

## PART 1

# Introduction to Revalidation

## For Accuracy Checking Pharmacy Technicians

This workbook outlines the importance of keeping an evidence portfolio to show the extent of your competence in the role of an accuracy checking pharmacy technician. It also outlines the framework we will use for our ACPT revalidation service, including a toolkit with templates to use in order to build a portfolio, should you be required to demonstrate your ongoing competence in the future.

### Background

The original course you completed may have requested re-accreditation every two years. This was a requirement of the national NHS framework. However, since then, there has been a change of view within the industry to recognise that pharmacy technicians are professionals regulated in their own right with the GPhC, and therefore have an obligation to remain fit to practice.

Buttercups no longer requires accuracy checking pharmacy technicians to complete regular re-accreditation. However, some employers may still require you to demonstrate you are competent, especially if you change workplace, employer or have a break from working in the role of an accuracy checker. To support you to demonstrate your competence Buttercups would strongly recommend you continue to keep records of your accuracy checking activities. Therefore, we have devised this workbook to guide you through gathering a portfolio of evidence to demonstrate your ongoing competence, should it be requested in the future.



If your employer or a potential employer in the future requires confirmation of your competence you will be able to submit your portfolio to us. Following a review of the portfolio to a satisfactory level we will issue a certificate to confirm revalidation of your competence.

This workbook should only be used if you are a registered pharmacy technician and have previously completed an accuracy checking qualification (this does not necessarily need to have been completed with Buttercups).

The scope of the service is to revalidate your competence to carry out the final accuracy check of dispensed items clinically approved by a registered pharmacist. It does not encompass aseptic dispensing, self-checking of your own dispensing or pre-packing. The process is also dependent upon standard operating procedures being in place in your pharmacy.

# Revalidation Framework

Your portfolio for revalidation should contain evidence that demonstrates your ongoing competence of accuracy checking. You will find that this overlaps with some of your revalidation requirements for the GPhC, so the evidence gathered can be used for both purposes. For your ease we have provided a toolkit containing templates to help you build a portfolio of evidence.

The portfolio should contain evidence to outline the following:

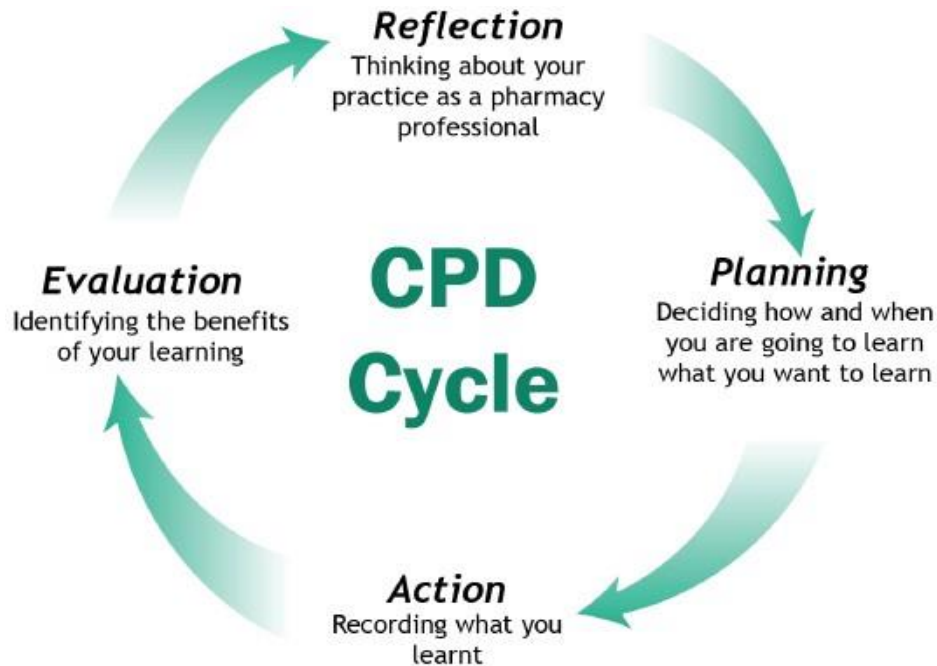
- Your certificate of training and any subsequent re-accreditation/revalidation certificates if relevant.
- Your GPhC registration number.
- Details of your job role(s) over the period of your portfolio and if there were any changes, this could be demonstrated in your CV.
- A record of the number of hours you have worked in a checking role each month.
- A log of any checking errors made and reflections on these.
- Examples of CPD based on your accuracy checking role, in line with the GPhC requirements.
- A reflective account of your accuracy checking role over the period of your portfolio.
- A peer discussion activity based around your role of accuracy checking, at least every two years.
- Logs of checked items that have been second checked, if required, following a gap in your checking history or a changed work environment.

