

THE MEDICATION-RELATED CONSULTATION FRAMEWORK (MRCF)

- A reflective tool to support the development of consultation skills for pharmacy practitioners

Practitioner's name:

Name of reviewer (if applicable e.g. peer or mentor):

Date of consultation with patient: Date of review / self-assessment completed:

HOW WELL DID YOU UNDERTAKE THE FOLLOWING ACTIVITIES WHEN CONSULTING WITH THE PATIENT?

(A) INTRODUCTION – Was I fully able to build a therapeutic relationship with the patient? Did I...?		Yes / No	Comments / reflections
1	Introduce myself		
2	Confirm patient's identity		
3	Discuss purpose and structure of the consultation		
4	Invite patient to discuss medication or health-related issue		
5	Negotiate a shared agenda		

Learning needs (i.e. areas for improvement / action points):

(B) DATA COLLECTION & PROBLEM IDENTIFICATION – Was I fully able to identify the patient's pharmaceutical needs? Did I...?		Yes / No	Comments / reflections
1	Document a full medication history		
2	Assess the patient understands the rationale for prescribed treatment		
3	Elicit patient's (lay) understanding of his/her illness		
4	Elicit concerns about treatment		
5	Explore social history		
6	Ask how often patient misses dose(s) of treatment (i.e. assess patient adherence)		
7	Establish reasons for missed dose(s), if any (i.e. <i>intentional or unintentional non-adherence</i>)		
8	Identify and prioritise patient's pharmaceutical problems (summarising)		

Learning needs (i.e. areas for improvement / action points):

(C) ACTIONS & SOLUTIONS – <i>Was I fully able to establish an acceptable management plan with the patient? Did I...?</i>		Yes / No	Comments / reflections
1	Relate information to patient's illness & treatment beliefs (risk-benefit discussion)		
2	Involve patient in designing a management plan		
3	Give advice on how & when to take medication, length of treatment & negotiates follow up		
4	Check patient's ability to follow plan (are there any problems?)		
5	Check patient understanding		
6	Refer appropriately to other healthcare professional(s)		

Learning needs (i.e. areas for improvement / action points):

(D) CLOSURE – <i>Was I fully able to negotiate safety netting strategies with the patient? Did I...?</i>		Yes / No	Comments / reflections
1	Explain what to do if patient has difficulties to follow plan and whom to contact		
2	Provide a further appointment or contact point		
3	Offer opportunity to ask further questions		

Learning needs (i.e. areas for improvement / action points):

(E) CONSULTATION BEHAVIOURS – <i>Did I fully demonstrate the following consultation behaviours?</i>		Yes / No	Comments / reflections
1	Listen actively & allow the patient to complete statements		
2	Use open & closed questions appropriately		
3	Demonstrate empathy & support the patient		
4	Avoid or explain jargon		
5	Accept the patient (i.e. show respect, not judgemental or patronising)		
6	Adopt a structured & logical approach to the consultation		
7	Summarise information at appropriate time points		
8	Manage my time effectively (work well within the time available)		
9	Keep the interview "on track" or regain "control" when necessary		

Learning needs (i.e. areas for improvement / action points):

OVERALL IMPRESSION

Overall, my ability to consult with the patient meant that their pharmaceutical needs were:

Not addressed

Partially addressed

Mostly addressed

Fully addressed

Main strengths:

Main areas of weakness / further improvement:

Now prioritise your key learning needs and design an action plan for further development of specific consultation skills. Please describe WHAT you need to develop further and HOW you plan to achieve this.

Learning need identified	Action plan	Timescale
1).		
2).		
3).		
4).		

CPD Plan & Record

Once you have completed the learning associated with the above, don't forget to transfer each of these into a CPD record. This serves as an excellent example of CPD starting at 'Reflection'.

Patient Feedback

You may also wish to obtain further feedback from the patient and use this to inform the development of your consultation skills and to further inform your CPD.