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CPD FOR A BUSY PHARMACIST

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Firstname: Emily

Surname: Murphy

Address: The Community Pharmacy

Cycle Name	Self Appraisal	Develop	Action	Document	Evaluate
(CCSAT) Health Promotion	Green	Green	Green	Green	Green
(CCSAT) Team Working Skills	Orange	Grey	Grey	Grey	Grey
(CCSAT) Workplace Management Skills	Orange	Orange	Orange	Grey	Grey
Fertility Medicines	Green	Green	Green	Green	Green
Using ePortfolio on my phone	Green	Green	Green	Green	Green
(CCSAT) Population Health	Green	Green	Green	Green	Green
(CCSAT) Research Skills	Grey	Grey	Grey	Grey	Grey

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Using the IOP ePortfolio on my phone

SELF-APPRAISAL	<p>I have heard that there is an app for the IOP ePortfolio. I want to figure out how to use it – is it available for iPhones?</p>
DEVELOP A PERSONAL PLAN	<ul style="list-style-type: none">• Search for IOP on App store• Check IOP website for details• Ask Mary
ACTION	<p>Searched the App store – couldn't find app Checked IOP website – no details of app Asked Mary – she didn't know about the app Called the IOP</p>
DOCUMENT YOUR LEARNING	<p>Realised that there isn't an app for IOP ePortfolio – Instead I can just access the IOP website through my browser and there is a mobile friendly website.</p> <p>If I use the mobile to upload info in my ePortfolio, it's available right away on my computer when I login.</p> <p>The phone is ideal for making notes on the go, but I don't think I'll use it to write out everything – I prefer to do that on the laptop later.</p>
EVALUATE IMPACT ON PRACTICE	<p>Having the ePortfolio on my phone means that I can keep notes of things as I go along, much as I used to do with my notebook. But now I know it's all going directly into my ePortfolio, which I can access from anywhere – so I don't need to keep track of pieces of paper or remember to transfer notes from my notebook into my ePortfolio.</p> <p>This is helping me to keep a much better record of how much CPD I do – and I'm very surprised by the number of things I learn in any given week! I don't plan on fleshing all of my cycles out – but at least I'll remember what I did when the time comes for me to submit my ePortfolio to the IOP.</p>
<p>Emily selected competencies under the following Domains for this CPD Cycle: Professional Practice Organisation and Management Skills</p>	

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Fertility Medicines

SELF-APPRAISAL	<p>The local GP surgery has expanded their services to include a family planning clinic. We are now getting more prescriptions for fertility medicines, as well as a large number of enquiries around pre-conception supplements and fertility monitors. This is an area that I have little experience in. I need to learn more about this therapeutic area in particular how to counsel the patients on their medicines and provide additional support and advice around pre-conception planning.</p>
DEVELOP A PERSONAL PLAN	<ul style="list-style-type: none">• I am going to attend an upcoming IPU academy event on Fertility Medicines• I will read the relevant sections in the BNF and also do a literature search
ACTION	<p>I attended the IPU academy training event and read the chapter in the BNF. I read a good article in one of the pharmacy journals on family planning.</p>
DOCUMENT YOUR LEARNING	<p>The IPU academy training programme gave me a good overview of the treatments used as part of IUI, IVF and ICSI cycles. The chapter in the BNF allowed me to learn about the medicines, dosing and also side effect profiles.</p> <p>The journal article gave me a basic understanding of pre-fertility support which included information on basal body temperature thermometers, conception support supplements and fertility monitors. Whilst I feel I now have a basic level of knowledge on the key counselling points, I would love to learn more, as it is an area that really interests me. I have planned to meet with the family planning nurse at the surgery, who says she is happy to help me plan my development in this area.</p>
EVALUATE IMPACT ON PRACTICE	<p>I feel much more confident now about the commonly prescribed fertility therapies. I know where to access information on more complex regimens, should I need it. I also met some new colleagues at the IPU training academy who are working in similar practice areas, and we have exchanged numbers so it will be great to know that I can check in with someone if I need to.</p>

