

Advanced training in assessment and management of urgent cases: Pre-workshop tasks

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Pre-session handout – Advanced training in assessment and management of urgent cases

Welcome to CPPE's *Advanced training in assessment and management of urgent cases* course.

This CPPE course has been designed as a workshop that includes presentations, practical demonstrations, role plays and group activities.

Growth in the number of people using urgent and emergency care is leading to increased costs and pressure on NHS resources. This has led to NHS England making its vision clear for urgent and emergency care; community pharmacists, as an under-used resource, can play their part.

Although many are already providing services that help reduce these pressures and improve patient experience, there is potential for pharmacists to contribute more. Learning new diagnostic, history-taking and examination skills, for example, will help pharmacists to confidently manage more complex patients, in addition to those with common minor ailments.

We have provided details below of the resources that you need to read through and activities you need to complete before the workshop.

Leave yourself enough time to do these tasks before the workshop. We estimate that it will take you **about five to six hours** in total.

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Recording the evidence — your learning portfolio

At the workshop, your facilitator will give you a learning portfolio so that you can make relevant notes. This portfolio will provide you with a personal record of your learning and practice, and support you with your personal continuing professional development (CPD).

Overall aim

The overall aim of this course is to develop your confidence, knowledge and skills so that you can deal appropriately and safely with a wider range of medical scenarios, for which you can provide support, care and treatment.

Learning objectives

Once you have completed the pre-workshop tasks, attended the workshop, and worked through the specified CPPE reading and activities, you should be able to achieve the objectives set out below.

1. Describe the wider range of medical scenarios which can involve support, care and treatment by community pharmacists.
2. Outline the theory of the medical consultation in order to improve the management of more complex patients.
3. Describe the history-taking and clinical examination processes.
4. Demonstrate an ability to take a clinical history as presented to community pharmacists, including recognition of 'red flags' and referral criteria.
5. Explain correct record-keeping procedures.
6. Demonstrate an ability to perform an examination of the ear, nose and throat (ENT), and external eye systems as examples of new skills in order to manage a wider range of conditions.
7. Demonstrate the principles of hygiene in the clinical setting.

Working through this course (pre-workshop task, attending the workshop and completing the associated learning) will support you in playing your part in improving urgent care.

Note prior to attending the workshop

During the workshop, we will create a safe environment for you to practise new skills to support a more advanced role in the management of urgent cases. In order to benefit, you will need to be prepared to carry out hands-on examination of simulated patients.

There will also be the optional opportunity to practise examination skills on colleagues, because by playing the role of the patient, delegates are able to experience the situation from the patient's perspective.

We will ask you to consent to undertaking the role of the patient.

Health warning – you may find health concerns with each other whilst examining. Unfortunately, the medical tutors are not in a medico-legal position to provide advice, so we would recommend that you will need to see your own GP to discuss any medical-related issues that may arise as a result of examination.

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Pre-workshop tasks

Before attending the CPPE workshop you need to complete the tasks set out below. Make sure you are prepared to fully engage with the course activities – these will help you to get the most out of the workshop.

The workshop itself is a practical learning session, designed to improve your skills in history-taking and clinical examination, as well as exploring a new range of diagnostic skills.

We strongly recommend that you complete the pre-workshop tasks set out below as part of your learning, because you will need to have obtained some background knowledge or theory before attending the workshop.

Task 1 — Urgent care: playing your part

To help give you an insight into the current pressures in the urgent and emergency care system in England, and how you can play your part complete, the CPPE e-learning programme *Urgent care: playing your part*, available at: www.cppe.ac.uk/programmes//urgent-e-01/. This will provide you with background information, because we won't be covering this in much detail during the workshop.

The e-learning programme includes a video animation from the Kings Fund, *An alternative guide to the urgent and emergency care system in England*, which describes how the system fits together and the underlying pressures, so make sure you watch this as you work through the e-learning programme.

You can also watch the video via the King's Fund website:

www.kingsfund.org.uk/projects/urgent-emergency-care/alternative-guide-urgent-and-emergency-care-system-england?gclid=CPnHsfHh1ccCFQ4SGwodpJgA1w

We estimate that it will take you **two hours** to complete this task.

