

Competences for Primary Care Practice Reproduced, with kind permission, from the National Prescribing Centre competency framework for primary care pharmacists, 2003. Further details about the NPC Competency Framework can be found at www.npc.co.uk/publications/pctresp

| Competences | Behavioural indicators |
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| PC1 Working in primary care: the NHS and its partners | PC1a Understands the structure of the NHS PC1b Understands the primary care environment, how it is developing and the NHS documentation and guidance which supports it PC1c Understands the structure and function of all agencies contributing to health improvement (e.g. social services, prison services) PC1d Understands the relationship between and the impact of PCO decisions on, employees, independent contractors and patients Pc1e Understands the roles and training of other health care professionals Pc1f Understands the interplay between the NHS, the pharmaceutical industry and other commercial organisations |
| PC2 Working in primary care: primary care organisations | PC2a Works effectively within the PCO's corporate structure and policies PC2b Knows, and can affect how decisions are made within a PCO PC2c Understands the legal medicines management responsibilities of PCOs PC2d Ensures the PCO understands and engages with the medicines management agenda PC2e Sees how PCO performance indicators affect organisational priorities PC2f Contributes to business planning and commissioning processes PC2g Understands the benefits, and encourages the full utilisation of, IM&T PC2h Sees the future consequences of NHS policy change |
| PC3 Working in primary care: clinical/pharmaceutical knowledge | PC3a Has appropriate pharmaceutical and therapeutic knowledge PC3b Understands the complexity of disease management PC3c Takes into account clinical and cost effectiveness PC3d Understands how pharmaceutical public health contributes to the wider public health agenda |

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| | <p>PC3e Knows how medicines are licensed and monitored post marketing</p> <p>PC3f Working knowledge of health needs assessment and health economic techniques</p> |
| <p>PC4 Primary care: professional issues</p> | <p>PC4a Understands the roles and functions of pharmaceutical organisations</p> <p>PC4b Works within and balances professional, organisational and personal ethics</p> <p>PC4c Maintains confidentiality and understands the issues surrounding it</p> <p>PC4d Works within NHS and organisational codes of conduct when dealing with the pharmaceutical industry</p> <p>PC4e Promotes the contribution pharmacy can make to health improvement</p> <p>PC4f Understands the legislation governing the prescribing, administration and supply of medicines</p> <p>PC4g Understands and implements clinical governance initiatives</p> <p>PC4h Takes personal responsibility for CPD</p> |
| <p>PC5 Working with information: gathering information</p> | <p>PC5a Identifies the type and form of information needed</p> <p>PC5b Identifies appropriate sources of national and/or local information and obtains them</p> <p>PC5c Ensures that information is maintained in a relevant up-to-date format</p> |
| <p>PC6 Working with information: analysing information</p> | <p>PC6a Utilises resources and systems available to aid data analysis</p> <p>PC6b Calculates and manipulates data (clinical, corporate, financial) accurately</p> <p>PC6c Critically appraises and / or evaluates information</p> <p>PC6d Extracts key information from analysis</p> |
| <p>PC7 Working with information: applying information</p> | <p>PC7a Applies information and knowledge in practice</p> <p>PC7b Uses an evidence-based approach to applying information</p> <p>PC7c Uses relevant information to manage risk (clinical, corporate and financial)</p> <p>PC7d Ensures that information is accurate, accessible and targeted</p> |
| <p>PC8 Working with people: with own team</p> | <p>PC8a Understands and fulfils own role in team</p> <p>PC8b Inspires confidence and loyalty</p> <p>PC8c Provides direction to individuals and teams</p> <p>PC8d Ensures that the team remains focused and</p> |

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| | <p>motivated</p> <p>PC8e Recruits, develops and supports individuals in line with organisational needs and personal aspirations</p> <p>PC8f Reviews performance through appraisal</p> <p>PC8g Delegates work to make the best use of abilities</p> |
| PC9 Working with people: with others | <p>PC9a Ensures public and patient involvement at every opportunity</p> <p>PC9b Proactively offers expertise and support to other members of the health care team</p> <p>PC9c Works across professional and organisational boundaries</p> <p>PC9d Understands and respects colleagues' abilities, roles and priorities</p> <p>PC9e Identifies and nurtures key relationships</p> <p>PC9f Encourages colleagues and patients to contribute and considers their views in decision-making</p> <p>PC9g Ensures colleagues and / or patients informed of progress</p> |
| PC10 Working with people: communicating | <p>PC10a Builds and maintains an active network of contacts</p> <p>PC10b Influences and negotiates effectively within, and across, professional and organisational boundaries</p> <p>PC10c Understands how individuals behave and can adapt personal style accordingly</p> <p>PC10d Chooses methods of communication most likely to secure effective results</p> <p>PC10e Delivers key messages succinctly and professionally, both verbally and in writing</p> <p>PC10f Knows how and when to communicate with the media</p> |
| PC11 Doing the work: managing self | <p>PC11a Shows self motivation and self reliance, can work independently</p> <p>PC11b Acts with integrity and confidence</p> <p>PC11c Accepts responsibility for own actions</p> <p>PC11d Uses reflective practice for personal and professional development</p> <p>PC11e Knows own strengths and limitations, seeks and accepts help and support</p> <p>PC11f Establishes credibility with colleagues</p> <p>PC11g Sets priorities, outcomes and objectives in line with organisational needs</p> <p>PC11h Implements agreed decisions and action plans</p> |

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| <p>PC12 Doing the work: managing change</p> | <p>PC12a Understands how systems interact and link together to deliver change</p> <p>PC12b Plans service delivery in the short-, medium- and long-term</p> <p>PC12c Proactively identifies and acts on opportunities for change</p> <p>PC12d Facilitates change and supports individuals through it</p> <p>PC12e Overcomes obstacles and tackles uncomfortable issues</p> <p>PC12f Identifies when it is appropriate to challenge current practice</p> <p>PC12g Adapts to changing environments, develops new skills and takes on new roles</p> |
| <p>PC13 Doing the work: solving problems</p> | <p>PC13a Thinks broadly, outside traditional boundaries</p> <p>PC13b Generates both creative and practical options in problem solving</p> <p>PC13c Encourages innovation and new ways of working</p> <p>PC13d Understands the future consequences of actions</p> <p>PC13e Makes decisions even when limited information is available</p> |