Emily selected competencies under the following Domains for this CPD Cycle:
Professional Practice
Organisation and Management Skills

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Health Promotion (CCSAT)

SELF-APPRAISAL	<p>I have been increasingly aware of the media publicity around the rapidly rising prevalence of diabetes in Ireland. Whilst I am comfortable that I have the foundation knowledge around this therapy area, I would like to consolidate and refresh this knowledge and make sure that I am up to date with current recommendations. Whilst browsing the IOP website I saw that they host an online training programme on Diabetes – I'm going to do some research and see what it entails.</p>
DEVELOP A PERSONAL PLAN	<ul style="list-style-type: none">• Enrol onto Online Diabetes Training Programme on IOP website• Plan time into week to complete the course section by section• Research useful online information resources such as Diabetes Ireland
ACTION	<p>I completed the online training programme – it took 10 hours in total, which I did in 5 x2 hour chunks over a month. I found it really helpful that I had planned out the training in advance – it kept me on track.</p> <p>I spent a good bit of time researching the Diabetes Ireland website – there was lots of useful information here and I also downloaded some of their patient information leaflets to keep in the pharmacy.</p>
DOCUMENT YOUR LEARNING	<p>The Diabetes Training Programme gave me a really comprehensive overview of the management of Type I and II Diabetes. I learned how to identify risk factors associated with developing diabetes, and the lifestyle information on the Diabetes Ireland website gave me further context on how I can give comprehensive advice to my patients. I now also feel that I am familiar with and can describe current evidence based best practice for management of diabetes, as well as understanding how to best encourage and facilitate patient compliance with their medicines.</p>
EVALUATE IMPACT ON PRACTICE	<p>Having completed the online training programme, I feel confident that I am able to offer comprehensive and sound advice and expertise to my patients that are currently undergoing therapy. I also feel much more confident to start chatting to customers about lifestyle measures such as weight and exercise – I have even started to offer free weigh-ins on a Monday morning! I have also used some of the notice board to display ads for local gyms and the Diabetes Ireland recipe cards.</p>

Emily selected competencies under the following Domains for this CPD Cycle:

Supply of Medicines

Safe and Rational Use of Medicine

Public Health

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Firstname: Ann

Surname: Walsh

Address: The Hospital

Cycle Name	Self Appraisal	Develop	Action	Document	Evaluate
Prescribing guide for novel oral anticoagulants	Green	Orange	Orange	Grey	Grey
Medicines administration via PEG tube	White	White	Green	Green	Orange
Clinical management of pain in hip replacement patients	Green	Green	Orange	Orange	Grey
Learning to manage teams	Green	Orange	Orange	Orange	Orange
Appointment to school board	Green	Green	Green	Green	Green
(CCSAT) Research skills	Green	Green	Green	Green	Orange
(CCSAT) Quality assurance	Orange	Grey	Grey	Grey	Grey
SOP development	Green	Green	Green	Green	Green
(CCSAT) Engages in appropriate continuing professional development (CPD)	Green	Green	Green	Green	Green
Presentation skills	Green	Orange	Grey	Grey	Grey

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Engages in appropriate continuing professional development (CPD) (CCSAT)

