

**Medication Related Consultation Framework (MRCF)**

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| **Learner Details**  |
| **Full name**:       |

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| **Introduction** Was the pharmacist fully able to build a therapeutic relationship with the patient? Did they…? |
| Activity | Yes / No | Comments / Reflections |
| Introduce themselves  |       |       |
| Confirm patient’s identity |       |       |
| Discuss purpose and structure of the consultation |       |       |
| Invite patient to discuss medication or health-related issue |       |       |
| Negotiate a shared agenda |       |       |
| Rating: 0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  Not able to build a Fully able to build a therapeutic relationship therapeutic relationship |
| Comments and learning needs (areas for improvement / action points):        |

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| **Data Collection & Problem Identification** Was the pharmacist fully able to identify the patient’s pharmaceutical needs? Did they…? |
| Activity | Yes / No | Comments / Reflections |
| Document a full medication history  |       |       |
| Assess the patient understands the rationale for prescribed treatment |       |       |
| Elicit patient’s (lay) understanding of his/her illness |       |       |
| Elicit concerns about treatment |       |       |
| Explore social history  |       |       |
| Ask how often patient misses dose(s) of treatment (i.e. assess patient adherence)  |       |       |
| Establish reasons for missed dose(s), if any (i.e. intentional or unintentional non-adherence)  |       |       |
| Identify and prioritise patient’s pharmaceutical problems (summarising)  |       |       |
| Rating: 0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  Not able to identify Fully able to identify patient’s pharmaceutical needs patient’s pharmaceutical need |
| Comments and learning needs (areas for improvement / action points):       |

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| **Actions and Solutions** Was the pharmacist fully able to establish an acceptable management plan with the patient? Did they…? |
| Activity | Yes / No | Comments / Reflections |
| Relate information to patient’s illness & treatment beliefs (risk-benefit discussion) |       |       |
| Involve patient in designing a management plan |       |       |
| Give advice on how & when to take medication, length of treatment & negotiates follow up |       |       |
| Check patient’s ability to follow plan (are there any problems?) |       |       |
| Check patient understanding  |       |       |
| Refer appropriately to other healthcare professional(s)  |       |       |
| Rating: 0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  Not able to establish an Fully able to establish an acceptable management acceptable management plan with the patient plan with the patient |
| Comments and learning needs (areas for improvement / action points):       |

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| **Closure**Was the pharmacist fully able to negotiate safety netting strategies with the patient? Did they…? |
| Activity | Yes / No | Comments / Reflections |
| Explain what to do if patient has difficulties to follow plan and whom to contact |       |       |
| Provide a further appointment or contact point |       |       |
| Offer opportunity to ask further questions |       |       |
| Rating: 0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  Not able to negotiate Fully able to negotiate safety netting strategies safety netting strategies |
| Comments and learning needs (areas for improvement / action points):        |

| **Consultation Behaviours**Was the pharmacist fully able to demonstrate the following consultation behaviours? Did they…? |
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| Activity | Yes / No | Comments / Reflections |
| Listen actively & allow the patient to complete statements |       |       |
| Use open & closed questions appropriately |       |       |
| Demonstrate empathy & support the patient  |       |       |
| Avoid or explain jargon |       |       |
| Accept the patient (i.e. show respect, not judgemental or patronising)  |       |       |
| Adopt a structured & logical approach to the consultation |       |       |
| Summarise information at appropriate time points  |       |       |
| Manage my time effectively (work well within the time available) |       |       |
| Keep the interview “on track” or regain “control” when necessary |       |       |
| Rating: 0 [ ]  1 [ ]  2 [ ]  3 [ ]  4 [ ]  Not able to demonstrate Fully able to demonstrate any of these consultation these consultation behaviours behaviours |
| Learning needs (areas for improvement / action points):        |

| Overall Impression |
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| Overall, the learner’s ability to consult with the patient meant that their pharmaceutical needs were:Not addressed [ ]  Partially addressed [ ]  Mostly addressed [ ]  Fully addressed [ ]   |
| Main strengths:       |
| Main areas of weakness / further improvement:      |

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| **Mapping** |
| **Professional Practice** | **Communication & collaborative working** | **Leadership & Management** | **Education** | **Research** |
| 1.1 | [ ]  | 2.1 | [ ]  | 3.1 | [ ]  | 4.1 | [ ]  | 5.1 | [ ]  |
| 1.2 | [ ]  | 2.2 | [ ]  | 3.2 | [ ]  | 4.2 | [ ]  | 5.2 | [ ]  |
| 1.3 | [ ]  | 2.3 | [ ]  | 3.3 | [ ]  | 4.3 | [ ]  |  |  |
| 1.4 | [ ]  | 2.4 | [ ]  | 3.4 | [ ]  | 4.4 | [ ]  |  |  |
| 1.5 | [ ]  | 2.5 | [ ]  | 3.5 | [ ]  | 4.5 | [ ]  |  |  |
| 1.6 | [ ]  | 2.6 | [ ]  | 3.6 | [ ]  | 4.6 | [ ]  |  |  |
| 1.7 | [ ]  | 2.7 | [ ]  | 3.7 | [ ]  |  |  |  |  |
| 1.8 | [ ]  | 2.8 | [ ]  | 3.8 | [ ]  |  |  |  |  |
| 1.9 | [ ]  |  |  | 3.9 | [ ]  |  |  |  |  |
| 1.10 | [ ]  |  |  |  |  |  |  |  |  |
| 1.11 | [ ]  |  |  |  |  |  |  |  |  |
| 1.12 | [ ]  |  |  |  |  |  |  |  |  |
| 1.3 | [ ]  |  |  |  |  |  |  |  |  |
| 1.14 | [ ]  |  |  |  |  |  |  |  |  |

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| **Collaborator Details** |
| **Collaborator Name**:       |
| **Collaborator Role:** | Educational supervisor / tutor | [ ]  |
|  | Employer | [ ]  |
|  | Practice supervisor | [ ]  |
|  | Senior pharmacist | [ ]  |
|  | Workplace facilitator | [ ]  |
|  | Other | [ ]  |
| **Collaborator Signature:**   |
| **Date:**   |