

Competences for Pharmacists involved in Medicines Management (adapted from the PSNC Community Pharmacy Medicines Management Project competences, 2003)

Competency area	Competences within the area
MM1 Information management	<p>MM1a Establishes and maintains appropriate sources of information, particularly pharmaceutical and therapeutic</p> <p>MM1b Establishes and maintains information about the health profile of the local population and the HIMP to address that health profile</p> <p>MM1c Establishes and maintains information about local services and resources</p> <p>MM1d Takes, records and maintains relevant aspects of the patient's health history</p> <p>MM1e Constructs and maintains the patient's medication history when appropriate</p> <p>MM1f Correctly processes necessary documentation</p> <p>MM1g Uses information and communication technology in support of medicines management</p> <p>MM1h Acquires, transforms, interprets, uses and shares data in support of medicines management</p> <p>MM1i Uses information and data in the audit or other evaluation of medicines management</p>
MM2 Communication	<p>MM2a Shows assured, accurate and fluent use of language in presenting information</p> <p>MM2b Sustains the interest of others and responds perceptively to their contributions</p> <p>MM2c Elicits key information by the use of appropriate questions</p> <p>MM2d Provides information and advice in a manner appropriate to the needs of the patient</p> <p>MM2e Actively provides information and advice to healthcare professionals for improved medicines management</p>
MM3 Problem solving	<p>MM3a Recognises and defines actual or potential problems in the patient's drug therapy, lifestyle or quality of life</p> <p>MM3b Identifies workable options to resolve problems in the patient's drug therapy, lifestyle or quality of life</p> <p>MM3c Identifies the best option for improvement of the patient's drug therapy, lifestyle or quality of life, based on appropriate evidence, sound analysis and the patient's wishes</p> <p>MM3d Suggests and, if appropriate, implements solutions to problems with respect to the patient's drug therapy, lifestyle or quality of life</p>

	<p>MM3e When necessary, refers the patient to a more appropriate source of help or information</p> <p>MM3f Takes responsibility for, and accepts outcomes of, own advice or decisions</p> <p>MM3g Evaluates the outcome for the patient of any implemented solution and if necessary readdresses the problem</p>
<p>MM4 Working with others</p>	<p>MM4a Contributes to medicines management in accordance with the law, RPSGB Code of Ethics, other relevant codes of conduct or practice and systems for clinical governance.</p> <p>MM4b Respects and observes confidentiality</p> <p>MM4c Negotiates successfully with GPs and their staff for access to the patient's relevant health records</p> <p>MM4d Observes the terms of any agreement with GPs for access to the patient's health records</p> <p>MM4e Secures help from others when necessary and in an appropriate manner</p> <p>MM4f Operates effectively across interfaces (community pharmacy: primary care: secondary care) in support of medicines management</p> <p>MM4g Acknowledges the ideas and opinions of others involved in medicines management and acts on them when appropriate</p> <p>MM4h Behaves in a manner which instils confidence in others who are involved in medicines management, especially the patient</p> <p>MM4i Supports, collaborates with, delegates to, and supervises other team members in an appropriate manner</p> <p>MM4j Uses knowledge and skills effectively to help the learning of other team members about medicines management</p>
<p>MM5 Personal skills development</p>	<p>MM5a Recognises personal and professional limitations in respect of medicines management</p> <p>MM5b Identifies and prioritises own learning and development needs for medicines management</p> <p>MM5c Develops plans with learning objectives to meet identified needs for medicines management</p> <p>MM5d Uses learning and development opportunities, including those from work-based experience, in support of medicines management</p> <p>MM5e Records learning activities relevant to medicines management</p> <p>MM5f Evaluates whether learning objectives were met and identifies further learning needs</p> <p>MM5g Applies learning to practice in respect of medicines management</p>

<p>MM6 Optimising drug therapy</p>	<p>MM6a Applies an appropriate understanding of legislation, codes of conduct and practice governing prescribing, administration and supply of medicines</p> <p>MM6b Applies understanding of medical terminology and abbreviations for the benefit of the patient</p> <p>MM6c Applies clinical knowledge of disease states and processes, including pathophysiology, for the benefit of the patient</p> <p>MM6d Applies scientific knowledge about medicines used in the treatment of the disease/condition in question, for the benefit of the patient</p> <p>MM6e Assesses the prescription for appropriateness of the dosage</p> <p>MM6f Assesses the prescription to identify contraindications</p> <p>MM6g Recognises potential drug interactions and takes appropriate action</p> <p>MM6h Applies clinical information, from the patient's medication and other health records, in support of medicines management</p> <p>MM6i Uses research evidence to inform medicines management</p> <p>MM6j Takes into account cost effectiveness, as well as clinical effectiveness, of drug treatments</p> <p>MM6k Recognises possible adverse drug reactions presenting by the patient and takes appropriate action</p> <p>MM6l Supplies medicines of appropriate quality</p> <p>MM6m Provides appropriate information and advice when supplying medicines</p>
<p>MM7 Achieving concordance in drug therapy</p>	<p>MM7a Elicits, listens to, respects and reflects the patient's perceptions of their condition and treatments</p> <p>MM7b Addresses the patient's concerns about their medicines or about taking them</p> <p>MM7c Encourages the patient to ask questions about their medicines and associated aspects of their health</p> <p>MM7d Explains clearly for the patient the rationale for, and benefits of, their proposed or continuing medication</p> <p>MM7e Identifies factors which might discourage or prevent the patient from implementing their medication regimen</p> <p>MM7f Seeks to remove or ameliorate these barriers by simple practical measures or suggestions of a</p>

	<p>clinical or non-clinical nature</p> <p>MM7g Is an advocate for the patient on medication issues, when necessary, and in an appropriate way</p>
<p>MM8 Facilitating a healthier lifestyle and higher quality of life</p>	<p>MM8a Helps the patient recognise a clear need for change in their lifestyle to reduce the risk of ill-health</p> <p>MM8b Uses opportunities to promote and support the patient's healthier lifestyle</p> <p>MM8c Provides the patient with appropriate information and advice on the management of their minor and common ailments</p> <p>MM8d Operates (a) protocol(s) for the sale of non-prescription medicines</p> <p>MM8e Identifies patients who might have undetected conditions or disease states</p>

Further details about the Community Pharmacy Medicines Management Project can be found at www.medicinesmanagement.org.uk