<p>SELF-APPRAISAL</p>	<p>The CCSAT identified 'Engages in appropriate continuing professional development (CPD)' as an area I need to focus on.</p> <p>I am now keen to understand how to go about doing this, to ensure that I am ready to go should I be called for review.</p>
<p>DEVELOP A PERSONAL PLAN</p>	<ul style="list-style-type: none"> • I will check the PSI website and read the CPD Rules legislation • I will check the IOP website to see if they are hosting any information events for people like me – to help me get started • I will also check the website to see if there is a help guide or a starter guide • I'll talk to my colleague Irene, I know she has recorded quite a few cycles in her ePortfolio – no doubt she will have hints and tips
<p>ACTION</p>	<ul style="list-style-type: none"> • I printed off and read the CPD Rules legislation • I called the IOP office and they advised me that one of their peer support pharmacists was hosting a webinar on how to get started on using the ePortfolio, so I signed up and attended the webinar • Via the webinar I was directed to a whole host of resources on the IOP website, so I browsed through those. As a result I felt confident enough to have a go at recording my first cycle!
<p>DOCUMENT YOUR LEARNING</p>	<p>I attended the IOP webinar – I was cautious at first as to what it would be like as I had never attended a webinar before! However, I really enjoyed it, the facilitator was really good, and made sure that everyone got involved and had a chance to ask their questions.</p> <p>I learnt about the CCSAT, and how pharmacists are required to complete CCSATs at regular intervals in line with the requirements of the legislation. I went ahead and did it straight away and I'm already planning to follow up on the area around competencies linked to leadership skills.</p> <p>I recorded my first cycle in my ePortfolio -- I was surprised at how easy it was! I asked Irene to check it over for me – it was great to get a second opinion, and she was able to give me some really good ideas on how I can identify future learning opportunities stemming from that cycle.</p>
<p>EVALUATE IMPACT ON PRACTICE</p>	<p>I was already recording my CPD in my own diary, so I wasn't sure what benefit the ePortfolio would be. I was a little worried that it would just create extra work and time pressure for me, and I'm already so busy. However, I really like the way that the ePortfolio prompts you to record and 'reflect' at every stage. I think this will extend and enhance my learning! I have already identified another learning cycle from the first one that I created. I feel quite confident now that I can use my ePortfolio to show what I have done for my CPD and how it will inform my practice over time.</p>

Ann selected competencies under the following Domains for this CPD Cycle:
 Professional Practice
 Organisation and Management Skills

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Appointment to School Board

<p>SELF-APPRAISAL</p>	<p>I have recently been appointed as a member of my son's School Board. I was really keen to take on this role so that I can take an active involvement in his education, and also in the education of his peers. It's something I feel passionate about!</p> <p>However, now that I have attended the first meeting and understand a bit more about my proposed responsibilities, I am a bit worried. I have been asked to manage the fundraising accounts, to include record keeping and accounting. This is not something I have ever done before, and my IT skills are pretty basic, so I need to consider how I can up skill myself in this area.</p>
<p>DEVELOP A PERSONAL PLAN</p>	<p>I will make contact with the previous fundraising secretary, and ask for some advice on how she managed this process. Perhaps she will have some good hints and tips for me.</p> <p>The local secondary school is running evening classes on basic computer skills, which includes an introduction to Excel and creating spread sheets. I am going to enrol.</p>
<p>ACTION</p>	<p>I arranged to meet the previous secretary for a coffee. She gave me some really good hints about how to organise the record keeping, and also how to manage my time effectively.</p> <p>I attended the evening classes in Basic Computer Skills.</p>
<p>DOCUMENT YOUR LEARNING</p>	<p>I attended the Basic Computer Skills programme, and passed the end of term assessment with flying colours! I enjoyed it so much that I have now enrolled on to the Intermediate Skills course that is starting next term.</p> <p>On the advice of the previous secretary, I have now also learned how to use the calendar function on my iPad more effectively to plan my time.</p> <p>I have also learned a bit about how meetings are organised, with things like the role of the chair, creating an agenda, and effective minute taking.</p>
<p>EVALUATE IMPACT ON PRACTICE</p>	<p>This has been a valuable learning experience, many elements of which will greatly help me in my professional practice. With my new knowledge of Excel, I have created much more efficient excel spread sheets for the staff rotas, it's been invaluable in planning resource in advance and allocating annual leave etc. I also think my participation in the school board meetings has allowed me to bring more structure into our team meetings – I now make sure to create an agenda in advance, and nominate a different staff member each time to take minutes. This has allowed us to run our meetings much more effectively!</p>

Ann selected competencies under the following Domains for this CPD Cycle:
 Personal Skills
 Organisation and Management Skills

