

Responses from Scotland

Primary care response 1

1.How has having pharmacists engaging with post-registration Foundation credentialing influenced the quality, safety, or consistency of pharmacy services within your organisation?

Thinking outside the box in order to meet objectives, seeking opportunities to develop in areas not linked to everyday work. More engaged as a whole.

2.What specific organisational challenges or workforce gaps has post-registration Foundation credentialing helped you address?

I would say it has meant these pharmacists are more rounded in their knowledge, have pushed themselves to develop clinically and work independently. When asked to fill a 'gap' eg Antiviral Hub, help with a project, train others they tend to think 'this may help my portfolio' and so are more likely to offer there help.

3.Are there any tangible differences in the attitude to learning and professional development of employees engaged in post-registration Foundation credentialing pathways?

I think they initially look at it as a lot of work and feel a bit overwhelmed, but once a few months in they start to see how it has stretched them in a good way.

4.Can you describe any measurable impacts e.g. improved outcomes, service efficiency, or reduced risk that you attribute to having pharmacists engaging in post-registration Foundation credentialing?

We haven't measured any real impacts, and I can't compare with previous band 6 pharmacists pre the post reg credentialling as I wasn't in the service at that point

5.Has having pharmacists engaging in post-registration Foundation credentialing contributed to staff retention, role satisfaction, or career progression within your pharmacy workforce?

100% yes

6.In what ways has post-registration Foundation credentialing supported your organisation's strategic priorities, service transformation goals, or ability to respond to system-wide pressures?

Saying to staff members "I know you are working towards your portfolio, where do you have gaps?" has led to involvement in areas outside of the every day GP workload. Having a group of pharmacists seeking opportunities means you have a target audience

when a pressure arises e.g. we have developed a rotational role for our band 6 pharmacists where they get to experience other sectors e.g. Hospice, Prison, Hospital at Home. They help to provide the needed workforce whilst also getting much needed experience.

Primary care response 2

1. How has having pharmacists engaging with post-registration Foundation credentialing influenced the quality, safety, or consistency of pharmacy services within your organisation?

Newly qualified Pharmacist engagement with post-registration Foundation credentialing has helped improve the consistency of clinical practice across our post-reg foundation pharmacist workforce. This has been achieved through providing a clear, structured standards for post-registration practice.

From an organisational perspective, this gives greater assurance that pharmacists are developing in a way that is aligned to nationally recognised standards. Participation and completion of the curriculum forms part of our educational governance for the Health board.

2. What specific organisational challenges or workforce gaps has post-registration Foundation credentialing helped you address?

For NHS Lanarkshire, the programme supports workforce development, succession planning, and readiness for roles requiring greater autonomy, including prescribing and more complex clinical activity.

it has supported pharmacists to develop more in areas such as education, and research. There is a risk that trainees would not develop to this standard if we relied on experience alone. So the programme helps avoid potential learning gaps.

3. Are there any tangible differences in the attitude to learning and professional development of employees engaged in post-registration Foundation credentialing pathways?

Pharmacists engaged with the Post-Reg Foundation programme tend to show a more proactive approach to learning. Rather than viewing development as attendance at isolated training events, they are more likely to see their development as a long-term process. Helps create a growth mindset for career long learning.

4. Can you describe any measurable impacts e.g. improved outcomes, service efficiency, or reduced risk that you attribute to having pharmacists engaging in post-registration Foundation credentialing?

No, as we have not done any objective measurements, apart from 100% of our band 7s, 8a and 8b Pharmacists are IPs.

5. Has having pharmacists engaging in post-registration Foundation credentialing contributed to staff retention, role satisfaction, or career progression within your pharmacy workforce?

The programme has undoubtedly enabled increased role satisfaction and career progression (Note this is subjective, not objective).

I believe it may have a negative impact on staff retentions as trainees see it as easier to move health board or sector than to complete the programme, which is a sad, but honest assessment. (again subjective, not objective.)

6. In what ways has post-registration Foundation credentialing supported your organisation's strategic priorities, service transformation goals, or ability to respond to system-wide pressures?

Post-registration Foundation credentialing supports strategic priorities by helping build a workforce that is more capable, adaptable, and assured. A structured credentialing pathway supports this by developing pharmacist Independent Prescribers in a standardised and supported way.

Overall, the post-registration Foundation credentialing brings greater structure, assurance, and consistency to early post-registration pharmacist development. We consider the new programme to have been a success, but acknowledge low numbers credentialled locally are a challenge.

Community response 1

1. How has having pharmacists engaging with post-registration Foundation credentialing influenced the quality, safety, or consistency of pharmacy services within your organisation?

- We have observed that foundation pharmacists are engaging earlier in patient safety initiatives within stores. This includes actively involving teams in monthly patient safety briefings and providing timely, constructive feedback. The programme has enhanced their confidence and supported the development of leadership behaviours. Several foundation pharmacists have also contributed to the implementation of new services and the delivery of company initiatives. An

increased focus on leadership behaviours has encouraged greater pharmacist involvement in these projects.

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2. What specific organisational challenges or workforce gaps has post-registration Foundation credentialing helped you address?

- While we have an established internal training plan, the programme has actively encouraged pharmacists to engage with their teams earlier in their careers. This has included involvement in activities such as pharmacy audits, identifying and developing ideas to improve pharmacy operations, and providing mentoring and teaching to team members.

3. Are there any tangible differences in the attitude to learning and professional development of employees engaged in post-registration Foundation credentialing pathways?

