

NNUH CASE STUDY

The Norfolk and Norwich University Hospital (NNUH) NHS Foundation Trust is a 1200 bed teaching hospital providing acute and specialist services, with many among the largest in the country and strong research links. The Pharmacy department at NNUH is always advancing and looking to develop our staff, and for all our foundation level pharmacists we ensure the option of enrolling and completing Foundation Pharmacist Credentialling with the RPS utilising the structured Newly Qualified Pharmacist training pathway (NQP) provided by the University of East Anglia (UEA).

To date, four pharmacists have completed the credentialling pathway, and we have 14 at various stages of building their portfolios.

At NNUH, we believe that having our pharmacist workforce engage with credentialling pathways from the start of their careers is, and will continue to be beneficial for our services, patients and staff. It helps to set high standards across all pillars, drive personal development and build understanding of learning pathways. It has meant that pharmacists understand the need for evidencing capabilities and the importance of feedback and reflection to grow into roles. This in turn provides confidence to us as a department that staff can provide services, and reassurance to our Trust that pharmacists can support clinical services through a regulated and assessed method of demonstrating capabilities, providing assurance to our patients. We have also found staff are as a result keen to progress to advanced and consultant level credentialling, with understanding of the requirements and expectations.

Support and provision of learning time to allow engagement with the NQP pathway and credentialling has had a positive impact on our pharmacy workforce over recent years. We believe that providing time and space for professional development and the support of experienced staff to teach and mentor has been a key selling point to prospective staff. It has been a part of a positive change in our recruitment and staff retention and has meant that staff are able to progress into advanced roles with underpinning knowledge and capabilities shown within a portfolio of evidence. We now find that our staff who have completed this pathway, are outstanding candidates for new roles and perform highly when given the opportunity.

At the NNUH our services are continually evolving to meet the needs of the Hospital and patients, we believe that our pharmacists who have undertaken credentialling allow us to adjust our workforce to service demands across the hospital and support wider ICB workflow. This is due to these staff having the training and learning opportunities across a supported learning programme which incorporates involvement in quality improvement work, research, medication safety, teaching and service development alongside core communication and clinical skills.