The duration of your portfolio could vary, depending on your reason for revalidation, but Buttercups will be looking for evidence of ongoing competence following the framework above since you qualified or last had an accreditation or revalidation.

Should you need any further advice on revalidation then please email [checkingqueries@buttercups.co.uk](mailto:checkingqueries@buttercups.co.uk) or contact Buttercups on 0115 9374936.

# CPD Records

Continuing Professional Development is defined as everything that you learn which makes you better at doing your job. It is seen as a four-stage process involving reflection on practice, planning, action and evaluation.



As a registered Pharmacy Technician, you are already required to complete a minimum of 4 CPD records each year, two of which must be planned and two that should be unplanned. A planned event is one where you reviewed your own development and identified a learning need. An unplanned CPD would be where you have undertaken learning in response to something which occurred, possibly the roll out of a new product or an incident that you felt did not go well.

In line with this we have provided space in the toolkit monthly activities template (TK1) to record the number of CPD entries that you have completed each month. Within your CPD, we will expect to see that the entries are related to your pharmacy practice, including your accuracy checking responsibilities. One of the best ways to do this is to create a CPD entry when you have made an error... nothing could be more relevant to your learning or your practice!

You should use the GPhC online recording system to record your CPD entries but if any relate to accuracy checking please store a copy of them in your portfolio so they are available for review.

# Reflective Accounts

Reflection means to think or review what has happened, and it is used to improve your practice and enhance the outcomes to your patients.

During the period of your portfolio it is helpful for you to reflect on events and feedback that may occur from the accuracy checking service you are undertaking to your patients. This reflection should give you time to consider:

- What occurred
- What you have learnt
- What you have done differently or improved as a result of this reflection
- How does it demonstrate your performance towards the GPhC standards for pharmacy professionals

Please write one reflective account using the GPhC template for the period of your portfolio.

# Peer Discussion Activity

As part of your revalidation for GPhC registration you will be required to complete a peer discussion each year. A peer discussion is a great way to discuss your practice and help you to gain insight which may lead to changes or improvements. The peer discussion should be with someone who understands your role and they can be face to face or over the phone. You may also take part in a group peer discussion.

They should not be seen as feedback, rather a means to explore what we do and why we do it. Is there a better way to deal with a task or situation? Can we learn from our peer(s) or can they learn from us by sharing good practice?

To provide evidence for your portfolio you need to include at least one peer discussion which is based on a topic related to accuracy checking for every two years of your portfolio. For example, you could discuss with a colleague or your dispensary team the near miss log, or you may wish to discuss what happened if you have made a dispensing error. Your discussion should then be written up using the GPhC template form and included with your portfolio. For further guidance on peer discussion refer to the GPhC website on revalidation.

# Checking Logs

If you have not checked for a minimum of 8 hours per month due to your circumstances such as sickness, maternity or a different job role, then you will need to complete a checking log to cover the months in your revalidation portfolio when you have recorded less than 8 hours checking. This should ideally be completed on your return to the checking environment. Please note that if you fall below the 8 hours per month on another occasion, then an additional checking log will also need to be provided for this other occasion.

Checking logs consist of a number of items checked over a minimum of 2 days. Each checked item must be individually recorded with corresponding BNF chapters and double checked by a Pharmacist or an Accuracy Checking Pharmacy Technician.

Use the form available in the toolkit (template TK2) within this pack if you need to complete a checking log. The pages should then be fastened together and added to your portfolio.

### **What if I have not been checking for a period of time?**

The number of items will depend on the period of time that has elapsed since you last checked over 8 hours per month, see table 1 below.

<b>Period of time that has elapsed since you last checked</b>	<b>Number of items to record in checking log</b>
Up to 6 months	100 items
6-12 months	200 items
13-24 months	500 items
24 months or more	1000 items

### **What if I have changed working environment?**

If you change jobs or you are moved to a different location within the same company it is possible that the checking SOP will have changed. It is also possible that the type of prescriptions or the drugs you are checking will be different.

If your checking environment has changed then you will need to familiarise yourself with the new procedures and location. Before you consider checking you must ensure that you have carefully read the new procedures for checking and dispensing. This is to give you the opportunity to discuss any aspects you are unsure about with your new supervising Pharmacist BEFORE you start checking.

