ROYAL PHARMACEUTICAL SOCIETY

E-Portfolio User
Guide
For NHS 111
Transition
Programme
(Wales)
Learners



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1 Introduction

The Royal Pharmaceutical Society (RPS) have developed an E-portfolio for NHS 111 learners to record their learning and development. Our life-long learning portfolio allows you to collate and record evidence of practice throughout your whole career.

The E-portfolio has been designed to be flexible, to enable self-directed work or instruction via your training provider. It contains forms and templates to enable you to fulfil the requirements of your training. We will continue to update and enhance the E-portfolio to ensure that it continues to be a user-friendly, intuitive, and functional platform. Learning and development tools will also be reviewed regularly to ensure that they reflect current practice.

The following is a technical user guide that outlines the main functions of the portfolio for learners. Users are also advised to refer to guidance from your employer and/or training provider.

We are keen to have your feedback on the E-portfolio. If you have any comments or suggestions for improvement, please contact the RPS directly. Contact details are provided at the end of this user guide.

2 Using the E-Portfolio

This section contains general information on the technical functionality of the E-portfolio.

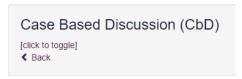
2.1 Help and Additional Information

We have included additional help information throughout the E-portfolio to explain what you need to do.

You will notice an option to "click to toggle" or a question mark symbol



Select these to get more details on the section you are viewing, and you will see a hint or additional information about what you should include and take into consideration. An example of the "click to toggle" option is shown below.



Case Based Discussion (CbD)

[click to toggle]

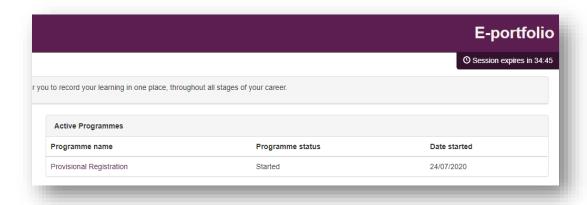
Instructions

- · Score the pharmacist on the scale provided.
- Scoring should reflect the expected entry-level of performance for an entry level NHS111 pharmacist.
- · 'Not applicable' means that the pharmacist did not cover the identified area as it was not within the context of the procedure or case
- · 'Below expected level of performance means that either the pharmacist did not cover the identified area to a competent level or it was not demonstrated at all, and should have been.

2.2 Session Timer

You will notice a timer in the top right-hand corner of your screen. This is a countdown of inactivity. If you are inactive for a period of 35 minutes, you will automatically be logged out of your portfolio.

The timer resets to 35 minutes each time you interact with the portfolio, such as clicking a button, or completing a form. Please note that simply moving your cursor around on the page is not considered as an interaction.

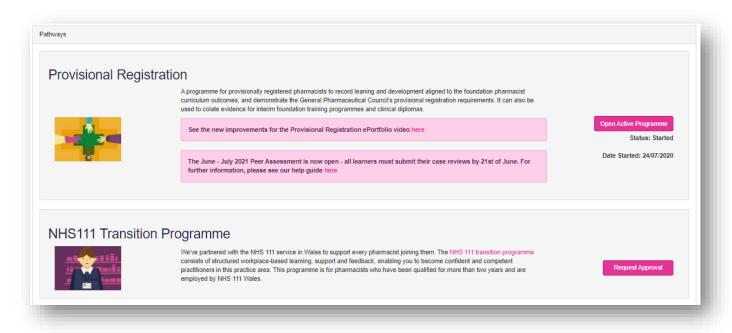


3 Getting Started

When you first access the E-portfolio, you will need to select a programme.

3.1 Selecting your Programme

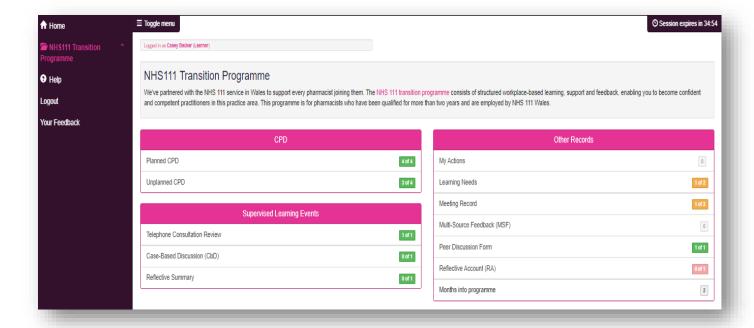
Select your programme.



You will need to "request approval" to start the programme before being allowed to enter the E-portfolio.



After requesting approval and getting this accepted you can open your active programme, you will see the below home page. Here you can access all the sections relevant to your programme and add records to them. You will also have access to a menu, on the left-hand side, by clicking "NHS111 Transition Programme".



3.2 Tutors

You will be assigned a Tutor by the administration team. This is required before you can start using your E-portfolio. Your tutor will be listed under the 'Portfolio Collaborators' section on the left-hand side menu (see diagram below).

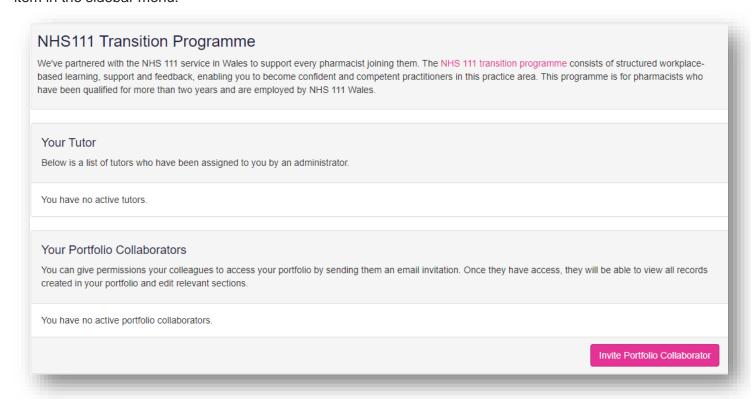
3.3 Portfolio Collaborators

Some of the tools and records in the E-portfolio require input from other colleagues (collaborators). For them to be able to support your development, you will need to give them access to your E-portfolio. As a learner, you have control over who gets to view the details and content of your portfolio. See the table in section 3.4 for further details of what different collaborators have access to.

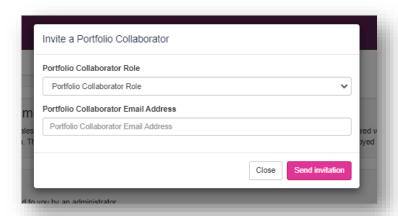
Collaborators are your senior pharmacist, educational supervisors, employers or colleagues you want to give access to view your portfolio and contribute to it. You can add (and remove) a collaborator at any point.

Please note that once invited and accepted, a collaborator will be able to view all contents of your E-portfolio.

To invite a collaborator to view and add to your portfolio select the "**Portfolio Collaborators**" navigation item in the sidebar menu.



This will take you to a page which will display all your currently invited collaborators. Select the "**Invite Portfolio Collaborator**" button to start the invitation process.



This will open a pop-up window for you to insert the details of your collaborator, you will need to choose their role type from the dropdown menu (appointed tutor or employer) and a corresponding email address.

This will send an email notification to them and their details will then be displayed on the portfolio collaborators page. At any point you can also delete a collaborator by selecting the cross (x) icon; or you can re-send the invitation if your collaborator cannot find it.

