

Competency Framework for the Assessment of Pharmacists providing the Medicines Use Review (MUR) and Prescription Intervention Service

Introduction and Scope

Pharmacists providing the Medicines Use Review (MUR) and Prescription Intervention Service*, an Advanced Service under the new community pharmacy contractual framework, will need to be accredited to do so. This will involve the pharmacist intending to provide this service successfully completing an assessment. Pharmacists may undertake training in preparation for the assessment, but this will not be a requirement.

This competence framework has been developed for the assessment of pharmacists providing the MUR Service. The framework is not designed to be an exhaustive list of competencies that might be required to undertake MUR, but consists of those key elements that can be assessed in a robust and reliable manner.

Higher education institutions (HEIs) – universities, including schools of pharmacy and others – will make arrangements for the assessment of pharmacists within this framework. The precise approach to the assessment to address the behavioural statements below will be for the HEIs to determine, but may include paper-based and on-line methods. Universities, as providers of higher education, have established quality assurance processes for learning and assessment, overseen by the Quality Assurance Agency of the Higher Education Funding Council for England. It is expected that there will be a number of providers of the assessment. The assessment can be incorporated into formal post-graduate training courses from January 2005, or be provided as a discrete assessment. In order to ensure consistency, all pharmacists wishing to provide the MUR Services will need to undertake and pass the assessment, irrespective of previous post-graduate education. Accreditation of Prior or Experiential Learning (APL/APEL) should not be used in place of the assessment. HEIs that deliver the assessment will need to provide a discrete statement of satisfactory performance endorsed by the respective HEI.

All candidates presenting for the assessment will be registered pharmacists, therefore it is assumed that they will practice within the requirements of the RPSGB Code of Ethics and relevant legislation. The competencies linked to these are therefore excluded from the scope of the assessment.

The framework is divided into three main groups (clusters) which incorporate five competencies. Each competency is linked to behavioural indicators that should form the basis of the assessment.

Clinical and Pharmaceutical Knowledge

1. Demonstrate relevant clinical and pharmaceutical knowledge to deliver MUR, taking into account the patient's individual needs.

Behavioural statements

1.1 Demonstrates knowledge of the scope of the MUR service and its effective delivery, including patient consent, data protection and confidentiality.

1.2 Applies current evidence base and relevant local and national guidelines.

1.3 Takes into account the patient's individual circumstances and preferences.

1.4 Ensures appropriate dose, dosage regimen and formulation based on information available.

* MUR service or process has been used elsewhere in this document to cover both the MUR and prescription intervention elements.

1.5 Identifies and makes appropriate recommendations to address medicines management issues, including those related to ordering, obtaining and taking/using their medicines.

2. Demonstrate the ability to identify and make recommendations around therapeutic issues relating to patient safety, and clinical and cost-effectiveness.

Behavioural statements

2.1 Identifies, prioritises and acts upon clinically significant drug-drug, drug-patient and drug-disease interactions.

2.2 Identifies and addresses the need for ongoing monitoring of efficacy and adverse effects.

2.3 Ensures therapeutic recommendations take into account clinical and cost effectiveness.

Accessing and Applying Information

3. Demonstrate the ability to identify, access, evaluate and use available written sources of information.

Behavioural statements

3.1 Accesses written information from appropriate and up-to-date sources.

3.2 Demonstrates the ability to evaluate written information.

3.3 Summarises and prioritises key issues that need to be addressed as part of the MUR process.

4. Demonstrate the ability to reach a shared agreement with patients.

Behavioural statements

4.1 Uses appropriate techniques to obtain relevant information directly from the patient, including a history of medicines usage (prescribed, OTC and complementary) and the patient's understanding and view of their medicines.

4.2 Consolidates information from all sources, including that obtained directly from the patient, into key issues.

4.3 Based on key issues, reaches a shared agreement with the patient on the actions required following the MUR and prioritised recommendations to be made to the GP.

4.4 Identifies and addresses patient's need for information about their medicines and other sources of support in an appropriate way.

Documentation and Referral

5. Ensure recommendations agreed with the patient are documented and appropriately communicated in a timely manner.

Behavioural statements

5.1 Documents the MUR process and resulting recommendations in a succinct manner using the nationally agreed templates.

5.2 Demonstrates knowledge of the role of other health and social care professionals and uses appropriate channels of referral.

5.3 In making recommendations, demonstrates insight into the limitations of the MUR process and, in particular, the incomplete nature of information available.