Modernising Pharmacy Careers: Learning options for consultation skills in pharmacy practice

Examples of on-line resources/videos for consultation skills

**CPPE**

e-learning resource on consultations skills, includes video example of both good and bad consultations
http://www.cppe.ac.uk/learning/programmes.asp?format=e&ID=47&theme=5

NMS video wall, includes examples of different stages of NMS consultation
http://www.cppe.ac.uk/learning/Details.asp?TemplateID=NMS-E-01&Format=E&ID=47&EventID=41117

**CHEMIST & DRUGGIST**

Example of a MUR conversation
http://www.chemistanddruggist.co.uk/main-content/-/article_display_list/12639546/targeted-murs-an-introduction
GP TRAINING

http://www.csaprep.co.uk

Resource used by GPs as examples of good consultation skills for different diseases
http://m.youtube.com/user/mattandhazelsmith/videos?view=0&desktop_uri=%2Fuser%2Fmattandhazelsmith%2Fvideos%3Fview%3D0

Examples of good and bad consultations

RCGP book and DVD on consultations skills
http://www.rcgp.org.uk/shop/books/mrcgp-study-aids/consultation-skills-for-the-mrcgp.aspx

Cartoon video on consultation skills
http://www.youtube.com/watch?v=Jb71-kSFsdw

Includes list of example scripts for consultations
http://www.bradfordvts.co.uk/mrcgp/csa/

JOINT PROGRAMMES BOARD


Making every contact count
http://learning.nhslocal.nhs.uk/features/making-every-contact-count/communications-support/1-introducing-mecc
PATIENT FRIENDLY INFORMATION

NICE guidance available for the public in patient appropriate language
http://www.nice.org.uk/patientsandpublic/index.jsp

HEALTH FOUNDATION

Person-centred care resource centre
http://personcentredcare.health.org.uk/person-centred-care

PSNC

Consultation guides and suggested questions for the NMS and MUR services:
http://psnc.org.uk/services-commissioning/advanced-services/nms/providing-the-nms/#schedule
Barnett NL and Blagburn J. Pharmacy counter consultations should never be just a tick-box exercise. The Pharmaceutical Journal 2014;292:48
http://www.pjonline.com/news/pharmacy_counter_consultations_should_never_be_just_a_tickbox_exercise

Barnett NL. Review: Medication adherence: where are we now? A UK perspective Eur J Hosp Pharm Published Online First: December 18, 2013
doi:10.1136/ehjpharm-2013-000373
http://ejhp.bmj.com/content/early/2013/12/18/ehjpharm-2013-000373.abstract

Barnett N Varia S and Jubraj B. Adherence: are you asking the right questions and taking the best approach? The Pharmaceutical Journal 2013;291:153
http://www.pjonline.com/cpd/adherence_are_you_asking_the_right_questions_and_taking_the_best_approach


Barnett N. Find out the patient’s agenda around medicines. Clinical Pharmacist 2012;4;310
http://www.pjonline.com/clinical-pharmacist/2012_dec/find_out_the_patient%27s_agenda_around_medicines

Barnett N and McDowell A. Developing your consultation skills to support medicines adherence. Clinical Pharmacist 2012 vol 4 (iss 9) p266-268
http://www.pjonline.com/clinical-pharmacist/2012_oct/developing_your_consultation_skills_to_support_medicines_adherence

Nina Barnett - The Medicines Use and Safety team currently run learning events for NHS pharmacists in East and South East England which includes consultation skills development as applied to adherence support in medicines optimisation.