- Pharmacists participating in the programme are demonstrating increased proactivity by engaging in projects aligned with Domains 3 and 4. A key benefit of the programme is the opportunity for pharmacists to spend dedicated time with experienced colleagues, enabling them to receive constructive feedback and further develop their consultation and clinical skills.

4. Can you describe any measurable impacts e.g. improved outcomes, service efficiency, or reduced risk that you attribute to having pharmacists engaging in post-registration Foundation credentialing?

- One example of this is a pharmacist who has successfully established a diabetes clinic in Dundee and continues to perform strongly in this role. Additionally, several stores have successfully implemented company initiatives aimed at improving operational efficiency. Newly qualified pharmacists have also provided valuable support to trainee pharmacists, particularly in areas such as calculation skills and exam preparation.

5. Has having pharmacists engaging in post-registration Foundation credentialing contributed to staff retention, role satisfaction, or career progression within your pharmacy workforce?

- We still see a lack of retention however every pharmacist that has started the programme has successfully completed their IP. Pharmacists have fed back that undertaking the programme has helped to alleviate some of the initial fears they had around taking on greater clinical responsibility and managing potential leadership and governance challenges they may face within stores.

They feel the programme has help create an informal support network where they can share experiences, challenges, and learning- being particularly valuable in helping them build resilience and maintaining motivation throughout the programme.

Additionally, pharmacists recognise that completing this credentialing broadens their professional scope and provides greater flexibility for future career progression, including opportunities should they choose to move into other sectors of pharmacy.

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6. In what ways has post-registration Foundation credentialing supported your organisation's strategic priorities, service transformation goals, or ability to respond to system-wide pressures?

Credentialing has strengthened the clinical capability, consistency, and confidence of our NQs, enabling the safe expansion of patient-facing clinical services. This has supported service transformation by allowing pharmacists to manage a wider range of consultations to improve patient access. The credentialing framework also underpins professional governance and quality assurance across our organisation, ensuring pharmacists meet recognised standards as they take on extended roles allowing readiness to respond to increased patient demands.

Hospital response 1

1. How has having pharmacists engaging with post-registration Foundation credentialing influenced the quality, safety, or consistency of pharmacy services within your organisation?

Post-registration Foundation credentialing has had a positive impact on pharmacy services by improving quality, safety, and consistency across the organisation. It provides a structured, evidence-based framework that assures pharmacists meet

nationally defined standards of practice, reducing reliance on informal or subjective judgments about readiness for progression. The programme supports professional development by giving pharmacists a clear framework to build on foundation learning, access appropriate training and experience across core and specialist areas, and receive multi-source feedback. This feedback reassures pharmacists about their performance while identifying areas for further development. From an organisational perspective, credentialing increases confidence in workforce capability, promotes more consistent standards of practice, and contributes to safer, higher-quality pharmacy services delivered by well-trained pharmacists.

2. What specific organisational challenges or workforce gaps has post-registration Foundation credentialing helped you address?

Post-registration Foundation credentialing has helped address several organisational and workforce challenges by reducing variability in practice through a shared framework and common language for assessment. This supports more consistent judgments about capability and progression, while providing employers with assurance about pharmacist competence. The programme has also supported clearer career pathways, helping pharmacists progress more confidently through structured development. In Scotland, the inclusion of Independent Prescribing (IP) within the programme has enabled pharmacists to achieve this qualification earlier, helping to build clinical capability sooner within the workforce. In addition, the credentialing process provides a formal mechanism for structured feedback, supporting individual development and workforce planning. While it cannot fully mitigate broader challenges such as financial constraints or post availability, credentialing plays an important role in supporting staff development and organisational assurance.

3. Are there any tangible differences in the attitude to learning and professional development of employees engaged in post-registration Foundation credentialing pathways?

Overall, pharmacists engaged in post-registration Foundation credentialing tend to demonstrate a more positive and proactive attitude to learning and professional development. Those who fully engage with the credentialing and portfolio process are generally more comfortable with regular feedback, reflective practice, and formal supervision, and are better able to articulate their practice, collaborate with colleagues, and

demonstrate early professional maturity. Credentialed pharmacists also show greater readiness for progression, including engagement with Core Advanced frameworks, viewing credentialing as a clear pathway for career development. The programme encourages self-directed learning and ongoing commitment to continuing education. However, the impact can be harder to distinguish in settings where most pharmacists already participate in post-registration training programmes, as positive attitudes to learning were fostered through previous initiatives in Scotland. In these contexts, credentialing tends to highlight concerns around individuals who engage less positively, rather than creating a wholly new culture. Local role-modelling and attitudes toward credentialing can also influence engagement, with negative perceptions occasionally acting as a barrier for some pharmacists.

4. Can you describe any measurable impacts e.g. improved outcomes, service efficiency, or reduced risk that you attribute to having pharmacists engaging in post-registration Foundation credentialing?

There is limited formal or quantitative evidence currently available to demonstrate measurable impacts such as improved outcomes or service efficiency directly attributable to post-registration Foundation credentialing. However, several clear qualitative and perceived benefits were reported. Anecdotally, credentialing provides stronger assurance of competence, helping to reduce professional risk by evidencing readiness for progression and for taking on expanded responsibilities, including supervision of junior colleagues. At a local and ward level, pharmacists undertaking the programme are perceived to become more confident, capable, and well-rounded as they progress. The programme also supports learning, reflection, and performance assessment, enabling identification of gaps and targeted development. This increased confidence in capability allows managers to delegate leadership activities, and supports involvement in quality improvement and research work, contributing indirectly to service development and sustainability.