

Consultation Skills and Quality of Care

Module Code:	PHA7041-B
Academic Year:	2018-19
Credit Rating:	20
School:	School of Pharmacy and Medical Sciences
Subject Area:	Pharmacy
FHEQ Level:	FHEQ Level 7 (Masters)

Pre-requisites:

Co-requisites:

Contact Hours

Type	Hours
Tutorials	8
Directed Study	192

Availability Periods

Occurrence	Location/Period
BDA	University of Bradford / Academic Year (Sept - May)
BDA	University of Bradford / Non-Standard Academic Year (Jan - Sept)

Module Aims

To provide students with the opportunity to:

- Develop the confidence and ability to communicate effectively with patients and healthcare professionals.
- Explore and utilise different models of consultation
- The ability to reflect on their practice to inform and plan their professional development.
- The ability to contribute to enhancing the quality of pharmacy services

Outline Syllabus

The organisational culture and structure of the NHS, professional relationships in the NHS, working at the interface, risk management and clinical governance, service delivery and evaluation, models of consultation patient-centred care.

Module Learning Outcomes

On successful completion of this module, students will be able to...

- 1 1a. Demonstrate in-depth understanding of the organisational structure, culture and priorities of the NHS
1b. Critically apply knowledge of models of consultation and communication strategies to your practice.
- 2 2a. Systematically gather, critically analyse and evaluate information in order to make recommendations regarding treatment and pharmacy services
- 3 3a. Work effectively as part of the multidisciplinary team to deliver patient-centred care
3b. Communicate confidently and effectively with patients and the multi-disciplinary team.
3c. Critically reflect on your practice and, using the standards set out in the Foundation Pharmacy Framework (FPF), identify your own professional development needs and take appropriate action.

Learning, Teaching and Assessment Strategy

Learning outcomes 1a & 2a are developed & achieved through student directed study using the virtual learning environment (VLE) and student presentations.

Learning outcome 1b is developed and achieved through contextualising workshops that cover key topics that will be further explored in; student-centred directed learning activities and reflection utilising the VLE. Evidence based content will be delivered by faculty experts & students will be encouraged to identify evidence based arguments & critique these in relation to their practice. Different methods will be used to explore subjects covered in workshops/lectures & provide students with opportunity to discuss & analyse the topics. Students will also have the opportunity to demonstrate improvement in their communication & presentation skills (Learning outcomes 3a -3c). Extensive use is made of the VLE & this medium is used to compliment workshops/lectures, to support students & includes relevant web-sites, documents & a range of online resources.

Learning outcomes 1a-3c are assessed via summative written assessment. Students will be able to submit work prior to the final submission date & receive formative feedback. Reviewers will sample approximately 500 words of the draft assignment & will provide developmental comments on aspects of writing style, structure & relevant content.

Mode of Assessment

Type	Method	Description	Length	Weighting	Final Assess'
Summative	Coursework	Critical reflection by student on application of current NHS policy to their practice	-2000 words	50%	Yes
Summative	Coursework	Critical reflection by student of their own consultation skills	-2000 words	50%	No

Legacy Code (if applicable)

PH-5115L

Reading List

To view Reading List, please go to [rebus:list](#).