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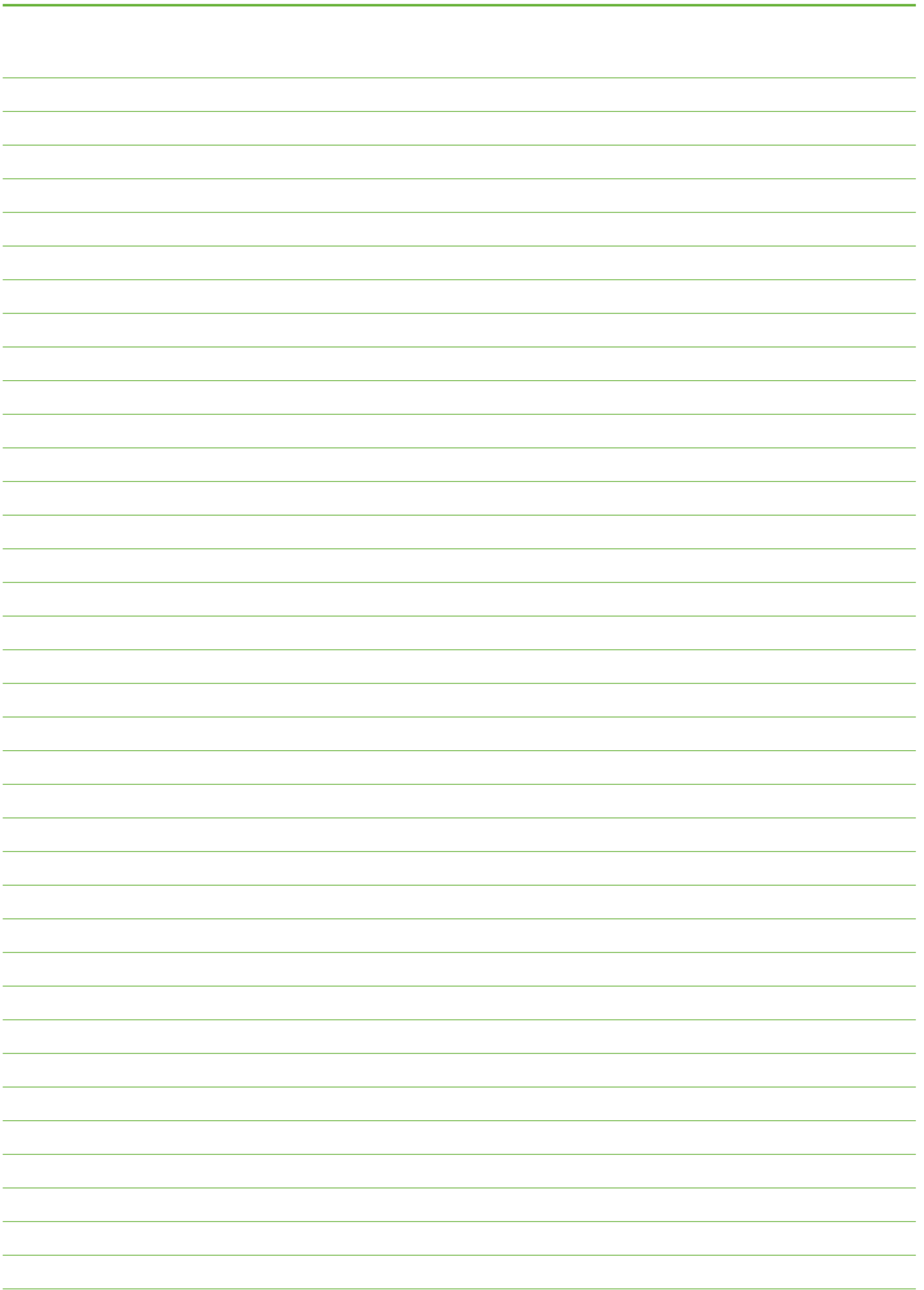