Your Tutor Below is a list of tutors who have been assigned to you by an administrator.				
Email Address		Date Invited		
chris@rowley.eu		26/08/2021		
Ticketing Below is a list of all your exist	sting tickets.			
Date Invited Colla	aborator	Form	Title	Status

TIP: If your portfolio collaborator has not received an email and you have used the right email address, ask them to check their junk folder in case the email has been recognised as junk.

Case Based Discussion (CbD)

wqewq

Sent

27/08/2021

qwewq@hot.com

3.4 User Roles

The E-portfolio contains tools and templates to support professional development. The table below outlines the different tools and who have access to each tool. You can find further details about the different tools and roles in the glossary at the end of this document.

	Tool	Learner	Appointed tutor	Employer
	End of Training assessment	√	√	√
٥	Planned CPD	✓	✓	✓
CPD	Unplanned CPD	✓	✓	✓
	Framework summary	✓	✓	✓
	File upload	✓	✓	✓
	Learning Needs Analysis	√	✓	√
	Meeting Records	✓	✓	✓
	Multi-source feedback	✓	✓	✓
	Peer discussion form	√	✓	✓
	Reflective account	✓	✓	✓
rning	Telephone consultation review	√	✓	✓
Supervised Learning Events	Case-based Discussion (CbD)	✓	✓	✓
Su	Reflective Summary	✓	✓	✓
	Portfolio collaborators	✓	✓	✓

4 Identifying your Development Needs

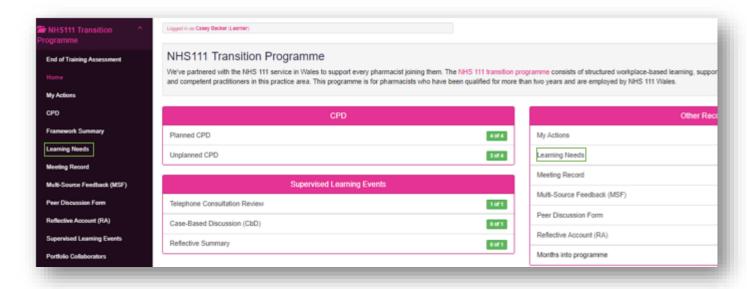
We have incorporated several tools to help you identify your strengths and areas for development.

4.1 Learning Needs

The learning needs analysis (LNA) enables you to assess your practice against the Knowledge and capability guide. You are recommended to complete a learning needs analysis every 6-12months or when your practice changes significantly, such as a change in rotation, role or responsibilities. If you are undertaking a formal training programme, check the requirements of your training provider, as they may require you to complete the learning needs analysis more frequently.

4.1.1 Completing a learning needs analysis

To complete a learning needs analysis, select the "Learning Needs Analysis" option from the left-hand navigation menu or the "Other Records" on the main home page dashboard.



Select "Start New" to open a new learning need.

Learning Needs Analysis (LNA)



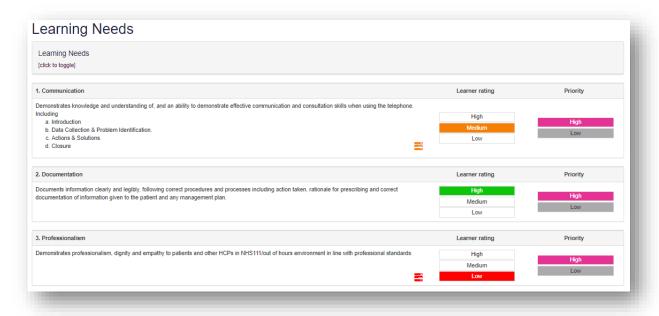
Learning Needs		
Learning Needs [click to toggle]		
1. Communication	Learner rating	Priority
Demonstrates knowledge and understanding of, and an ability to demonstrate effective communication and consultation skills when using the telephone. Including a. Introduction b. Data Collection & Problem Identification. c. Actions & Solutions. d. Closure	High Medium Low	High Low
2. Documentation	Learner rating	Priority
Documents information clearly and legibly, following correct procedures and processes including action taken, rationale for prescribing and correct documentation of information given to the patient and any management plan.	High Medium Low	High Low
3. Professionalism	Learner rating	Priority

Work through the sections and assess yourself against all the learning outcomes.

You will need to indicate:

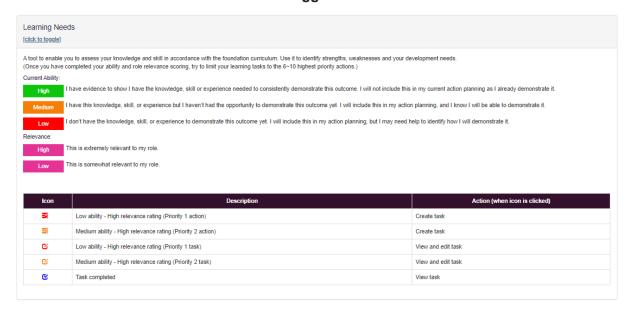
- Learner rating: Your current ability in demonstrating the outcome
- Priority: Shows the relevance of that outcome to your current practice

The ratings are *High*, *Medium* or *Low*.



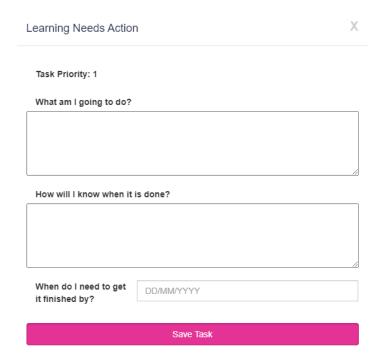
You will see that for certain ratings, icons will appear next to each outcome.

Outcomes that require further development are highlighted by an **action** icon **\equiv**. Full details of all icons can be found in the table under 'Click to Toggle'.

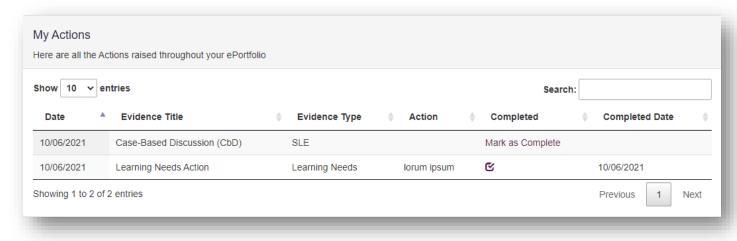


4.1.2 Creating and managing tasks

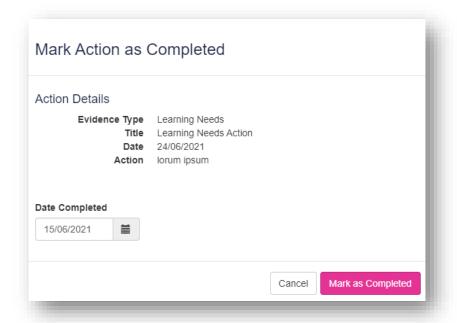
Clicking on the action icon will enable you to create a task. You should create an action and decide the deadline by when it will be achieved. The evaluation field is to be filled in once you have carried out the action.



