

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

<http://www.jpbsoutheast.org/assessment-tools/medication-related-consultation-framework-mrcf/>

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>

http://www.psn.org.uk/wp-content/uploads/2013/06/Medicines_Use_Review_Exemplar_Interview_Schedule_Jan_2012.pdf

http://www.medicinesresources.nhs.uk/upload/documents/Communities/SPS_E_SE_England/Medication_adherence_Collation_of_resources_Vs1_Sep13_NB.pdf

PUBLICATIONS TO SUPPORT CONSULTATIONS

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/ejhpharm-2013-000373
<http://ejhp.bmj.com/content/early/2013/12/18/ejhpharm-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

International Journal of Pharmacy Practice August 2013 Volume 21, Issue 4, pages 270–272.
<http://onlinelibrary.wiley.com/doi/10.1111/ijpp.12004/abstract>

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.