Task 2 — Consultation skills for pharmacy practice

In your role in the assessment and management of urgent cases, you will be taking patient histories and carrying out clinical assessments of patients. Developing your consultation skills and demonstrating patient-centred practice is key to this more advanced role. To help you get started, you will need to complete the CPPE pre-workshop book *Confidence in consultation skills* which you can access at www.cppe.ac.uk/programmes//consultconf-w-04. This will provide you with key information which you will be able to put into practice at the workshop.

We estimate that it will take you **two to three hours** to complete this task. You will need to access the *Consultation skills for pharmacy practice: taking a patient-centred approach* distance learning programme to complete some of the tasks. This is available at www.cppe.ac.uk/programmes//consult-p-02 or via the *Why are consultation skills important for all pharmacy professionals?* step of the learning pathway at www.consultationsskillsforpharmacy.com.

Watch the Consultation Skills for Pharmacy Practice animation at: <https://vimeo.com/141168473>

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Task 3 — Service specification

Read through the associated SLAs and PGD relating to this ENT urgent care service and ensure you are familiar with their use and concept, as this detail will not be covered on the day. At the workshop, we will be running through top tips and any questions that have arisen as a result of the pre-work, so a good understanding of the LPC material is essential to get the most from this workshop.

Task 4 — Ear examination

We will be demonstrating how to use an otoscope when performing an ear examination of a patient during the workshop and you will have the opportunity to practice your technique. Don't worry if you are unfamiliar with some of the terms used during the video, and the skills demonstrated – we will be covering these during the workshop.

Watch the *Oxford Medical* video *ENT – Ear Examination – Otoscopy* on Youtube to see a demonstration of an ear examination:

<https://www.youtube.com/watch?v=FE0sot4OoAE>.

Going back to your learning in Task 2, think about how you might initiate a session like this with the patient. Write down in the space below how you would create the right environment from the patient's perspective to carry out the consultation.

Task 5 — NICE Clinical Knowledge Summaries

Visit the NICE Clinical Knowledge Summaries (CKS) and read through the following sections to allow you to have a basic understanding of the areas we will be covering at the workshop. You may not need to visit all areas, but we have listed the ones below which are most relevant:

- Ear wax: <https://cks.nice.org.uk/earwax>
- Otitis externa: <https://cks.nice.org.uk/otitis-externa>
- Otitis media: <https://cks.nice.org.uk/otitis-media-acute>
- Red eye: <https://cks.nice.org.uk/red-eye>
- Herpes simplex ocular: <https://cks.nice.org.uk/herpes-simplex-ocular>
- Allergic rhinitis: <https://cks.nice.org.uk/allergic-rhinitis>
- Conjunctivitis allergic: <https://cks.nice.org.uk/conjunctivitis-allergic>
- Conjunctivitis infective: <https://cks.nice.org.uk/conjunctivitis-infective>
- Dry eye syndrome: <https://cks.nice.org.uk/dry-eye-syndrome>
- Epistaxis: <https://cks.nice.org.uk/epistaxis-nosebleeds>

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Further optional reading on urgent care

Consultation skills for pharmacy practice

We strongly recommend that you are working towards completing the e-assessment *Consultation skills for pharmacy practice* – www.cppe.ac.uk/programmes/l/csfp-e-01 – as well as completing the *Consultation skills for pharmacy practice* learning pathway at: www.consultationskillsforpharmacy.com/pathway.asp

Passing the e-assessment will help you to check your own progress and your ability to meet the competencies set out in the practice standards for consultation skills. There are four sections to the assessment, but you don't need to complete all four sections in one go. We have produced an e-lecture which provides important hints and tips on working through the assessment, together with some assessment guidelines which are a useful reference source as you work through the assessment.

You can access the e-lecture and assessment guidelines on the Consultation skills for pharmacy practice website. You can access the *Assess my learning* section of the pathway here: <http://www.consultationskillsforpharmacy.com/pathways6.asp?P=5>.