

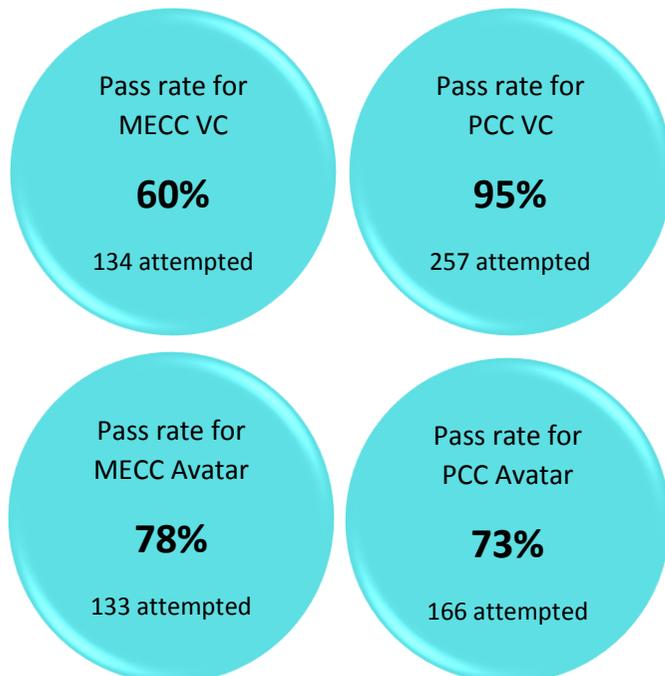
NESA Newsletter April 2018

As part of the NESA roll out, WCPPE are continuously monitoring feedback from our users along with the statistical data around pass rates, to help us make improvements to the process. During the first month review, a number of opportunities to refine the accreditation process have been identified.

What has gone well?

To date, **59** people have passed **all generic skills and competencies assessments** and submitted their forms to shared services.

Competencies assessments pass rates range from **92-100%** and feedback is proving them to be an effective learning tool.



What improvements have we made?

WCPPE conducted a review of the current pass marks for all skills assessments using both the pass data from NESA and validation data from Avatar assessments used in both the School of Pharmacy, Keele University and Centre for Pharmacy Professional Education (CPPE). WCPPE has decided to align more closely with the above organisations and have moderated our pass mark for these assessments to 60%. Those individuals who will now qualify as passing the assessments, following the pass mark change, have been notified.

Amongst the positive feedback, WCPPE have also received comments from a number of users highlighting the subjective nature of the Making Every Contact Count video critique (MECC VC) assessment, as well as reports that the assessment guidance tool provided is not explicit enough to help pass the assessment. In order to facilitate the improvements needed, it has been decided that WCPPE will remove this particular assessment from NESA temporarily, for a period of 2 months.

WCPPE will continue to refine the assessment guidance tools by removing any ambiguity over the marking of subjective elements and make the requirements for passing more explicit. Alongside this, WCPPE will revalidate all the

current videos for quality assurance and potentially increase the bank of videos clips available.

For those individuals who are looking to gain initial accreditation in any enhanced service but have not yet passed the MECC video critique, there has been an agreement with shared services that providing all other generic skills and competencies along with clinical knowledge assessment for that service have been passed, they will be able to start providing that service. Once the MECC video critique assessment has been moderated and is back on the website, WCPPE will notify those users and they will have until the end of March 2019 to complete this assessment. If this is not completed, they will no longer be able to continue to provide this service.

WCPPE will re-structure the Patient centred Consultation (PCC) virtual assessment to allow users to pose certain questions in sections of the consultation in any order so the user is not inhibited from asking their desired question at any time. However, marks will be deducted if introduction and/or consent are not asked at the appropriate time during the consultation. WCPPE will continue to work with our partners in Keele University to resolve any glitches in the Avatar technology.

NESA General Information and guidance to completing assessments

Reaccreditation - It has been agreed with Shared Services that an extension for reaccreditation will be given for ALL enhanced services due to expire before 1st April 2019. It is not compulsory to fully complete all “generic skills and competencies assessments” prior to reaccreditation during this period. From 3rd April 2018 new reaccreditation forms will be available under each enhanced service for you to submit to Shared Services to reaccredit. You will however need to pass all of the ‘generic skills and competencies’ assessments by 31st March 2019 for your reaccreditation to remain in place as of 1 April 2019.

Initial accreditation - to gain initial accreditation in any enhanced service, all generic skills and competencies must be completed along with clinical knowledge assessment for the enhanced service.

Live events - WCPPE will be providing MECC/Patient Centred Consultation skills live evening events starting in June and running throughout the year, which can be accessed as an additional learning resource for those individuals who require more assistance in passing the assessments. These live evening

events are not required to pass the assessments and will not award you with a pass strictly for attendance at the event.

Do's

- **Do** read through the learning resources and assessment guidance we have produced for you to help enable you to pass the assessments successfully.
- **Do** print off hard copies of the guidance when attempting the consultation skills assessments to use as a reference guide.
- **Do** attempt the tutorial avatar to get used to the functionality of the avatar and how it works.
- **Do** download and print off your feedback if you fail an avatar assessment before making another attempt to help you identify where you went wrong.
- **Do** allow yourself dedicated, uninterrupted time to complete the learning resources and assessments.
- **Do** type out the full question or statement you wish to say to the avatar to allow you to pick from the most appropriate options, avoid “what, why,

explain” as they will be very generic and lead you to ask a question you did not mean to ask.

- **Do** report any glitches/freezing issues with the avatar to WCPPE.

Don'ts

- **Don't** attempt the assessments in the consultation room between prescriptions. This will not fully give you the uninterrupted time you will require to complete the assessments.
- **Don't** leave the assessments until next year. The generic skills and competencies assessments MAY take longer than you think. They are likely to be new styles of assessments to everybody and so try to not underestimate how long they may take you to complete them.

All information above is available on the website under the Enhanced Services tab, including a list of FAQs which are being continuously updated.