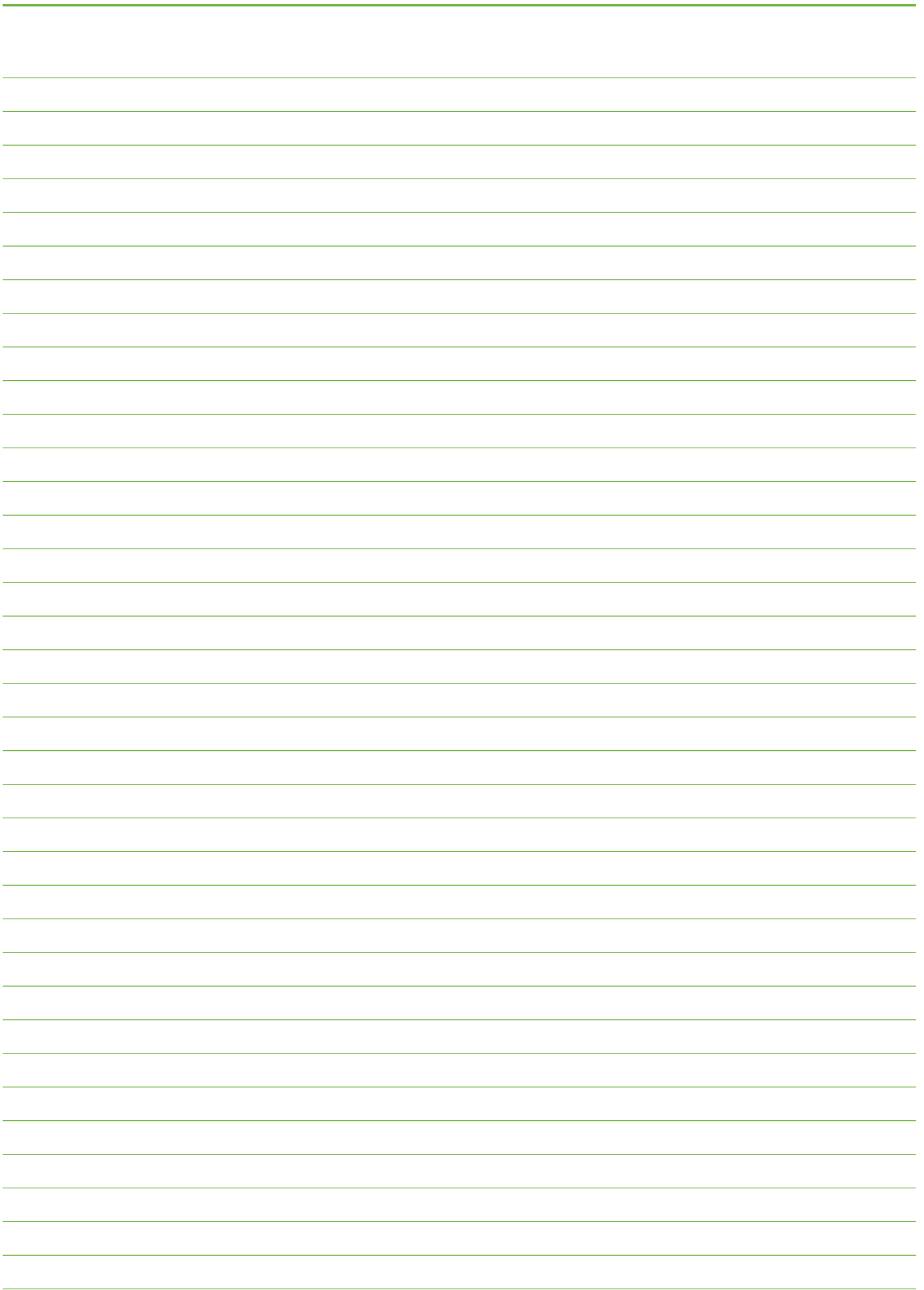
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SOP Development

