



**Lifelong
Learning
Programme**

PHAR-QA Quality Assurance in European Pharmacy Education and Training.

**The consortium evaluation of the PHAR-QA
framework of competences for pharmacists - revised
version.**

The PHAR-QA survey of competences for pharmacists.

We hereby invite you to evaluate our revised version of the PHAR-QA competence framework. The revision is based on the ranking of, and comments on, the previous version. The previous version and some of the data obtained are available at: <http://www.phar-qa.eu/delphi/>

The major changes are:

- **Questions have been simplified especially regarding matters of treating one topic per question and English expressions**
- **The section on the subject areas as given in the directive 2013/55/EU (physics, biology...) has been removed as these were not considered finally as “competences”**
- **Questions on research and industrial pharmacy have been reworked given the level for which this framework is intended: 5-year pharmacy degree – not postgraduate specialisation. The emphasis is on “being aware of” rather than “capable of doing”. Thus by “knowledge” we mean “being aware of”, and by “ability” we mean “capable of doing”.**
- **This version includes an open-ended question for your suggestions on matters not treated and other comments.**

As in the previous version you are asked to rank the importance of all the competences. The ranking scale is as follows:

- 1. Not important = Can be ignored.**
- 2. Quite important = Valuable but not obligatory.**
- 3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.**
- 4. Essential = Obligatory.**
- 5. I cannot rank this competence.**

If you wish to change your ranking for one or several competences click on the "Previous" button to reach the relevant page(s) before the final validation of your replies.

Further information can be obtained from Jeffrey ATKINSON, executive director of PHAR-QA.

Jeffrey.atkinson@univ-lorraine.fr

<http://pcn-consultants.com>.

Thank you for participating in this survey.



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Your details.

1. What is your age?

2. Country of residence.

If you choose other, please specify.

3. Current occupation.

If you choose other, please specify.



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Your details (cont'd).

4. If you are a student, what is your year of enrolment?

If you choose other, please specify.

5. If you are a professional (licensed practitioner, academic staff...), how long have you been practising?

6. Job title



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Personal competences: learning and knowledge.

7. Personal competences: learning and knowledge.

According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence.
1. Ability to identify learning needs and to learn independently (including continuous professional development (CPD)).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to apply logic to problem solving.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to critically appraise relevant knowledge and to summarise the key points.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence.
4. Ability to evaluate scientific data in line with current scientific and technological knowledge.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ability to apply preclinical and clinical evidence-based medical science to pharmaceutical practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Ability to apply current knowledge of relevant legislation and codes of pharmacy practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any further comments about the above competences or think we have missed anything please respond below.



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Personal competences: values.

8. Personal competences: values.

According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important	Quite important	Very important	Essential	I cannot rank this competence.
1. A professional approach to tasks and human relations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to maintain confidentiality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to take full responsibility for patient care.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ability to inspire the confidence of others in one's actions and advise.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of appropriate legislation and of ethics.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any further comments about the above competences or think we have missed anything please respond below.



Personal competences: communication and organisational skills.

9. Personal competences: communication and organisational skills.
According to your experience how would you rank each competence?

The ranking scale is as follows:

- 1. Not important = Can be ignored.
- 2. Quite important = Valuable but not obligatory.
- 3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
- 4. Essential = Obligatory.
- 5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence.
1. Ability to communicate effectively - both oral and written - in the locally relevant language.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to effectively use information technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to work effectively as part of a team.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ability to implement general legal requirements that impact upon the practice of pharmacy (e.g. health and safety legislation, employment law).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ability to contribute to the training of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence.
6. Ability to manage risk and quality of service issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Ability to identify the need for new services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Ability to understand a business environment and develop entrepreneurship.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Personal competences: research and industrial pharmacy.

10. Personal competences: research and industrial pharmacy.
According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence.
1. Knowledge of design, synthesis, isolation, characterisation and biological evaluation of active substances.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Knowledge of good manufacturing practice and of good laboratory practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Knowledge of European directives on qualified persons.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledge of drug registration, licensing and marketing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Knowledge of the importance of research in pharmaceutical development and practice.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Patient care competences - patient consultation and assessment.

