

Title: Impact of blended learning on professionals' self-efficacy to raise fitness to practise concerns

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Abstract:

Background Pharmacy professionals have a responsibility to learn from incidents, challenge poor practice and speak up when they have concerns that could affect patient safety<sup>1</sup>. The General Pharmaceutical Council (GPhC) approached WCPPE to develop a training programme to explain the Fitness to Practise (FtP) process and support individuals to raise concerns across the managed sector, with the support of the Chief Pharmacists in Wales. Methods Pharmacy professionals were asked to complete an e-learning module followed by a case-based discussion workshop. All participants completed a questionnaire to ascertain perceived change in knowledge of the Fitness to Practise process or confidence to raise concerns and intention to change practice after completion of the training. Results 657 pharmacy staff completed the blended learning programme. After completing the programme 99% of participants reported a change in knowledge on Fitness to Practise and 85% felt confident or fully confident in their ability to raise potential concerns. Top 2 things participants intended to do differently were to talk about errors, reflect on solutions and support colleagues (22%) and document actions taken clearly (21%). Conclusion The blended learning approach was effective at increasing the pharmacy team's knowledge of the Fitness to Practise process and had a positive influence on their confidence to raise concerns. Study limitations were that outcomes were self-reported rather than measured. References 1. General Pharmaceutical Council, 2017. In practice: Guidance on raising concerns.