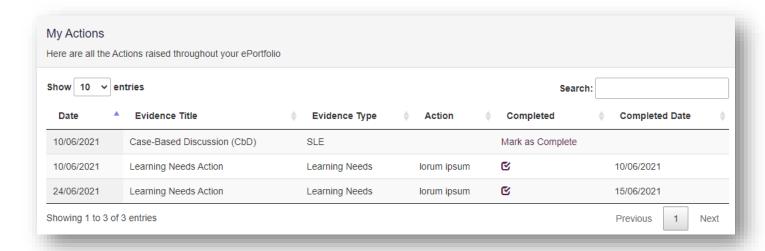
Your tasks are saved under the My Actions area.



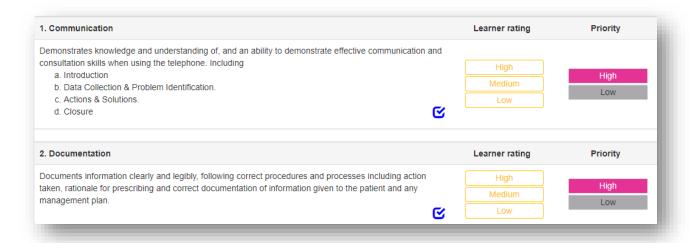
Ensure you mark the task as complete in the **My Action** area. Find the task on your list and click on "**Mark** as **Complete**". Enter the **completion date** and select "**Mark** as **Completed**".



Completed tasks are displayed that the bottom of the action plan list.



Within the **Learning Needs**, the task icon for the completed task will change to a blue icon.



4.1.3 Learning needs icons

The table below summarises the icons that you might see in the learning needs tool. The action column describes the action you can take if you click on the icon within the learning needs analysis.

Icon	Description	Action (when icon is clicked)
	Low ability – High relevance rating (Priority 1 action)	Create task
	Medium ability – High relevance rating (Priority 2 action)	Create task
	Low ability – Medium relevance rating (Priority 3 action)	Create task
	Medium ability – Medium relevance rating (Priority 4 action)	Create task
Ø	Low ability – High relevance rating (Priority 1 task)	View and edit task
©.	Medium ability – High relevance rating (Priority 2 task)	View and edit task
©.	Low ability – Medium relevance rating (Priority 3 task)	View and edit task
C	Medium ability – Medium relevance rating (Priority 4 task)	View and edit task
S	Task completed	View task

You will see a summary of all tasks for each domain at the top of each section.

The tasks' icons (CiCiCi) indicate how many tasks are in progress and/or have been completed.

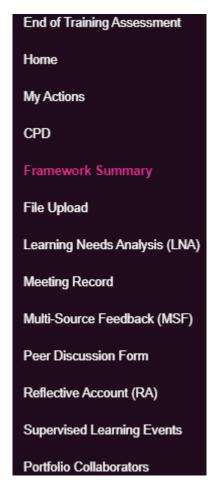
5 Recording and planning your development

The E-portfolio contains several tools that you can use to support your development. These can be used as required to facilitate and structure learning.

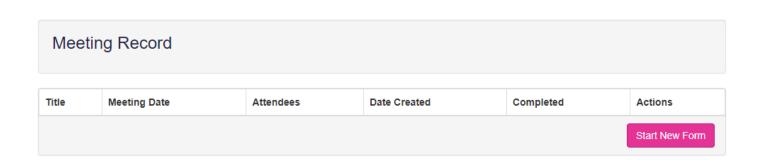
5.1 Meeting Record

This is an area where you can record details of your development meetings, and actions arising from meetings. The form is designed to be flexible so you can use it for any meetings with your appointed tutor.

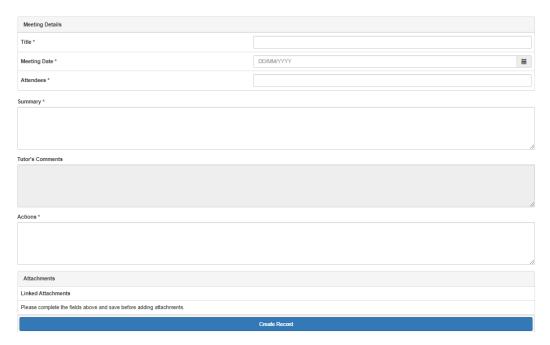
Select the "Meeting Record" navigation item from the menu or the Other Records section on your home page dashboard.



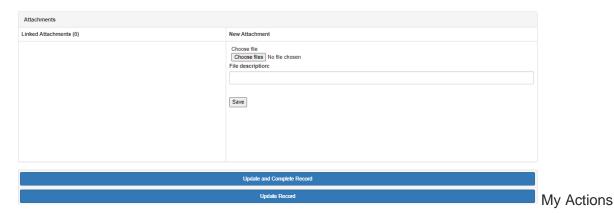
Once the page has loaded, select the "Start new form" to start creating the meeting record.



In the first section you will need to insert appropriate text into the boxes marked with an *. Once you are happy with the details you have entered select the "Create Record" button.



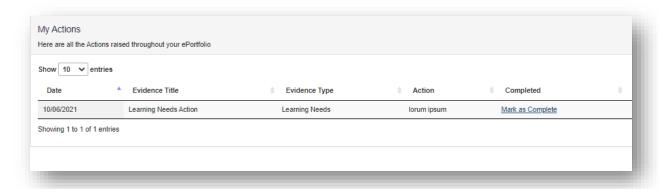
The record will then allow you to attach any relevant documents and provide you with the option to "Update and complete record" or "Update record". Your tutor will be able to see the record once this stage has been actioned.



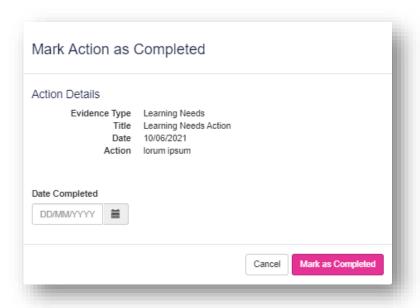
This section enables you to view actions raised throughout your E-Portfolio. This is essentially a 'to-do' list for your learning and development.

Select the "**My Actions**" option either in the navigation section in the side navigation menu or under the "**Other Records**" section of your dashboard.

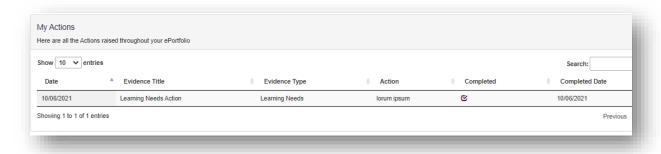
You will see a list of actions pulled from your E-Portfolio.



Where you can "Mark as Complete" on a specified date.



This will then show in your list.



6 Using Supervised Learning Events (SLEs) to Support your Development

Supervised learning events tools supports the development of specific knowledge, skills or attributes. They are also known as Workplace based assessments (WBAs) or work based assessments (WBAs). Examples are:

- Telephone Consultation Review
- Case Based Discussion (CbD)
- Reflective Summary

These tools should be completed with your senior pharmacist, or educational supervisor/tutor. They will observe you in practice and provide you with feedback on how well you have demonstrated specific knowledge, skills or attributes.

In most cases your senior pharmacist, or educational supervisor/tutor, will complete all sections. However, we have designed these tools to be flexible so you can complete sections too. Once you have completed relevant sections, you will need to indicate that the record is complete to enable your tutor to sign off.