In addition, if you are checking a different specialty (such as different medication, dosette boxes when you haven't done so in the past etc) or a different SOP we will ask you to provide a log of 200 items which has been double checked by a Pharmacist or ACPT.

### **What if I make an error when completing an additional checking log?**

If it is a serious error then you must reflect on this error and complete a CPD record. After this period of reflection restart the checking log from the beginning and submit both logs for revalidation.

If you subsequently make a second serious error then please contact Buttercups Training for further advice. One minor error is permitted during the checking logs but two or more will require you to start the checking log again as if you had made a serious error.

## PART 2

# Revalidation Service Toolkit

Each month you should fill out a summary of your checking activities to form the basis of your portfolio using the monthly activities template in this toolkit (TK1). On the form you will need to record the following:

### Hours of checking completed

Each month you will need to log your evidence of a minimum of 8 hours accuracy checking. If you are unable to meet the minimum number of hours within a month then you should complete a checking log before undertaking any further accuracy checking. (See previous section on checking logs)

### Number of CPD entries made

You need to show that you have completed a minimum of 4 CPD entries per year for the period of your revalidation process. Please add the quantity of CPD entries you have completed each month on the template form. Your CPD should reflect your role, so we would expect some of these entries to relate to accuracy checking.

### Number of checking errors made

These are errors where you have performed the final check and a dispensing error has later been discovered (rather than 'near misses' you have found at the checking stage). In addition to recording these on the monthly template, checking errors should be recorded onto template TK3 along with your reflections. It is also appropriate to write a CPD linked to the error.

### Change of workplace

Please indicate in this column if you have moved workplaces during the month or if you are checking a different specialty or against a different SOP. If you have moved workplaces, please ensure the work completed at your old employer is either signed off, or you have a signed letter to declare satisfactory competence while working with them. You will also need to provide evidence that you completed a checking log when you moved (see previous section on checking logs) using template TK2.

### Supervising Pharmacist

Please ask them to sign each month as you complete the form, do not wait until you are submitting for revalidation, in case they leave your organisation.

# Monthly Activities Template TK1

Please photocopy this form before use

Month:	Year:
Number of hours checking completed this month:	
Number of checking errors that you have made this month:	
<b>Please record any errors on the log in template TK3 and write a CPD entry based on your Learning. This CPD entry will need to be printed off and returned to Buttercups when you submit your revalidation application</b>	
Please write here the name(s) of the CPD entries you have made this month for the GPhC (include any that relate to your errors). Indicate if they were planned or unplanned.	
Have you changed your work environment this month?	Yes / No
Does your new work environment have a different SOP or different speciality?	Yes / No
If you answered yes to BOTH of these questions: <ul style="list-style-type: none"> <li>You will need to complete a 200 item checking log detailing the items which have been second checked. Please record this using the template form TK2. (See 'Checking Logs' section on Pages 4&amp;5 for more details)</li> <li>Please sign here to indicate you have read the new SOP .....</li> <li>(**Please ensure that you keep the log of items safely until you are due to re-accredit**)</li> </ul>	
ACPT's Name: .....	ACPT's Signature: I confirm this information is accurate
Date:	.....
Your supervising pharmacist's name: .....	Supervising pharmacist's signature I confirm this information is accurate
Date:	.....
GPhC registration Number: .....	

# Template TK2 Log of Checked Items

Please photocopy this form for future use. Remember to review your checking SOP before starting a checking log

Name: ..... Address: .....

Item No	Date	Item Checked	BNF Chapter Number	Dispensing Error found (code in Toolkit TK4)	Action taken: Corrected by self (s) or dispenser (d) or other (o)	Accuracy Checking Candidate's Signature	Checking Error Found (code in Toolkit TK4)	Final Checker's Signature



# Template TK3 Details of Checking Errors Made

Please photocopy this form for future use.

Name: ..... Address: .....

