

CPD unplanned learning form – management and leadership

1. Describe an unplanned event or activity that enabled you to learn something new or refresh your knowledge or skills.

colleague is undertaking a pharmacy management qualification and had been asked to complete an essay on how her role fits into, and how her department are working to further the aims of a national strategy for pharmacy. She sent me a copy of her first draft essay for review and comment. As it had been some time since I had read the strategy I decided to reread it prior to commenting on the draft essay. As well as refreshing my memory, I spent time reflecting on the aims of the strategy in relation to my department, my role and how I could personally contribute to its application. Having updated my knowledge, I provided comment to my colleague to help improve her draft essay, making it more relevant to the topic in question. I also encouraged her to read the document more fully and reflect on it in relation to her individual role.

There is a description of the activity you took part in that enabled new learning

There is a description what you have learnt

2. Give an example of how this learning benefited the people using your services.

My colleague has indicated that she:

- a) has a better understanding of the strategy and the vision for pharmacy and,
- b) is more aware of how the strategy is being implemented in her department and,
- c) is reflecting on how she can personally work towards the aims.

My own refresher has reminded me of the aims of the vision for pharmacy and that I should be using that mindset when planning my workload (e.g. in terms of communicating with others and providing resources to support work that staff and General Practices are asked to do).

This will benefit service users (both in terms of interaction with myself and my colleague) in that we will both be trying to work in a more inclusive, patient centred manner, putting the patient at the heart of what we do (and encouraging others to do so too).

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