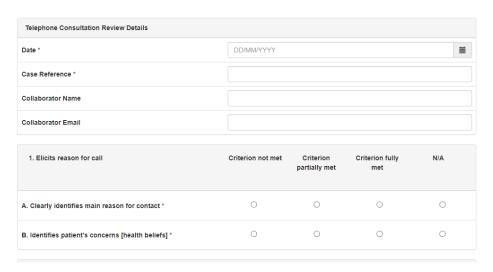
6.1 Telephone Consultation review

The tool enables you to provide critical self-assessment whilst undertaking a telephone consultation.

Select the "**Telephone Consultation Review**" option under the Supervised Learning Events area of your home dashboard page.



A new window will open, fill in the appropriate text boxes and select "**criterion**" for relevant aspects of the call.



Once completed, toggle the "**Framework Summary**" to open the list of programme competencies. Select the ones you felt were achieved because of the consultation.



Complete the record by clicking "Create Record".

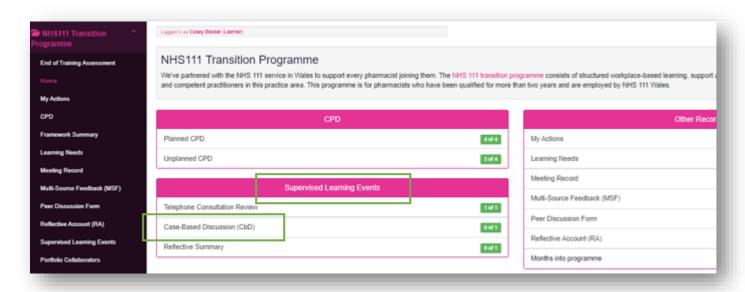
6.2 Case Based Discussion (CbD)

The tool is a retrospective evaluation of your input into patient care. It assesses clinical decision-making and the application or use of pharmaceutical knowledge in the care of your patients. This should take approximately 30-40 minutes to complete which includes time for discussion. It should be completed by a designated observer.

Select the "Case Based Discussions" option under the Supervised Learning Events area on your home dashboard page.



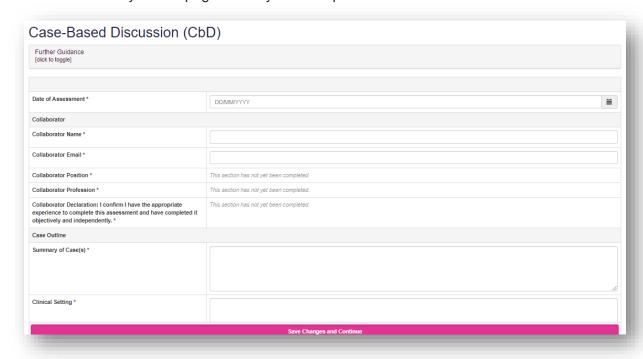
You can also access it from the menu and selecting "Supervised Learning Events", then "Cased Based Discussions".



Select "Add new" and "Edit" to create a new record.



This will then take you to a page where you can input collaborator details and Case Outline.



Your collaborator will be able to complete the sections as required.

Professionalism	
Makes appropriate ethical decisions. Adheres to appropriate guidelines. *	This section has not yet been completed.
Strengths *	This section has not yet been completed.
Areas for Development	This section has not yet been completed.
Clinical Reasoning	
Takes a logical, appropriately thorough and focused history. Performs an appropriate physical and/or mental state examination, selecting and interpreting appropriate investigations. Makes an appropriate working diagnosis or decision.*	This section has not yet been completed.
Strengths *	This section has not yet been completed.
Areas for Development	This section has not yet been completed.
Organisation & Efficiency	
Works effectively and efficiently, working effectively with the multidisciplinary team to enhance patient care. Prioritises well and uses time and resources appropriately. *	This section has not yet been completed.
Strengths *	This section has not yet been completed.
Areas for Development	This section has not yet been completed.
Based on your observation of this clinical episode, rate the overall competence at which the pharmacist has shown that they are performing: *	This section has not yet been completed.
Other relevant comments or feedback	This section has not yet been completed.

You will be able to add agreed actions and reflections.

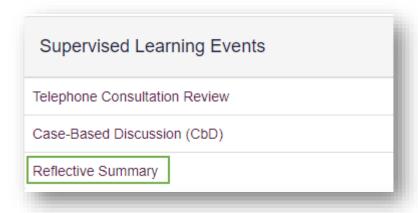
You will then need to select all the learning outcomes that are relevant to the record. Select the "Save Changes and Continue" button.

Framework Mapping
Framework Summary
1. Communication
Demonstrates knowledge and understanding of, and an ability to demonstrate effective communication and consultation skills when using the telephone. Including a. Introduction b. Data Collection & Problem Identification. c. Actions & Solutions. d. Closure
2. Documentation
Documents information clearly and legibly, following correct procedures and processes including action taken, rationale for prescribing and correct documentation of information given to the patient and any management plan.
3. Professionalism
Demonstrates professionalism, dignity and empathy to patients and other HCPs in NHS111/out of hours environment in line with professional standards.
4. Referral
Demonstrates knowledge and understanding of, appropriate referral pathways when working within NHS111/out of hours. Within the context of the patients clinical need.
Save Changes and Continue

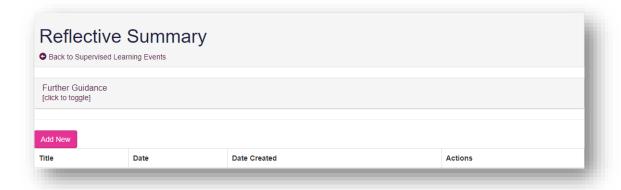
6.3 Reflective Summary

Use this tool to reflect on a specific patient case, learning event or activity, critical incident, or to reflect on feedback and progress over a defined period of practice. It can also be used as an assessment tool for scenarios which fall outside the scope of other supervised learning events. The time taken to complete a reflection will depend on the scenario, event or learning that you have undertaken.

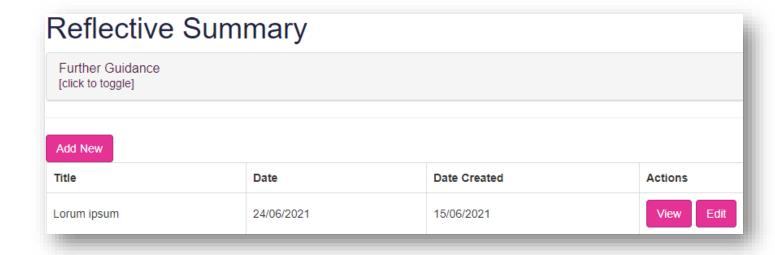
You can select "Reflective Summary" from the main dashboard home page, under "Supervised Learning Events".



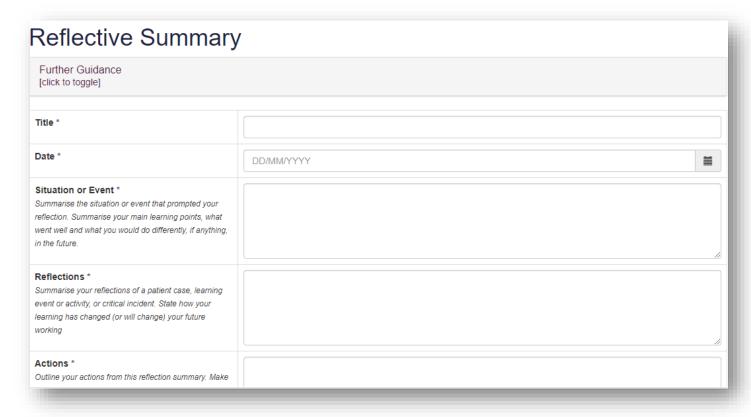
Select "Add New" to start a new reflective summary.



