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**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:** | | |