Item No.	Date	Serious Error or Less Serious Error	Error Code
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Details of Error (include drug name and a description of the error)		Reason why the dispensing error occurred	
Reason why you failed to spot the error		Action taken to prevent error re-occurring	
Potential impact of error on the patient		Date of CPD entry regarding this error	
		Signature of supervising pharmacist	

# Template TK4

## Error Codes

### Serious Errors

#### *Incorrect label:*

- Drug name - A
- Drug form - B
- Drug strength - C
- Patient name/bag label - D
- Directions - E
- Missing/inappropriate BNF warnings - F
- Quantity - G

#### *Incorrect contents:*

- Drug - H
- Drug form - I
- Drug strength - J
- Quantity - K
- Expired contents - L

#### *Other:*

- Missing or incorrect PIL - M
- Missing medication - N
- Missing clinical check - O
- Missing item sundry - Oa

### Less Serious Errors

#### *Incorrect label:*

- Cost code/ Ward (if required) - P
- Batch number (if required) - Q
- Spelling - R
- Missing or incorrect additional warnings (not BNF warnings) - S
- Incorrect Expiry date - T

#### *Other:*

- Incorrect container or closure - U
- Missing 5ml spoon - V
- Missing owing information - W
- Missing checking signature - X

**Should you need any further advice on any ACPT revalidation issues then please contact us here at Buttercups on 0115 9374936 or email [checkingqueries@buttercups.co.uk](mailto:checkingqueries@buttercups.co.uk)**

## PART 3

# Application Form For Revalidation Service

For pharmacy technicians to have their accuracy checking portfolio revalidated by Buttercups

Name: .....

Registration Number: .....Signature: .....

Email Address: .....

Employer name:	
Workplace / Branch address:	
	Post code:
Tel:	Fax:

Name of training provider you completed your qualification with: .....

Date qualification completed: .....

Dates of any previous re-accreditation or revalidation: .....

**Please indicate below with a tick the activities/training you completed in your original qualification:**

Training activity	Please a Tick (✓) in this column if you completed this as part of your training
Knowledge regarding how errors occur and how to prevent them	
Knowledge of safe/effective working practices for checking	
Knowledge of the regulation/legal frameworks	
Developing a checking process	
Dealing with an error and communicating that to the individual and team	
Calculations Assessment	
Reviews with your workplace facilitator during your course	
1000 item portfolio of checked items	
Checking test/exam	
Interview regarding the role of the accuracy checker	
Probationary period	

## Checklist for your revalidation portfolio which must be returned with this form

Please return the following documentation to Buttercups Training:

- A summary of where and when you have worked as an accuracy checker in your CV (Please submit this on a separate sheet of paper)
- A copy of your original accuracy checking qualification certificate\*
- A copy of any previous re-accreditation or revalidation certificates (issued since your original certificate) \*
- A monthly activity form (toolkit template TK1) fully completed for each month of your revalidation portfolio.
- Toolkit Template TK3 or an equivalent with details and reflections of any checking errors you have made
- A copy of Continuing Professional Development (CPD) entries that relate to the period since you qualified or since your last re-accreditation or revalidation, whichever is the most recent. There should be a minimum of 4 per year (pro rata) for the period of your portfolio, of which two entries should be planned and two should be unplanned.
- A reflective account on your accuracy checking for the period of your portfolio, using the GPhC template.
- One peer discussion relating to your accuracy checking role, completed during the period of your portfolio. This should be submitted using the GPhC template for peer discussion.
- Any checking logs you have completed due to a break in your checking role or a change of working environment (Toolkit Template TK2 can be used or other paperwork that you had with your previous qualification).

**\*All copies of certificates should be certified as genuine copies by the pharmacist signing your application pack**

### Supporting Pharmacist Declaration: I confirm that:

- The candidate has understood and followed SOPs at all times during this revalidation period
- The candidate continues to undertake the accuracy checking role in an accurate, timely and professional manner
- The table above is an accurate record of their practice

Print Name ..... Signature .....

Registration number ..... Date .....

### Previous Supporting Pharmacist Declaration (This could be with your previous employer)

Print Name ..... Signature .....

Registration number ..... Date .....

\*If you have changed workplace during the period of this revalidation portfolio, you should have your previous supervising pharmacist countersign this form or provide a separate signed letter to declare satisfactory competence while working with them.

## Payment

Please indicate if you or your employer will be paying the cost for revalidation, which is £40+VAT (£48).

- You are paying yourself. You must return payment with your application to enable us to issue your certificate. Cheques should be made payable to "Buttercups Training Ltd"
- Your employer is paying this fee, please forward the completed application to them for countersigning below, and we will invoice them directly.

### Employer Details

I can confirm that ..... is employed and that their employer will pay the cost for revalidation which is £40+VAT

Your Name ..... Your Role .....

Signature ..... Date .....

### Invoicing details

Company name:	
Address:	
	Post code:
Tel:	Fax:

