payal

BLMK SPSP Pilot in General Practice: Theory of Change



External Factors

Lack of awareness of the potential for a career in Primary Care amongst students

Lack of opportunities to access work experience in Primary Care

High level of retirement amongst GPs will increase strain on Primary Care and inability to meet population needs in BLMK

Very small talent pipeline ad unlikely to meet the Forward View requirements

Activities

Induction event with peers and expertise

Work experience in General Practice

Supervision from a senior practice pharmacist

Audit project for practice or PCN

Reflective learning closing event with peers

Assumptions

Students will be attracted to the opportunity to get experience in general practice

Students will have regular and consistent opportunities to observe the work of a practice pharmacist

Students will benefit from shared events with other placement students

Students will receive high quality support and supervision

A five-week programme is sufficient to give students a wellrounded experience

Short-term outcomes

Increased awareness of the possible careers in Primary Care amongst students

Increased understanding of the ways of working and roles in General Practice amongst students

Increased self-efficacy amongst students

development
opportunities for
existing Practice
Pharmacists in BLMK

Improved working relationship and collaborative working between practice and pharmacist es

of BLMK Training Hub and the opportunities available amongst all stakeholders

Increased understanding of the benefits of having a pharmacist in General Practice

Better able to demonstrate abil complete practi

Increased employability skills amongst students

Increased administration support for practices

Long-term Impact

More pharmacy students a preregistration placement in Primary CAre

Retention of existing practice pharmacists

An improved talent pipeline in BLMK who will become the future leaders in this area

More Practices employing Pharmacists across BLMK

BLMK ICS system meets the GP Forward View requirements





Overarching aims of the pilot:



For more university students to become aware and understand the role of careers in Primary Care.

To engage and develop a pipeline of confident and talented future Practice Pharmacists in BLMK.

To utilise learning from pilot to inform future placement projects for other 'new to practice roles'

Raise Awareness of Clinical Pharmacy in General Practice as a career path

Develop future local talent pipeline

Explore impact of pilot for shaping future placement projects

For practices to see the importance of developing the role of Practice Pharmacists for the future & influencing early career development opportunities

To engage and develop a network of confident and proactive Practice Pharmacist mentors to support future student pharmacists

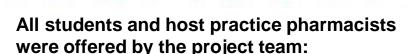
To utilise the pilot as a means of influencing more Practices to take on student placements including pre-registration/foundation year Pharmacists

Pilot Design:

- Student Pharmacists in their 2nd or 3rd year were offered a paid 5 week placement in a host practice.
- Students were supervised by a Host Practice Pharmacist who offered feedback, supervision and mentoring to increase their confidence, skills and knowledge of the role of Practice Pharmacists in Primary Care.
- Students were offered opportunities to shadow the wider MDT so that they would understand the complexity of the ways of working in General Practice.
- Student Pharmacists were based in Practice but had to adapt to virtual delivery of many components
- A semi-structured approach to activities was advised by the project team to allow Practices the flexibility and freedom to identify their own priorities.



	Example week activities overview	
	Week 1	Induction to General Practice Setting aims and objectives with Student Identify key tasks for students e.g. admin, reception work and skills development
	Week 2	Identifying audit project student will undertake Shadowing of one Practice Pharmacist clinic Continue to identify tasks
	Week 3	Continue audit project Shadowing of Practice Pharmacist clinic Continue to identify tasks Shadowing of GP clinic
	Week 4	Support student to complete audit project Shadow one Practice Pharmacist clinic Continue with tasks and shadowing opportunities Complete a case based discussion with student
	Week 5	Support student with feedback on audit project Shadow one Practice Pharmacist clinic Complete an end of placement reflection session.



- An induction event
- An interim catch-up
- End of placement reflection session

Activities & Assessments



To increase understanding of the role of Clinical Pharmacist and the wider MDT working in Primary Care and the importance of integrated working

Shadowing & observation

Observing & working on Reception

To improve confidence and expand experience of the practical application of clinical and consultation skills

Understanding process involved in clinical assessments

Patient contact (face-to-face or remote)

Research & reading as part of independent study

Audit Project

To increase confidence in developing evidence-based approach to judgement and decision making

Case Based Discussion

Presentation

To improve communication skills and experience of presenting complex information to different audiences

Placement Objectives



Understand the role of the clinical pharmacist in general practice as well as the systems and processes that apply in general practice

Understand the roles of the wider team working in general practice and the clinical professionals involved in a patients journey

Demonstrate how to conduct a care plan, and case base discussion for a patient

Understand medication queries, how medicines reconciliation and medication reviews are undertaken Develop communication to interact effectively with patients and their carers, staff, healthcare professionals and the public

Observe basic clinical assessment skills, demonstrating the rationale for undertaking each and how to interpret and act on the results (based on COVID 19 circumstance)

Interpret basic clinical data e.g. blood pressure, BMI, weight, blood tests

Understand the burden of multimorbidity and polypharmacy and the need to take an

Conducting searches for clinical audit projects and how this can be implemented

Participant outcomes we hoped to achieve:



Student outcomes

Pharmacist Outcomes

Increased awareness of the possible careers in Primary Care

Increased understanding of the ways of working in General Practice Increased opportunity to develop supervision and mentoring skills

Improved confidence to take on student placements in the future

Increased self-efficacy

Improved interpersonal and communication skills

Improved ability to influence Practice to take on the Pharmacy preregistration placements

Increased opportunity to demonstrate the value of the Pharmacy Profession to Practice colleagues

Better project management and administration skills

Increased employability skills and future career prospects

An opportunity to build relationships and influence the potential future talent in BLMK



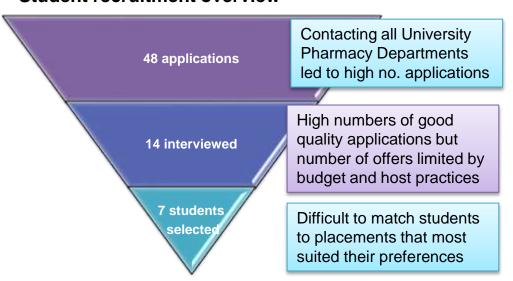
SECTION 2: Learning from the set-up process



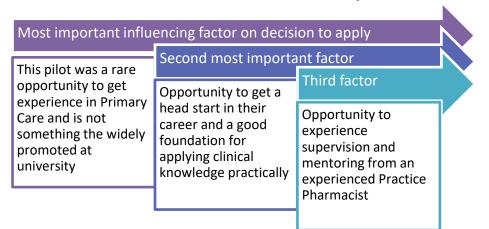
Attraction and Recruitment:



Student recruitment overview



Factors that attracted students to the placement



Rationale for a paid placement

Whilst all students would have still have applied for the benefit of the experience it would have meant giving up other paid work and potentially caused stress. Paid placements increase social mobility. Practice Pharmacists agreed that the priority should have been to pay students.

Host practice recruitment overview

Recruitment of Host Practices was difficult due to Covid-19 and ideally should have been finalised prior to interviews.

Struggled to recruit in Milton Keynes as many Pharmacists were working from home but with added difficulty that the majority of students expressed a preference for this area.

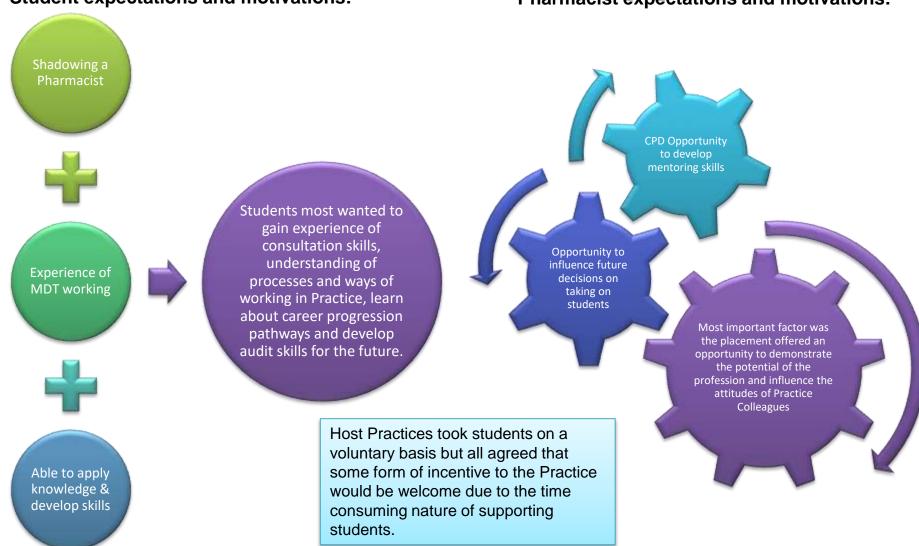
In total we had 3 practices in Luton, 2 practices in Bedfordshire (one practice took two students) and one practice in Milton Keynes

Attraction and Recruitment:



Student expectations and motivations:

Pharmacist expectations and motivations:



Improving the admin bits



Increase lead in time by at least 2-3 weeks between appointing students and the placement start date to set up the main employment requirements.

Send out the MoU at the same time as employment contracts and identify in advance who will sign it for the different parties.

Offer students and practices the opportunity to have a session in advance of the placement to identify specific interests and knowledge of students.

Create a more detailed and structured timetable and resources to support the induction phase of the placement but allowing flexibility in the latter part of the placement.

- Zero hours contract with MKGP Plus Limited
- Smart Card
- DBS & References

Employment

MoU

 Agreement signed by the host practice, student and MKGP Plus Limited

- Completion of induction plan & objective setting
- Blue-steam and Systm1 training

Induction

Evaluation

- What has worked well?
- What could be improved?

Provide all students and host practice with direct contact details for:

- Smart Card set-up
- DBS & reference checks
- Payroll

Offer a session for students for who this is their first job an overview of the 'processes of employment and understanding how organisations function' Set-up all training in advance of student starting and provide all login details on the first day

Develop a specific profile assignment with what access for Systm1

Increase level of administrative support available to delivering the project to ensure cover and capacity to undertake the evaluation.



Student Outcomes:



Students reflected that they been surprised by the breadth of skills and tasks required of a Practice Pharmacist

Increased awareness of the possible careers in Primary Care

Increased understanding of the ways of working in General Practice Overall students felt they received effective supervision and mentoring that exceeded their expectations

Many students reported that they knew very little about Primary Care previously as it was not covered in their course

Increased self-efficacy

Improved interpersonal and communication skills

Students
highlighted that
they recognised
the importance of
MDT working and
how the roles work
together

Despite Covid-19, all students reported a positive experience and praised the practices for their welcoming & inclusive approach

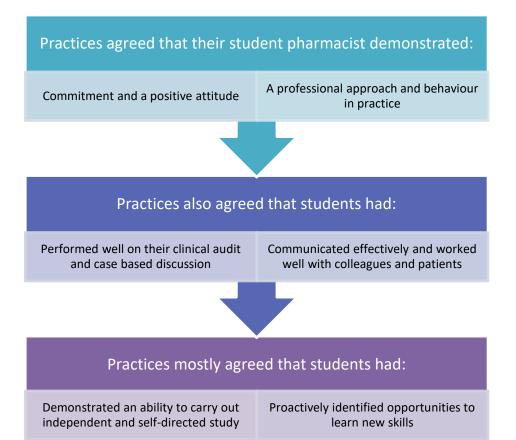
Better project management and administration skills

Increased employability skills and future career prospects

Networking and building future connections was also an important outcome for students Overall students
were now more
likely to apply for a
General Practice
Placement for their
Pre-registration
option and felt

Feedback from Pharmacists about Students:





Suggested improvements could be to increase the resources section of the handbook and create a checklist of additional pharmacy and wider MDT activities to support students less confident to approach staff.

Pharmacists agreed that students:

- Students had increased awareness of Clinical Pharmacy in Primary Care
- Students had increased knowledge of ways of working within General Practice
- Students had increased selfefficacy in their abilities (particularly with patient communication)
- Students had improved communication skills
- Student had increased employability and future prospects

Pharmacists reported that students had positively contributed to the Practice worked well with the wider MDT team and took an interest in learning about all of the different roles in General Practice.