<p>SELF-APPRAISAL</p>	<p>As part of my new role, I have been tasked with reviewing our processes with regard to error and incident management, and also how we handle complaints. In order to ensure standardised, effective, and safe practice in these areas I believe it will be necessary to develop a suite of SOPs. This will ensure that staff are trained in this process according to a defined protocol, which should help ensure that best practice is assured at all times.</p>
<p>DEVELOP A PERSONAL PLAN</p>	<p>I will refer to the existing departmental SOPs and ensure that I follow the same format and authorisation process. I will also ensure that I understand the department's protocol for staff training and annual review. I will review the current processes and undertake a risk assessment to identify where improvements may lie. I will involve the relevant staff members in this task.</p> <p>I will do some research to see if there are any online courses that I can do that will help me up-skill in risk management and quality assurance for future development.</p> <p>I will draft a suite of SOPs relating to these processes and ensure they are sense checked and proof read before implementation.</p>
<p>ACTION</p>	<p>I hosted a meeting of the pharmacy and quality management stakeholders related to these processes. The outputs of that meeting helped inform the next steps with regard to developing and writing the SOPs.</p> <p>I wrote the SOPs with the input of the colleagues in my team and ensured they were sense checked and proof read according to protocol. I have overseen training staff on these new SOPs.</p> <p>I completed the IOP 'Managing Quality in Pharmacy Practice' online course.</p>
<p>DOCUMENT YOUR LEARNING</p>	<p>The development of this suite of SOPs has resulted in a raft of different learning outcomes for me. I have learnt how to review existing processes and evaluate quality improvements. I now know how to write SOPs according to a defined template, and the process for authorisation. Having completed the online course 'Managing Quality in Pharmacy Practice' through the IOP website, I am now planning to develop a Risk Register for the pharmacy department. I will ask the hospital's Risk Management manager to support me in this process.</p>
<p>EVALUATE IMPACT ON PRACTICE</p>	<p>Implementation of these SOPs has given all staff clarity and accountability for these areas. They have greatly supported training of staff and have helped ensure that the staff understand what's required of them. This should increase effectiveness and reduce risk. The implementation of the SOPs will also facilitate compliance audits for these areas in the future.</p>

Ann selected competencies under the following Domains for this CPD Cycle:
 Professional Practice | Personal Skills
 Safe and Rational Use of Medicines
 Organisation and Management Skills





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Firstname: Derek

Surname: Kelly

Address: The Industrial Plant

Cycle Name	Self Appraisal	Develop	Action	Document	Evaluate
(CCSAT) Practises ethically	Green	Green	Green	Orange	Grey
Balance Score Cards	Green	Green	Green	Grey	Grey
(CCSAT) Leadership skills	Orange	Grey	Grey	Grey	Grey
Interview preparation	Green	Green	Green	Green	Green
Managing licence change	Grey	Grey	Grey	Grey	Grey
(CCSAT) Workplace management skills	Green	Green	Green	Orange	Green
Pilot site management	White	White	Green	Green	Green
Developing a consultation document	Green	Grey	Grey	Grey	Grey
(CCSAT) Research skills	Green	Grey	Grey	Grey	Grey
(CCSAT) Self-Management Skills	Green	Green	Green	Green	Green

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Workplace management skills (CCSAT)

<p>SELF-APPRAISAL</p>	<p>CCSAT – Workplace management skills My CCSAT identified this as a development area – and it is similar to what my boss said.</p> <p>I want to specifically address 6.2.5: 'Addresses and manages day to day management issues as required in their position of responsibility'. Negotiation is an important part of what I need to do in my work day-to-day, and an area where I feel I need to improve.</p>
<p>DEVELOP A PERSONAL PLAN</p>	<p>Attend in-house training course on negotiation.</p>
<p>ACTION</p>	<p>Completed negotiation course in work – ½ day course. Also completed Coursera course – Successful Negotiation: Essential Strategies and Skills – (https://www.coursera.org/learn/negotiation-skills)</p>
<p>DOCUMENT YOUR LEARNING</p>	<p>I learnt about using Coursera – I can't believe so many courses from leading universities are free! I'm now going on to complete the full "Planning your career" module.</p> <p>I understand negotiation techniques e.g.</p> <ul style="list-style-type: none"> • Planning negotiation strategy • Key Tactics – e.g. Fixed Pie assumptions, Anchoring, Framing, Reciprocation, Contrasting principles, big picture perspective • I understand the importance of having a BATNA – Best Alternative To A Negotiated Agreement. <p>I have practised my negotiation skills in the in-house course and received feedback on where I could improve.</p>
<p>EVALUATE IMPACT ON PRACTICE</p>	<p>Already I can see the benefit of this. I am less stressed about being involved in negotiations in work now that I know the basic concepts involved. I now am using a new resource (Coursera) which is hugely helpful in supporting my development. I have been able to successfully negotiate with other departments on issues which I feel are important relating to quality and which have a real impact on the final manufactured product – thus impacting on patient safety.</p>
<p>Derek selected competencies under the following Domains for this CPD Cycle: Personal Skills Organisation and Management Skills</p>	

