

## CPD planned learning form – community pharmacy

### 1. What are you planning to learn?

I want to learn more about the abuse or misuse of over the counter (OTC) medicines. I have noticed that some customers are coming in regularly and asking for the same products again. I have been asked by the pharmacy manager to monitor the supply. I want to learn more about what to look out for when a customer keeps asking for the same medicine and refresh my knowledge of those medicines that may possibly be subject to abuse or misuse. The learning will hopefully benefit customers as it will help to avoid inappropriate supply.

There is a description of what you want to learn

### 2. How are you planning to learn it?

My company has organised a lunchtime staff training session for staff. We have been sent information leaflets to read in advance of the training.

There is a description the relevance of the learning to your practice

### 3. Give an example of how this learning has benefited the people using your services.

We recently had a problem with a person who was regularly trying to buy regular supplies of Sudafed tablets. We spoke to him about his underlying health concerns and the appropriate use of OTC medicines and then through our network discovered he was also visiting other branches to buy the same product. We contacted the Health Board and made them aware of the situation – they then emailed all the pharmacies in the area to alert them to the situation not only to prevent inappropriate supply but also to address the potential health issues affecting the person.

There is a description how the learning will affect the people using your services

There is a description the options or activities you have selected to carry out

There is a description how you have applied the learning

There is a description how the learning – once you have applied it – has benefited the people using your services, illustrated with an example