

DOPS (Directly Observed Practical Skills) RATER WRITTEN TRAINING

Thank you for agreeing to complete this assessment for this practitioner.

What is DOPS?

It is essential that all practitioners should be adequately assessed for competence in the practical tasks that they undertake. Directly Observed Practical Skills (DOPS) is a method similar to the mini-CEX that has been designed specifically for the assessment of practical skills. In keeping with the Diploma in General Pharmacy Practice quality improvement assessment model: strengths and areas for development should be identified following each DOPS encounter.

Should I have been asked to be an assessor?

You need not have prior knowledge of the practitioner. You should be a pharmacist with experience and expertise in this task. Some tasks may be assessed by a suitably experienced pharmacy technician

How should it work?

The process is practitioner led. The practitioner chooses the assessor and the task. The task should be representative of their workload. The observed process should take no longer than 15 – 20 minutes. Immediate feedback should take no longer than 5 minutes. Please ensure the patient is aware that an assessment is being undertaken, if appropriate.

Tasks

Practitioners should only be observed undertaking one of the following tasks. Please write the corresponding number for the task in the box provided on the DOPS form:

Code	Task	Code	Task
1	Prescription validation	8	Risk assessment (e.g. suitability of formulation for paed)
2	Completion of relevant documentation (e.g. unlicensed product request form, worksheets, MI enquiry record)	9	Drug administration (e.g. calculation, correct device, route, matching prescription to drug delivery)
3	Error management (e.g. dispensing error, incorrect storage, incorrect preparation)	10	Receive an enquiry
4	Final check of prepared product	11	Retrieve relevant information to answer an enquiry (e.g. from text/paper resources, electronic databases, or websites)
5	Dispensing of purchased unlicensed products	12	Literature searching (Embase or Medline)
6	Assessment of compatibility or stability (e.g. two drugs in a syringe driver, new supplier of chemotherapy drug)	13	Provide a response to an enquiry (e.g. letter, email, telephone, face to face)
7	Prepare products (e.g. aseptic, extemps)	14	Other

HOW TO COMPLETE THE FORM:

Specific points:

Assessor training: is helpful in any assessment process so please read the entire form and this written training. You can indicate you have done this by ticking "Yes: written training" on the form.

Number of previous DOPS observed? This question is to explore the impact of familiarity/experience on rater performance using DOPS as part of the quality assurance process. Please mark how many DOPS you have ever observed with any practitioner.

Difficulty of task: Please score the difficulty of the task for the level of a practitioner completing DipGPP.

Q2. This includes discussion of the task, possible complications and their management

Q5. Seeks help where appropriate e.g. if working with a new protocol or with a complex patient

Q6. Post-task management e.g. disposes of empty vials, syringes; files documentation appropriately. Including action taken if things go wrong.

Q7. Disseminates information appropriately, provides feedback appropriately if an error has occurred.

Q9: Shows respect, compassion, empathy; establishes trust; respects confidentiality; behaves in an ethical manner; awareness of legal frameworks; awareness of limitations

Feedback:

In order to maximise the educational impact of using DOPS, you and the practitioner need to identify agreed strengths and areas for development. This should be undertaken in a timely, sensitive manner in a suitable environment. Return the form to the practitioner. Thank you for completing this form and feeding back to the practitioner.