A new entry will be created in the list. Here you can **view** or **edit** these.



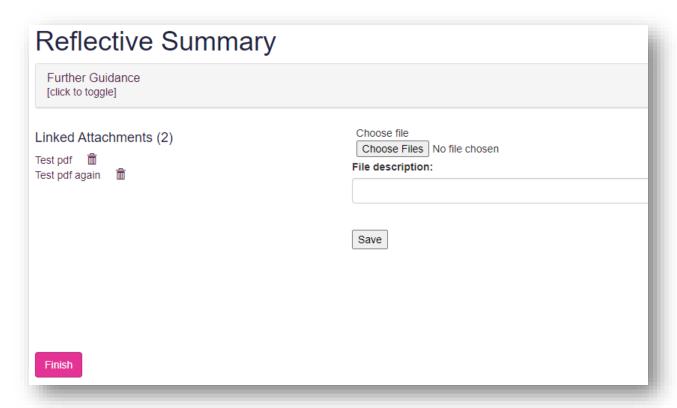
Complete all sections of the reflective summary including actions, your collaborator will also be able to comment.



You will also need to map to the framework. Once completed "Save Changes and Continue"

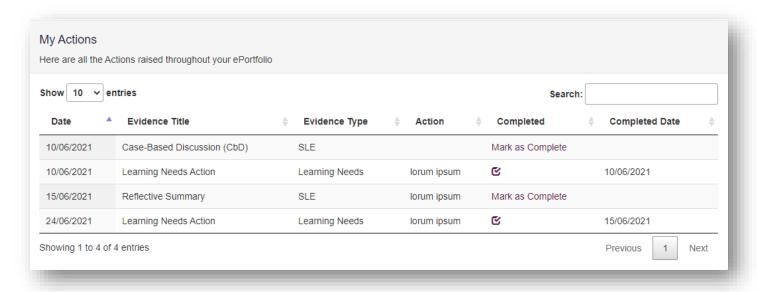
Framework Mapping
Framework Summary
1. Communication
Demonstrates knowledge and understanding of, and an ability to demonstrate effective communication and consultation skills when using the telephone. Including a. Introduction b. Data Collection & Problem Identification. c. Actions & Solutions. d. Closure
2. Documentation
Documents information clearly and legibly, following correct procedures and processes including action taken, rationale for prescribing and correct documentation of information given to the patient and any management plan.
3. Professionalism
Demonstrates professionalism, dignity and empathy to patients and other HCPs in NHS111/out of hours environment in line with professional standards.
4. Referral
Demonstrates knowledge and understanding of, appropriate referral pathways when working within NHS111/out of hours. Within the context of the patients clinical need.
Save Changes and Continue

You will then be able to upload any files required and "Finish" the entry.

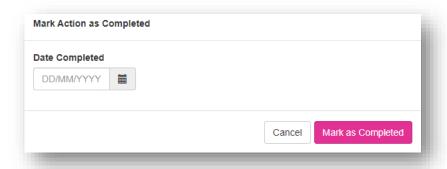


6.4 Supervised Learning Event Actions

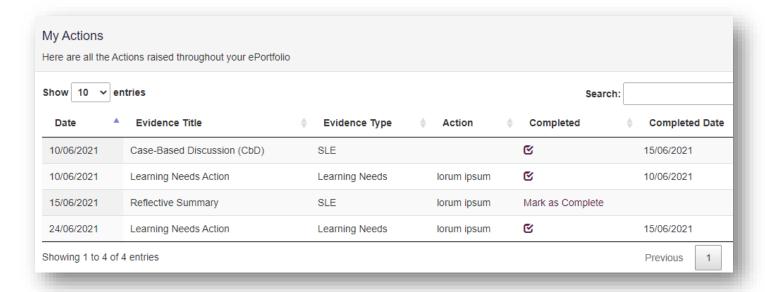
Actions created within supervised learning events are listed in the "My Actions" tab.



Once you have completed the action, click on "Mark as Complete". A pop-up box will appear. Enter the date and click on "Mark as completed". Click on "Cancel" to close the pop-up box.



Completed actions are marked with the date completed.



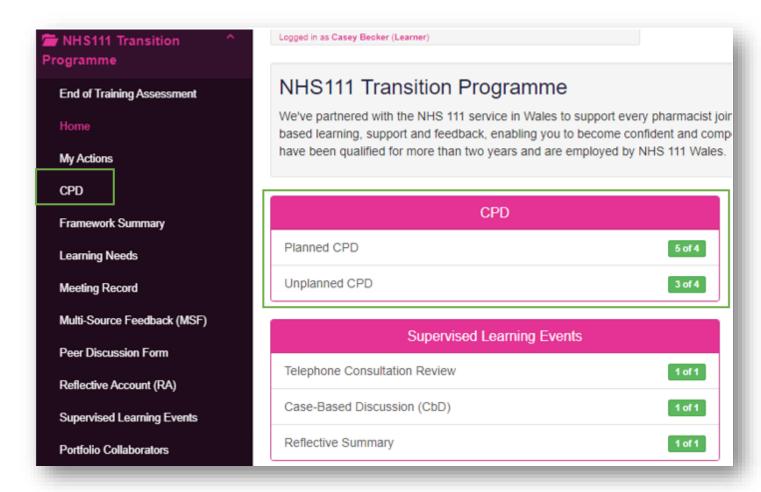
7 Continuing Professional Development (CPD)

This section allows you to make records of any planned or unplanned learning. The forms have been aligned to the forms used by the General Pharmaceutical Council (GPhC) for revalidation.

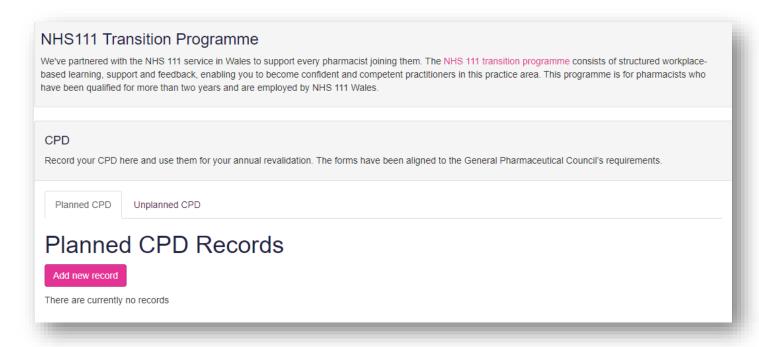
It is vital to develop a habit of undertaking and recording CPD (planned and unplanned). CPD is an integral part of your life-long learning and you will be required to submit records for revalidation in the future, so why not get started now.

