Clinical Governance: E-learning for pharmacists and their staff (RPSGB)

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Objective:
This programme is intended to provide a basic level introduction to Clinical Governance and the components within it as they relate to community pharmacy and the new contract.

Methods:
There is a requirement for a general introduction about the concept of clinical governance to address the needs of the pharmacy clinical governance leads and all community pharmacists. The clinical governance leads are not necessarily pharmacists and could be pharmacy technicians.

Web-based, interactive presentations are provided on a modular basis using Healthcare Standards Unit / Interwise software. The modules consist of information giving, training materials with case studies and scenarios. The modules have been provided by a range of organisations including the NHS Clinical Governance Support Team, National Prescribing Centre, National Patient Safety Agency, Leicestershire Primary Care Audit Group, Pharmaceutical Services Negotiating Committee, National Pharmacy Association etc.

Seven modules have been identified which cover the range of requirements placed on pharmacy contractors through the new contract, as well as a number of issues highlighted through recent public inquiries such as the Shipman Inquiry. The intention is that pharmacists will be able to pick and choose the modules most appropriate to their learning needs. However the introductory module will be mandatory for all participants.

At the end of each module there will be a certificate of completion and potentially a link to the CPD record to enable pharmacists to complete this.

Each module should take a maximum of 60 minutes to complete.

The seven modules and the learning outcomes are:

Module	At the end of this module the participant will be able to:
1. Background	Recognise the elements that make up good clinical governance and understand how this can enhance the service they deliver
2. Audit	Demonstrate how different types of audit can be used to review and develop the services they deliver
3. Patient & Carer Involvement	Understand the ways in which you can engage with service users and gain feedback on their experience and recognise how this information can be used to improve the services offered
4. Patient Safety	Recognise the value of incident reporting and learning from incidents and be able to develop a risk assessment process for their own pharmacy
5. Good Practice	Be aware of current good practice on a variety of issues and be able to identify potential sources of information to assist in developing services
6. Clinical Effectiveness	Identify how and where to access evidence based information and apply these to the pharmacy services where appropriate
7. Monitoring Professional standards	Recognise the importance of maintaining professional standards for all staff and select appropriate tools to assist in the monitoring and development of the pharmacy team

Results:
The e-learning clinical governance programme for community pharmacists represents groundbreaking work in a field where community pharmacists have little previous experience, but now have contractual and professional obligations. It is envisaged that the programme will be available to all pharmacists from April 2006. A comprehensive evaluation of the e-learning programme will take place in the summer of 2006 and this will assess uptake of each module and feedback from participants. Questions being used for the evaluation process include the ease of downloading the necessary software, the cost effectiveness of the training, accessibility of the information, usability and usefulness of the content. The results of the evaluation will be available for the ISQua conference in October 2006.

Conclusions:
Due to the nature of pharmacy work and the potential target audience (circa 24,000), traditional workshop or conference style training is not practical. Training offered via an electronic medium offers flexibility and accessibility as well as the ability to reach a wider potential audience. This is an innovative way of providing training to community pharmacists, allowing the pharmacists to determine where and when they learn.

The development and delivery of the modules is an excellent example of collaboration between a number of high profile organisations.