

NIHR Greater Manchester PSTRC

Plain English Publication Summary

Publication: [The role of Non-Technical Skills in community pharmacy practice: an exploratory review of the literature](#)

Publication details (Vancouver format)

Ashour A, Phipps D, Ashcroft D. The role of Non-Technical Skills in community pharmacy practice: an exploratory review of the literature. Int. J. Pharm. Pract.

What are the most important findings/conclusions in this paper? Why are they important?

This paper summarises examples of non-technical skills that are used by community pharmacists to do their jobs. After doing a search of academic literature, there were sixteen non-technical skills, or elements, identified including:

- Four elements within leadership and task management
- Three elements within situation awareness and decision-making
- Two elements within teamwork and communication

These elements and examples will be combined with information from interviews with pharmacists, as well as observing pharmacists doing tasks as part of their role. This will help to develop a framework that fully describes the non-technical skills required by community pharmacists to do their job well.

What did you do?

We searched through the available academic literature and found examples of community pharmacists using non-technical skills in their jobs to improve safety and efficiency when working.

Why did you conduct this research?

Non-technical skills have been shown to be important in other areas of healthcare, and initial studies have found examples of community pharmacists using non-technical skills in their roles. This review was important to gather all examples of non-technical skills that are mentioned in academic literature, to be able to present them in a single paper.

What was known before your paper was published?

Before this literature review, a limited number of studies had mentioned non-technical skills and community pharmacy. One study had interviewed pharmacists and tried to identify examples non-technical skills from the responses. Another study had identified non-technical skills, in general, as being important when dealing with difficult and tense situations in the pharmacy.

What is next? What is the potential impact of the work in this paper? What will change as a result of this paper (or the study it describes)?

This study presents a framework for the non-technical skills needed by community pharmacists which are currently available in academic literature. However, more work needs to be done to identify whether there are other non-technical skills that haven't been reported yet. To do this we can interview pharmacists and observe them as they do their jobs. This literature review has shown that non-technical skills are important to community pharmacists, and that there has been some research into one, or a combination of, non-technical skills previously.

Does this paper link in to a particular study / project? If so, please summarise the study and explain how this paper has improved understanding, or will move the study forward.

The aim of the project overall is to develop a framework that is thorough and describes the most important non-technical skills needed by community pharmacists, and how they are used in practice. This work will be done with the input of community pharmacists who will help design how the framework looks, and how it can be used.