

Highfield Level 2 End-Point Assessment for Pharmacy Services Assistant Portfolio of Evidence Matrix Sheet

This document should be used to map the apprentice's portfolio of evidence to the Pharmacy Services Assistant standard and should accompany the portfolio when submitted to Highfield Assessment.

Apprentice Name:	
Employer:	
Training Provider:	

Please state the dummy patient and GP details to be used during the Simulated Observation:

Title:		Forename:		Surname:	
Date of birth:		NHS Number:			
Address:					
GP details:					

Evidence Index

The portfolio of evidence should be arranged in 5 sections to align with the areas of the standard and each section must contain 4 pieces of evidence.

Evidence name	Evidence Ref	Evidence Type
Dispensing and supply of medicines and medicinal products		
Team work		

Communication, pharmacy law and ethics		
Person centred care		
Health and safety in the workplace		

The criteria listed below should be evidenced within the on-programme portfolio of evidence which will be submitted at Gateway. The portfolio of evidence will not be graded or marked but will be used to support the professional discussion. However, please note that some of the criteria listed below will be formally assessed during the simulated observation.

Ref	Assessment Criteria	Evidence Ref	Location/ Page in evidence
Dispensing and Supply of medicines and medicinal products			
Simulated Observation Pass Criteria			
DS9	Demonstrates and explains how they work within the legal framework for a Pharmacy Services Assistant		
DS10	Demonstrates the process to be followed in receiving and accurately logging of prescriptions, the accurate dispensing of appropriate medicines and an understanding of any issues that arise from how medicines are taken		
DS11	Demonstrates how to accurately use pharmacy calculations to ensure that the correct weights and measures, doses and types of medicine are assembled for both prescribed and non-prescribed medicines		
DS12	Can explain the limits of their responsibilities in respect of advice to patients on supplied medicines and products		
DS13	Demonstrates that they follow procedures when ordering, receiving and issuing pharmaceutical stock		
DS14	Can explain the importance of effective medicines to the patient and can explain the key links in the medicines supply chain		

Ref	Assessment Criteria	Evidence Ref	Location/ Page in evidence
Simulated Observation Distinction Criteria			
DS15	Explains the impact of calculating incorrect measurements and what to do if errors in dispensing are made, and what the consequences of making an error could be and the impact on patient care		
DS16	Can give an example of when they have dealt with a customer who did not know how to use the supplied medicine correctly and explain what they did to assist the customer		
DS17	Can suggest at least two improvements to the existing processes involved in the management of medicines, including when ordering, receiving and issuing pharmaceutical stock, and what the improvements would be		
Team Work			
Simulated Observation Pass Criteria			
TW7	Demonstrates how they work within the Standard Operating Procedures (SOPs) and why they are important in the dispensing of medicines		
TW8	Demonstrates or explains what in-process accuracy check they would undertake		
Simulated Observation Distinction Criteria			
TW9	Can give an example of where they have made a recommendation for an improvement to internal operating arrangements		
Professional Discussion Pass Criteria			
TW10	Explains how they have managed their own continuing personal development and explains its positive impact on their role and their pharmacy		
TW11	Shows that they understand the importance of reflection in managing their personal performance and explains what they have learnt from good practice examples from other healthcare professionals		
TW12	Demonstrates that they have used interpersonal skills within the team and other professionals in accurately delivering to agreed performance measures		
TW13	Demonstrates that they contribute effectively in the development of themselves and colleagues and that they can explain the positive contribution made by the team		
Professional Discussion Distinction Criteria			
TW14	Explains with two examples how they regularly contribute to team-based discussions/problem solving and what the positive impact of their contributions have been		
TW15	Explains how they have been proactive in their own development and by two examples how they have used reflection to have a positive impact on their work		
TW16	Explain how they acted as a role model to others and can discuss an example of where they have supported others within the scope and boundaries of their practice and what the impact has been		

Ref	Assessment Criteria	Evidence Ref	Location/ Page in evidence
Communication, pharmacy law and ethics			
Simulated Observation Pass Criteria			
CO10	Can demonstrate and explain the legal and policy framework in which information is handled		
CO11	Assess the risks in information being inappropriately stored or used, and the actions that can be taken in mitigation		
CO12	Acts with honesty and integrity in performing their duties. Is prepared to challenge when they are aware of something that is non-compliant		
Simulated Observation Distinction Criteria			
CO13	Explains examples of possible solutions to problems involving the processing and storage of information and the impact that they would have		
Professional Discussion Pass Criteria			
CO14	Demonstrates an understanding of how patient data is processed, recorded and stored		
CO15	Explains how they communicate effectively and where appropriately, confidentially and that they demonstrate knowledge when giving advice		
CO16	Explains how IT systems assist with the storage and processing of data in line with legislative requirements and evidence having used such systems in their day to day role		
Professional Discussion Distinction Criteria			
CO17	Explain the principles behind GDPR and its importance in the pharmaceutical context		
CO18	Can give an example of where effective advice or referral has benefited a customer or patient, and what the positive consequences were		
CO19	Gives an example of where they have suggested an improvement in the use of an IT and what its impact on the operation of the pharmacy has been		
Person centred care			
Professional Discussion Pass Criteria			
PC8	Can explain how they decide when to refer a customer to another member of the team such as a GP, healthcare worker etc		
PC9	Can clearly articulate what is meant by 'Person Centred Care' and can demonstrate this in their day to day role		
PC10	Explains how they would promote the benefits of 'healthy lifestyle choices' to customers and what techniques they would use to encourage their use		
PC11	Explains how they manage effective health and safety practice of self and others, including patients and other members of the team		
PC12	Demonstrates that they understand the importance of treating all other people as individuals and evidences how they promote diversity, equality and inclusion		
Professional Discussion Distinction Criteria			
PC13	Can give two examples of how they have promoted healthy lifestyles to the public and can explain why they made those recommendations and what the outcomes were		

Ref	Assessment Criteria	Evidence Ref	Location/ Page in evidence
PC14	Explain how they have actively encouraged patients to become more involved in their own health and care and what they believe the benefits were		
PC15	In order to demonstrate their impact as a role model in the wider workplace, explain how they have acted to ensure that patients' values are respected		
Health and safety in the workplace			
Professional Discussion Pass Criteria			
HS4	Works in a manner that ensures the health and safety of self and others		
HS5	Demonstrates that they understand the importance of factors such as personal hygiene and maintaining a safe working environment using SOPs, and how these positively impact on the operation of the pharmacy		
Professional Discussion Distinction Criteria			
HS6	Can give two examples of possible health and safety non-compliance and describe what their impact might be on the pharmacy environment		

Apprentice Declaration

I confirm that the evidence contained within this portfolio is all my own work and any assistance given and/or sources used have been acknowledged.

Apprentice signature:	Date:
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Please ensure this Portfolio Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

<i>.docx</i>	<i>.xlsx</i>	<i>.pptx</i>
<i>.pdf</i>	<i>.jpg</i>	<i>.png</i>
<i>.mp3</i>	<i>.mp4</i>	<i>.m4a</i>