Pharmacists outcomes



Pharmacists felt
motivated to take part
in the part in the pilot
because they wanted
to offer mentoring and
experience they would
have liked themselves
and see the
importance of good,
early experiences in
shaping the future of
the progression

Practices in the pilot were mostly training practices that already offered pre-reg Pharmacy Placements however for most it was still a positive influence on likelihood of future placements

Increased opportunity to develop supervision and mentoring skills

Improved ability to influence Practice to take on the Pharmacy preregistration placements

Improved confidence to take on student placements in the future

Increased opportunity to demonstrate the value of the Pharmacy Profession to Practice colleagues

An opportunity to build relationships and influence the potential future talent in BLMK

All students reported that if they were to pursue a career in Primary Care in the future they would work for their Practice

One practice that
does not currently
offer pre-reg places
said that the
placement was a
good short test-run
for identifying the
likely needs,
challenges and
processes needed for
pre-reg

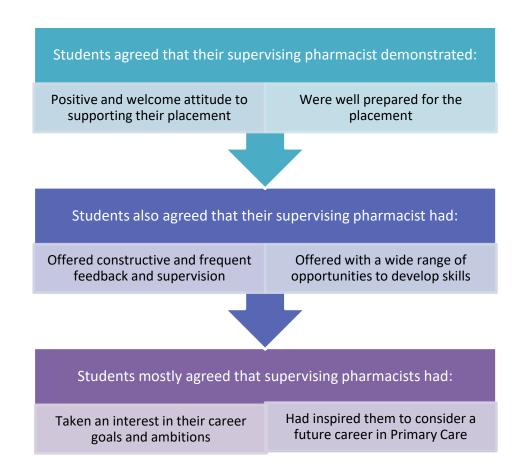
Most Pharmacists
reported that the
presence of students
had been a positive
influence to their
practice and would
participate in the pilot
again



Feedback from Students about Host Practice & Supervising Pharmacist:

"Amazing host practice. Everyone has been so kind and welcoming. The doctors, pharmacists, nurses and HCAs have all been very engaging and have taught me so much. I have had an amazing time and I'm coming away from this experience with more skills and knowledge than before. I would love to stay in contact with everyone and come back to the practice one day."

"Good teacher and mentor, he knows how to coach people in the right way. He Doesn't mind helping people find their feet whether that's me, admin team or other clinicians asking questions. He understands how he can add value as a pharmacist and tries to implement change to improve the practice."





SECTION 5: Reflections from the Project Team & Next Steps



Project Team Reflections





Supervising pharmacists more willing to take on foundation year/ preregistration placements

Achieved a positive change in perception of pharmacy profession by GP's and other practice staff.

Students more likely to consider a career in general practice pharmacy in the future

Have built an awareness of the beneficial role pharmacists play as part of primary care

Created a programme that has the scope to be scalable and sustainable with funding investment

Covid-19 limited face to face contact with patients and more use of video consultation would have been beneficial

Underestimation of the level of administration required to deliver the programme and the lead in time needed to put processes into place



The next steps for SPSP delivery model design:



4 day a week placement with an unpaid day for research and study

Matching up students and practices in a buddying system so students can experience different population health presentations

Inviting our student pharmacists back to coproduce elements of SPSP 2021

Invite our student pharmacists to deliver peer mentoring and advice for SPSP 2021

Digital skills and working creatively in a digital environment (for both Practice and Students)

Engaging wider involvement from our Training Hub
Clinical Leads to give insights into different roles

What are our ambitions for the future?



Other STP areas roll out the SPSP model therefore increasing the number of SPSP placement opportunities nationally

Increase the number of opportunities for experienced pharmacists to develop mentoring and tutoring skills therefore enhancing retention.

Improve the visibility of careers in Practice
Pharmacy amongst
universities

Start developing a talent pipeline of Practice
Pharmacists at an earlier stage with the potential to create a specific pathway to Primary Care

Increasing the uptake of Practices to take on Pharmacist Placements

Potential to develop a collaborative regional offer

Keep in touch

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