11. Patient care competences - patient consultation and assessment.

According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

Not important. Quite important. Very important. Essential. I cannot rank this competence

1. Ability to interpret basic medical laboratory tests.

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
2. Ability to perform appropriate diagnostic tests e.g. measurement of blood pressure or blood sugar.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Ability to recognise when referral to another member of the healthcare team is needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Patient care competences - need for drug treatment.

12. Patient care competences - need for drug treatment.

According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.

- 2. Quite important =Valuable but not obligatory.
- 3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
- 4. Essential = Obligatory.
- 5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
1. Ability to retrieve and interpret information on the patient's clinical background.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to compile and interpret a comprehensive drug history for an individual patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to identify non-adherence to medicine therapy and make an appropriate intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ability to advise to physicians on the appropriateness of prescribed medicines and - in some cases – to prescribe medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any further comments about the above competences or think we have missed anything please respond below.



Patient care competences - drug interactions.

13. Patient care competences - drug interactions.

According to your experience how would you rank each competence?

The ranking scale is as follows:

- 1. Not important = Can be ignored.
- 2. Quite important = Valuable but not obligatory.
- 3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
- 4. Essential = Obligatory.
- 5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
1. Ability to identify and prioritise drug-drug interactions and advise appropriate changes to medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to identify and prioritise drug-patient interactions, including those that prevent or require the use of a specific drug, based on pharmaco-genetics, and advise on appropriate changes to medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to identify and prioritise drug-disease interactions (e.g. NSAIDs in heart failure) and advise on appropriate changes to medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Patient care competences: provision of drug product

14. Patient care competences: drug dose and formulation.

According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
1. Knowledge of the bio-pharmaceutical, pharmacodynamic and pharmacokinetic activity of a substance in the body	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to recommend interchangeability of drugs based on in-depth understanding and knowledge of bioequivalence, biosimilarity and therapeutic equivalence of drugs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to undertake a critical evaluation of a prescription ensuring that it is clinically appropriate and legally valid.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Knowledge of the supply chain of medicines thus ensuring timely flow of quality drug products to the patient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ability to manufacture medicinal products that are not commercially available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Patient care competences - patient education.

15. Patient care competences - patient education.

According to your experience how would you rank each competence?


The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
1. Ability to promote public health in collaboration with other professionals within the healthcare system.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to provide appropriate lifestyle advice to improve patient outcomes (e.g. advice on smoking, obesity, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to use pharmaceutical knowledge and provide evidence-based advice on public health issues involving medicines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any further comments about the above competences or think we have missed anything please respond below.



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Patient care competences - provision of information and service.

16. Patient care competences - provision of information and service.
According to your experience how would you rank each competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
1. Ability to use effective consultations to identify the patient's need for information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to provide accurate and appropriate information on prescription medicines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Ability to provide evidence-based support for patients in selection and use of non-prescription medicines.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Patient care competences - monitoring of drug therapy.

17. Patient care competences - monitoring of drug therapy.

According to your experience how would you rank each for competence?

The ranking scale is as follows:

1. Not important = Can be ignored.
2. Quite important = Valuable but not obligatory.
3. Very important = Obligatory with exceptions depending upon field of pharmacy practice.
4. Essential = Obligatory.
5. I cannot rank this competence.

By "knowledge" we mean "being aware of" rather than "capable of doing", and by "ability" we mean "capable of doing".

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
1. Ability to identify and prioritise problems in the management of medicines in a timely and effective manner and so ensure patient safety.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Ability to monitor and report Adverse Drug Events and Adverse Drug Reactions (ADEs and ADRs) to all concerned, in a timely manner, and in accordance with current regulatory guidelines on Good Pharmacovigilance Practices (GVPs).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Not important.	Quite important.	Very important.	Essential.	I cannot rank this competence
3. Ability to undertake a critical evaluation of prescribed medicines to confirm that current clinical guidelines are appropriately applied.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Ability to monitor patient care outcomes to optimise treatment in collaboration with the prescriber.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Ability to contribute to the cost effectiveness of treatment by collection and analysis of data on medicines use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have any further comments about the above competences or think we have missed anything please respond below.