

Appendix C: Pre-registration Pharmacist Professional Attributes Framework (PAF)

1. Person-Centred Care

- 1.1. Demonstrates empathy and seeks to view situation from the individuals' perspective
- 1.2. Places the person who is receiving care first, in everything they do (NHS Values 1))
- 1.3. Accurately assesses, takes into account and is sensitive to the person's current and longer-term expectations, needs, situation and their wider social circumstances (NHS Values 2 & 4)
- 1.4. Shows genuine interest in, and compassion for, the individual; makes them feel valued (NHS Values 4)
- 1.5. Works collaboratively with individuals, empowering and guiding every person to make an informed choice in their care (NHS Values 1)

2. Communication and Consultation Skills

- 2.1. Adapts approach, language or communication style for audience and across a variety of contexts
- 2.2. Identifies and interprets non-verbal cues from others
- 2.3. Effectively uses non-verbal communication
- 2.4. Seeks confirmation of understanding when communicating, clarifying where necessary
- 2.5. Elicits accurate and relevant information from individuals
- 2.6. Provides accurate and clear information and advice to people receiving care and colleagues
- 2.7. Instils confidence in others through communication style
- 2.8. Effectively builds rapport with individuals; asks open questions and facilitates a two-way dialogue
- 2.9. Breaks down complex information in a way that can be easily understood by others
- 2.10. Actively listens to others; is focussed and attentive to what they have to say (NHS Values 4)
- 2.11. Exhibits suitable levels of confidence and assertiveness when communicating; able to influence appropriately
- 2.12. Ensures has the relevant information before communicating

3. Problem Solving, Clinical Analysis and Decision Making

- 3.1. Applies clinical knowledge in the practising environment; draws all knowledge together and builds upon what they have learnt to benefit the person receiving care
- 3.2. Demonstrates proactivity and persistence when seeking a solution, whilst also demonstrating awareness of when sufficient information has been obtained
- 3.3. Knows where to find and access information, or seeks to find out when uncertain
- 3.4. Undertakes a holistic approach to problem solving and decision making; integrates and assimilates information about the individual from different sources to ensure a person-centred outcome (NHS Values 1)
- 3.5. Explores multiple options when problem solving and making decisions; weighs up pros and cons associated with all options
- 3.6. Identifies the most important and relevant pieces of information effectively

- 3.7. Critically appraises information; applies a questioning approach and seeks to further understand and explore rather than taking things at face value
- 3.8. Undertakes a logical and systematic approach to problem solving; methodically working through an issue or problem
- 3.9. Effectively uses mathematical skills in pharmaceutical calculations in the context of person-centred care

4. Self-directed Learning and Motivation

- 4.1. Demonstrates curiosity, commitment and a desire to learn
- 4.2. Shows enthusiasm and passion for the role
- 4.3. Takes ownership for identifying own learning gaps and development needs; records progress/development activities and stays up to date
- 4.4. Seeks, and acts upon, advice, support and feedback to assist their own learning and development (NHS Values 3)
- 4.5. Undertakes reflective practice; analyses and evaluates how they may have done something differently or what went well
- 4.6. Demonstrates awareness and acknowledgement of own limitations and boundaries in relation to knowledge and competence
- 4.7. Is a self-starter; demonstrates proactivity, initiative and willingness to take on opportunities and learn
- 4.8. Is driven to achieve the highest standards of care and strives for excellence (NHS Values 3 & 5)

5. Multi-Professional Working and Leadership

- 5.1. Understands, values and respects all roles (including their own) within the immediate and wider team, as well as team members' skill sets and knowledge
- 5.2. Willing and able to facilitate others' learning through sharing own knowledge/experience and/or supporting others when learning
- 5.3. Builds and maintains meaningful and trusting relationships with team members and other health and social care professionals outside of the immediate team (NHS Values 1)
- 5.4. Demonstrates an awareness of other team members' workloads and pressures and adapts their interactions accordingly
- 5.5. Works collaboratively; provides assistance, support and guidance to other members of the team for the benefit of the person receiving care (NHS Values 1)
- 5.6. Provides constructive feedback for both individual development and continuous improvement (NHS Values 5)
- 5.7. Motivates and leads others; acts as a role model
- 5.8. Demonstrates willingness and ability to actively learn from others
- 5.9. Demonstrates an awareness of the available resources within the team and makes use of these through appropriate delegation to achieve person-centred outcomes

6. Quality Management and Organisation

Pre-registration Pharmacist Recruitment

- 6.1. Is accurate in their work and undertakes quality assurance processes, demonstrating excellent attention to detail (NHS Values 3)
- 6.2. Keeps accurate and comprehensive records (e.g. notes, labelling) for the purposes of ensuring safe and effective care
- 6.3. Good self-management; organises own time effectively to meet the required standards
- 6.4. Able to prioritise; understands the importance of tasks and deadlines
- 6.5. Takes a methodical, ordered and structured approach to their work to ensure the delivery of high quality care
- 6.6. Uses information technology appropriately to effectively manage and organise work

7. Professional Integrity and Ethics

- 7.1. Works within the law, ethical guidelines, and regulations, including confidentiality, consent and safeguarding
- 7.2. Takes responsibility for self and is accountable for ones' own actions or lack of actions
- 7.3. Demonstrates honesty and trustworthiness (NHS Values 2)
- 7.4. Is open and honest about the mistakes they have made or when things have gone wrong
- 7.5. Is reliable and dependable in carrying out work duties and responsibilities
- 7.6. Recognises and values equality and diversity, treating everyone with courtesy, dignity and respect (NHS Values 2 & 6)
- 7.7. Is prepared to challenge poor practice or behaviours, or speak up when errors or oversights are observed

8. Resilience and Adaptability

- 8.1. Responds well to change, and is willing to initiate change where appropriate
- 8.2. Agile; able to quickly adapt to changes in roles, demands or environment
- 8.3. Demonstrates resilience; able to bounce back from difficult situations, setbacks or challenges
- 8.4. Manages own emotions during interactions with others and does not allow emotions to influence decisions
- 8.5. Remains calm, and is able to work effectively, in high pressured situations

9. Pharmacy in Practice

- 9.1. Understands and appreciates pharmacy workflow and dynamics of clinical practice
- 9.2. Understands the broader pharmacy landscape, its position and interaction with the wider healthcare context and the progression of a person's journey through this
- 9.3. Demonstrates an awareness of the business and financial responsibilities within healthcare

Note

Where a behavioural indicator links to one or more of the six NHS values, this has been indicated. Further information about NHS values can be found at [The NHS Constitution for England - GOV.UK](https://www.gov.uk/government/organisations/nhs/about/nhs-values)