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Self-management skills (CCSAT)

SELF-APPRAISAL	Self-Management skills have been identified by my CCSAT. I'm going to focus on behaviour 6.1.2; 'Ensures their work time and processes are appropriately planned and managed'.
DEVELOP A PERSONAL PLAN	Ordered "Time matters" by Julia Rowan - Read this. Enrolled on Coursera course: Work smarter not harder - complete this (https://www.coursera.org/learn/work-smarter-not-harder)
ACTION	Read the book - Completed the Coursera course Have been putting my learnings into action
DOCUMENT YOUR LEARNING	Got a lot of insights from both the book and the course. I have a completely new method of planning and prioritising tasks. I'm implementing the Do, Delay, Delegate, Delete with my emails - and keeping my inbox clear. I have a new strategy for making sure I'm on time for things- travel time considered in my planning, and scheduling tasks that can be done at the venue ahead of a meeting - so I schedule in 10 minutes to clear recent emails when I get to a venue 10 minutes earlier. I am getting better at identifying productive and unproductive ("busy") work. I now have a work plan, a review technique and a time optimisation strategy.
EVALUATE IMPACT ON PRACTICE	I am now much more organised in my approach, to both work and personal life. I am much better at planning which is reducing my stress and making me much more effective at work and allowing me to be more organised about spending time on high priority issues. Colleagues have commented on the fact that I am more organised, and even family have seen a difference. I'm also impressed by some of the other titles that I have found on Coursera. I am going to do the "Learning how to Learn" course - that will help me to progress my CPD work/cycle.
Derek selected competencies under the following Domains for this CPD Cycle: Organisation and Management Skills	

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Interview Preparation

SELF-APPRAISAL	Interview preparation – There is an internal promotion coming up and I want to be ready.
DEVELOP A PERSONAL PLAN	See if there are any relevant Coursera courses on interviews. Talk to my boss about what the panel might be looking for. Talk to HR about possible competency frameworks. Read up on the company's strategy document and annual reports.
ACTION	Did the "preparing for interview course." Talked to my boss. Talked to Diane in HR. Do a mock interview with Hugh.
DOCUMENT YOUR LEARNING	Found out what competency framework is being used. My boss gave me some questions that I should expect in the interview. Learnt more about the Internationalisation strategy for the company. Also expanded my network – had never spoken to recruitment section in HR before – didn't know they existed! Got good experience, and tips, from Hugh on conveying my message at interviews – I need to limit the breadth of what I talk about and provide more depth.
EVALUATE IMPACT ON PRACTICE	I'm organised and ready for the interview. Got the job! – The preparation allowed me to be able to show what I can do in a way that was understandable for the interview panel. I now understand the importance of recording the things that I do as I go along so that I'll be ready for future competency based interviews – it's very difficult to remember all that I did over the past 5 years. I'm going to use my ePortfolio to keep on top of the things I'm learning and the investment that I'm making in my professional development so that it'll be easier to prep for future interviews. Now that I have the job, I have a whole new learning curve ahead of me and have started lots of new cycles which I will develop over the next few months.
Derek selected competencies under the following Domains for this CPD Cycle: Personal Skills Organisation and Management Skills	





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