7.1 Planned CPD

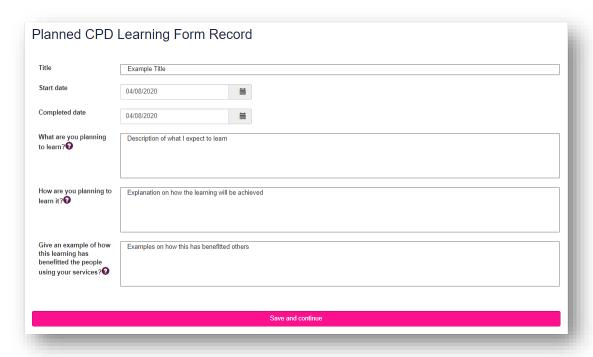
To start entering your CPD select either the "CPD" option from the navigation menu or "Planned CPD" under the CPD section.



This will take you to the page below, to create a record select the "Add new record" button.

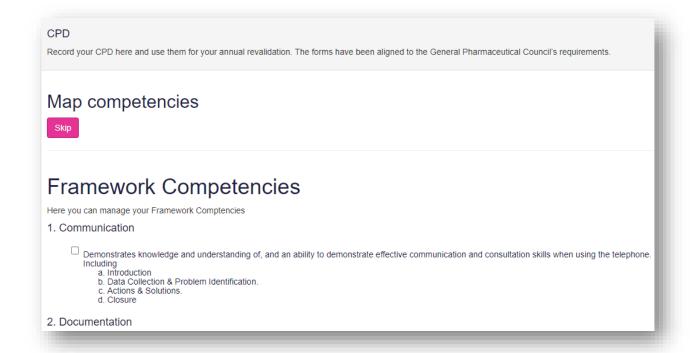


You will then see the below screen where you can insert the details of your CPD record. Once you are happy with the details you have entered select the "Save and Continue" button to go to the next step.



After completing the initial details for your CPD you will move onto the learning outcome(s). Here you can select all the learning outcome(s) which your CPD record will support. You can select a learning outcome by ticking the check box to the left of it.

If you prefer not to link your record to the learning outcomes, click on "**Skip**". You can come back and edit this at any point and link your record to the learning outcomes.



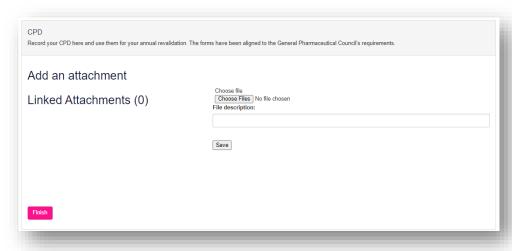
Once you have mapped all of the applicable learning outcomes, click on "Save and continue" at the bottom of the page to save your decisions.



Next, add any supporting documents which are relevant to the CPD, select the "**Choose Files**" button to open your documents folders and search for the attachment you wish to add.

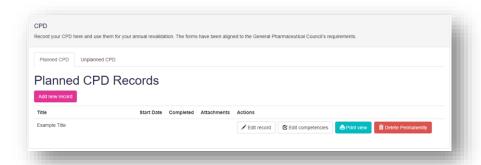
Once selected, you will need to insert a "**File description**", the file description will be the name of the document that is displayed when viewing the document or when you download it. Remember to click "**Save**" button to add it to your CPD record. It will then move into the linked attachments section; it is at this point where you can press the "**Finish**" button to complete your CPD record.

If you prefer not to attach a file, click on "**Finish**" and this step will be skipped. You can come back and edit this at any point and attach a file.

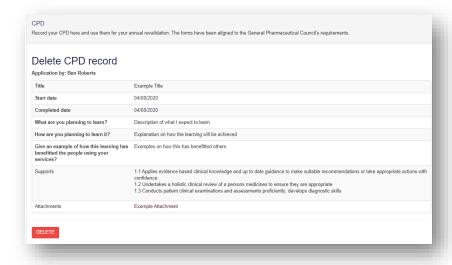


TIP: You can upload as many files as you wish, there is no limit on the number of files you can link to each record.

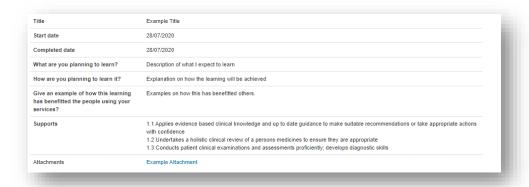
Once completed you will be able to see your CPD record on the CPD page. Here you can make edits to the records you have added, view your records in a printable format or delete them.



If you choose to delete a record you will see the information you had entered into the record and another "**Delete**" button. If you choose to select the delete button on this page the record will be **removed permanently**. If you change your mind you can navigate away to a different page using the side menu or by pressing the "**return to programmes link**".

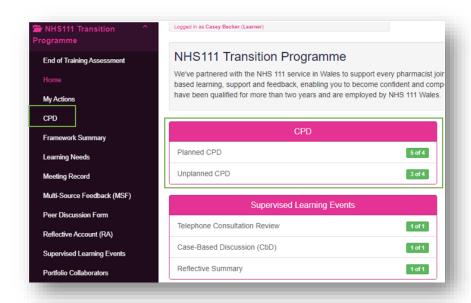


Selecting "**Print View**" will display your record in the below format, to allow for you to print off the record without unnecessary page formatting or other applications.

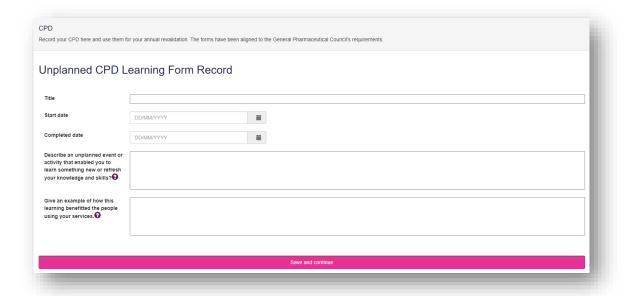


7.2 Unplanned CPD

To start entering your CPD select either the "CPD" option from the navigation menu or "Unplanned CPD" under the CPD section.



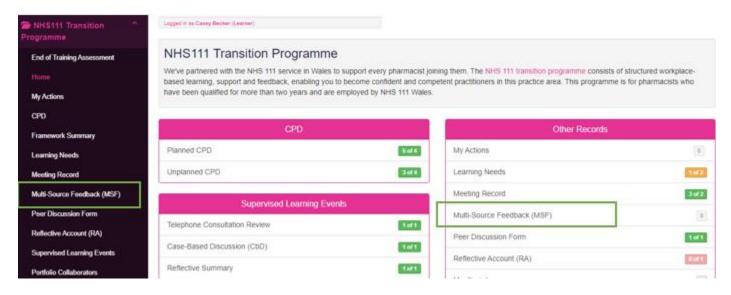
The form and process for unplanned CPD records is similar to planned CPD. The main differences are the fields you need to complete.



8 Multi-Source Feedback (MSF)

The tool can be used by your colleagues to provide feedback on you during training.

You can start a new multi-source feedback from your main home dashboard or the left hand navigation menu.



NHS111 Transition Programme

We've partnered with the NHS 111 service in Wales to support every pharmacist joining them. The NHS 111 transition programme consists of structured workplace-based learning, support and feedback, enabling you to become confident and competent practitioners in this practice area. This programme is for pharmacists who have been qualified for more than two years and are employed by NHS 111 Wales.

