

Postgraduate Diploma in General Pharmacy Practice: Skills for Diploma Tutors

Target Audience

Primarily less experienced Practice Tutors. However more experienced Practice tutors and Educational Facilitators (EFs), particularly those who may become Practice Tutors, are most welcome

Learning Outcomes

By the end of this study day participants should be able to:

- define the characteristics of good listening skills and compare them with poor listening skills
- describe the different types of questions that are appropriate to use in a tutor / tutee relationship
- describe the developmental feedback model and identify when it is appropriate to use this model
- begin to define 'self-directed learning' in the context of the JPB diploma
- identify when to instruct a tutee and when to support self-directed learning
- discuss how to structure a discussion to ensure an agreed outcome
- use listening and questioning skills when conducting a RITA or giving mini-PAT results
- demonstrate giving developmental feedback
- Evaluate the training and identify your own learning and development needs as a result

Links to relevant frameworks

NHS Knowledge & Skills Framework (KSF):

C1 – Communication and C2 – Personal & People Development dimensions.

Advanced & Consultant Level Framework (ACLF): Certificates are issued for attending and evaluating JPB Tutor Support Training Sessions. These sessions are named as providing underpinning knowledge and skills for elements of the JPB Advanced Practice Programme and the associated ACLF.

Programme (for a half-day session - typically a 1pm start, to finish by 5pm)

5 minutes	Welcome, Introduction and Requests
40 minutes	Listening & questioning skills
40 minutes	Feedback skills
10 minutes	Break – please share your ideas on the flipcharts provided!
30 minutes	Instructing your tutee and supporting self-directed learning/Questions to ask
30 minutes	Structuring a discussion to achieve an agreed outcome
60 minutes	Practice scenarios (of mini-PAT/RITA feedback session) 2 scenarios – 20 minutes (10 minutes per role play) for each scenario + 2 x 10 minutes group discussion between and at the end of the scenarios
10 minutes	Evaluation and close