Multi-Source Feedback (MSF)

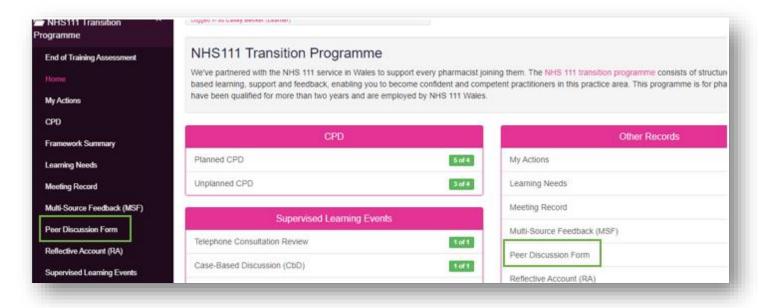


Complete the required text boxes marked with an *, including the collaborator name, email and role. Then click on "Create record and send email to collaborator".

9 Peer Discussion Form

This tool can be used to create a record of a peer discussion that took place during your training.

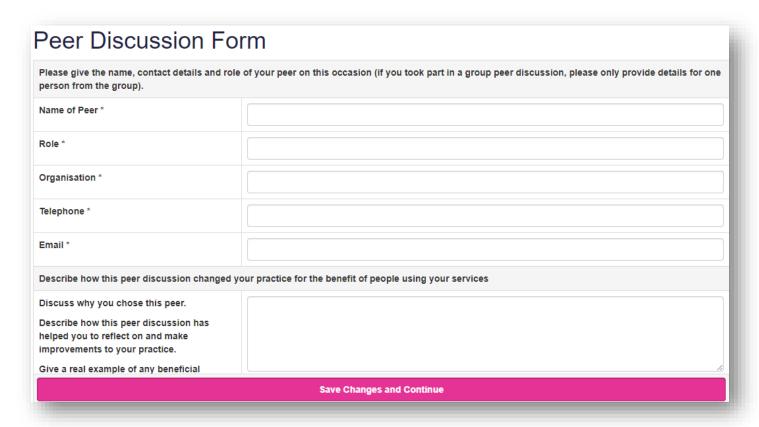
You can access this from the main dashboard or left hand navigation menu.



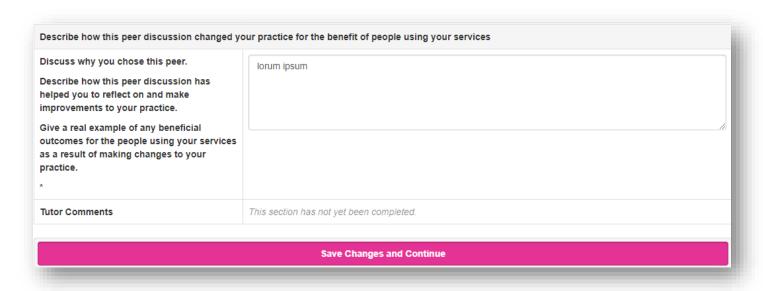
You can then select "Start New Form" to begin. You will then be able to "View" or "Edit" the selected record.



Complete all sections of the form and select "Save Changes and Continue".



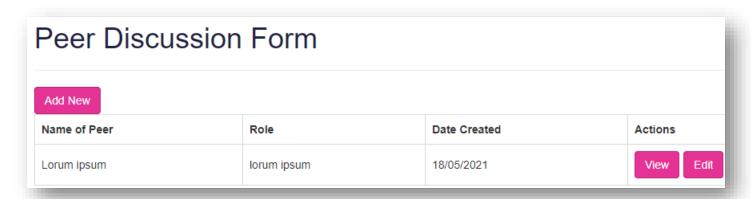
Your tutor will be able to add comments.



You will be able to upload any relevant files associated and select "Finish".



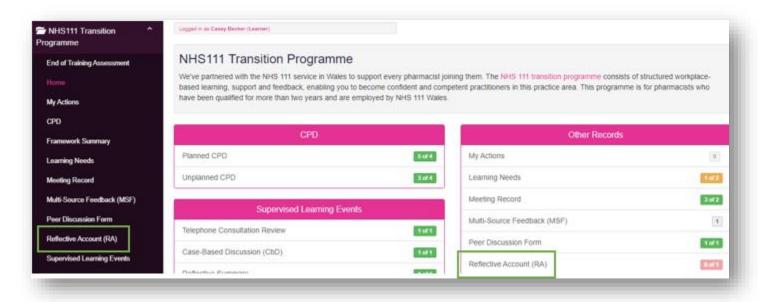
You will see a list of records that you can view or edit.



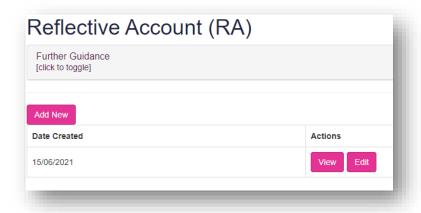
10 Reflective Account (RA)

This aligns with GPhC revalidation requirements.

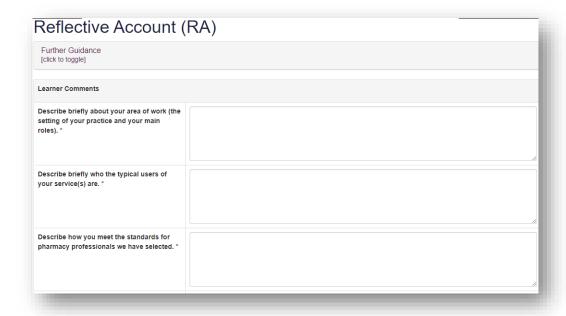
You can start a new reflective account from your main home dashboard or the left hand navigation menu.



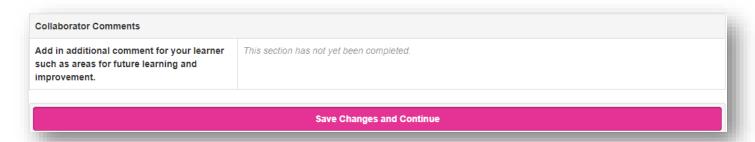
Select "Start New Form" to start a new record. This will create the record where you can then "View" or "Edit".



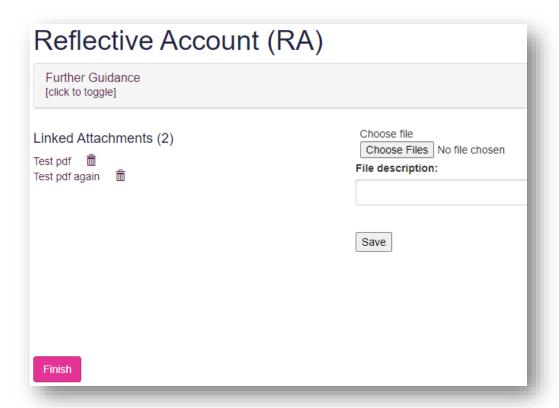
You will need to complete all the sections before selecting "Save Changes and Continue".



Your collaborator will also have a section for comments.



You will then be able to upload any relevant files and select "Finish" once done.



11 Reviewing your Progress

You can review your progress at any point by using the dashboard and framework summary.

11.1 Your dashboard

The learner's dashboard provides an overview of your progress. It provides a snapshot of the number of tools and records completed.

Clicking on any of the counts or status notes will take you to a list of all records for the relevant section. You will then be able to click on the title of each record to view further detail.

11.2 Framework summary

We have aligned the tools within our E-portfolio to the NHS111 knowledge and capability guide. For each tool you will be asked to map your learning and development to the learning outcomes in the knowledge and capability guide. This provides structure for your on-going development.

The framework summary provides you with an overview of each tool and/or record mapped to the NHS111 knowledge and capability guide.

Select "Framework Summary" from the navigation menu to view the details.



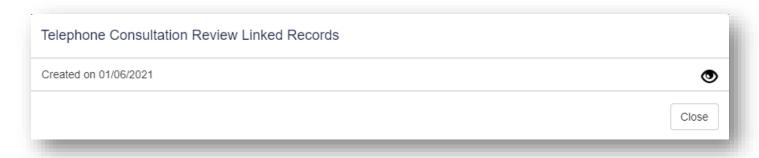
As you scroll down the page you will see the types of tools and records that have been mapped to each learning outcome. Darker shaded circles are counts of records associated with the outcome. If the tool or record has not been mapped to the outcome the circle will be displayed in a lighter shade of grey.

Knowledge and Capability	/ Guide: NHS111	CPD Planned	CPD Unplanned	Telephone Consultation Review	Case- Based Discussion (CbD)	Reflective Summary
1. Communication	Demonstrates knowledge and understanding of, and an ability to demonstrate effective communication and consultation skills when using the telephone. Including a. Introduction b. Data Collection & Problem Identification. c. Actions & Solutions. d. Closure			0		
2. Documentation	Documents information clearly and legibly, following correct procedures and processes including action taken, rationale for prescribing and correct documentation of information given to the patient and any management plan.					
3. Professionalism	Demonstrates professionalism, dignity and empathy to patients and other HCPs in NHS111/out of hours environment in line with professional standards.					
4. Referral	Demonstrates knowledge and understanding of, appropriate referral pathways when working within NHS111/out of hours. Within the context of the patients clinical need.					
5. Structure	Demonstrates knowledge and understanding of the structure of urgent primary care including location and co-location of treatment bases with emergency care	0	0	0	0	0

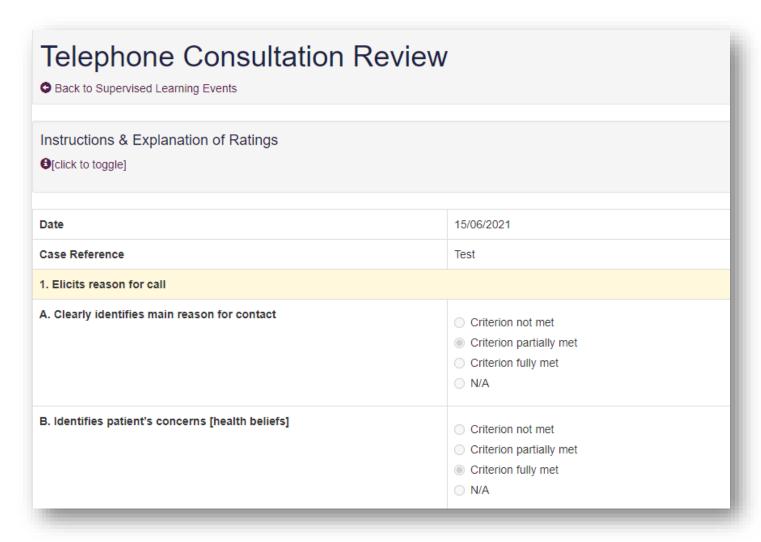
You can view a list of record associated with each outcome by clinking on the count next to each outcome.

Knowledge and Capability Guide: NHS111			CPD Unplanned	Telephone Consultation Review
1. Communication	Demonstrates knowledge and understanding of, and an ability to demonstrate effective communication and consultation skills when using the telephone. Including a. Introduction b. Data Collection & Problem Identification. c. Actions & Solutions. d. Closure			0

A pop-up box will appear with a list of the records. Click on the view icon on to view the full record.

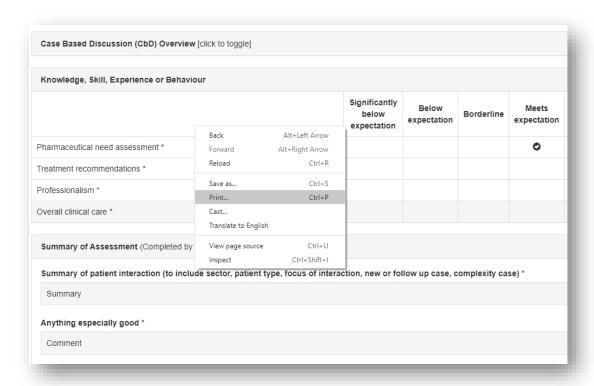


The record will be displayed in read-only format. If files have been attached to the record you will also be able to click on the link and view the file.

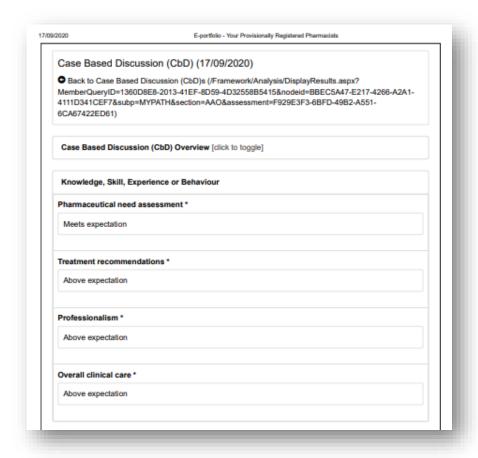


12 Printing Records

If you need to print of any record you can print the page by right clicking on your mouse to bring up the options dialogue window, then select "**Print**".



This will generate a print friendly pdf document.



13 Contact Details

Visit www.rpharms.com/ for further information about the e-portfolio.

If you experience any technical issues or have any feedback on the platform, please contact our technical team on eportfolio@rphrms.com.

If you have any queries about the NHS111 programme, please contact <u>Lloyd.Hambridge2@wales.nhs.uk</u> or Owen.Griffiths2@wales.nhs.uk .

Email: membership@rpharms.com

Telephone: 0207 572 2737 (9am to 5pm, Monday to Friday)

Acknowledgements

RPS E-Portfolio designed by AXIA AXIA Digital, Suite 58, Batley Business Park, Batley, West Yorkshire, WF17 6ER



14 Glossary

Term	Description
Learner	An individual who is using the E-portfolio for their learning and development.
Senior pharmacist	A pharmacist with at least two years' experience who supports provisionally registered pharmacist. They will conduct monthly meetings and review the provisional registration risk assessment.
Tutor	An individual who supports a new pharmacist with their learning and development, usually in the same workplace and/or organisation.
Educational Supervisor	An individual who supports a new pharmacist with their learning and development, who may or may not be based in the same workplace or organisation. Educational supervisors are often linked to a training provider, including universities.
Employer	Individual or organisation employing a pharmacist. They are responsible for completing a risk assessment before provisionally registered pharmacists starts.
Registered user	A user registered on RPS website who does not have an RPS membership account.
Supervised Learning Event (SLE)	A learning and development tool that supports the development of specific knowledge, skills or attributes. They are also known as Workplace based assessments (WBAs) or work based assessments (WBAs). Examples are Mini-CEX, MRCF, CbD, DOPS.

ROYAL PHARMACEUTICAL SOCIETY

