



POSITIVE IMPACT

Pharmacist Course Brochure

2018

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2018 Courses

Allergic Rhinitis

This course aims to provide pharmacists and other healthcare professionals with an understanding of the impact of undiagnosed allergic rhinitis and how to diagnose and treat it effectively.

Course Objectives:

By the end of this module, you will have a better understanding of the:

- Pathological and psychological effects of untreated allergic rhinitis.
- Mechanisms of allergic rhinitis.
- Diagnosis of allergic rhinitis by pharmacists.
- Taking of history from the patient
- Selection of the correct treatment and management of allergic rhinitis

Autism symptoms and diagnoses

Autism, or autism spectrum disorder (ASD) is a persistent, lifelong, neurodevelopmental disorder which affects communication, social interaction and behaviour.

Course Objectives:

By the end of this course participants should be able to explain:

- What autism is and how it can be described
- The causes of this disorder, and the misconception of a link with the MMR vaccine
- Some of the varied symptoms seen in autism
- How autism is typically recognised and diagnosed.

Autism: Pharmacists role in management

Autism, generally referred to as autism spectrum disorder (ASD), has no cure, but requires lifetime management. This can be achieved through a range of specialist educational and behavioural programs. There are many interventions available for the management of ASD, and many of these focus on important aspects of childhood development.

Course Objectives:

By the end of this course participants should be able to explain:

- The interventions that are used in the management of autism
- More about the role of parents and carers in managing patients with autism
- Pharmaceutical interventions that may be used
- How pharmacists can help and support patients with autism and their families

Chronic spontaneous urticaria- clinical features, diagnosis and management

Urticaria is one of the most common reasons people seek medical advice but it can take up to 18 months for a diagnosis because of diagnostic challenges and unclear referral pathways to a specialist. Where patients are managed in primary care, many do not experience appropriate escalation of treatment when first-line therapy fails, resulting in low patient aspirations for optimal control of their symptoms.

Course Objectives:

By the end of this course participants should be able to explain:

- The pathophysiology of chronic spontaneous urticaria
- Types of urticaria
- Risk factors for chronic spontaneous urticaria
- Diagnosis - Signs and symptoms
- Full medical history to identify significant aspects of the condition
- Assessing severity and impact
- Treatment and monitoring
- Omalizumab for previously treated chronic spontaneous urticaria
- Other Immunosuppressant therapy
- The role of the pharmacist in management

Common kidney conditions encountered in the pharmacy

The kidneys are the workhorses of the body, filtering the blood to keep it clean, maintaining electrolyte and water balance, and activating vitamin D so it can be absorbed in the intestines. They also secrete a number of hormones, such as renin – which helps keep blood pressure steady – and erythropoietin, which is required by the bone marrow to produce red blood cells. They are remarkably resilient, to the extent that it is possible to live a normal life with just one kidney.

Course Objectives:

By the end of this course participants should be able to explain:

- Kidney stones, including symptoms, management and how to prevent them
- Acute kidney injury, and the need for pharmacists and staff to be vigilant of factors that increase the risk of recurrence
- Kidney cancer, including how it manifests and survival rates.

Conflict in the pharmacy

From tricky customers and unhappy staff to disgruntled GPs and flustered care homes, conflict happens in all manner of situations within the pharmacy. You can't always choose who you will be working with – or serving – in your pharmacy, so it is likely that there will be some people who are harder to deal with than others. In this course, you will learn about typical scenarios where conflict can arise, the problems it causes, and how to resolve it.

Course Objectives:

By the end of this course participants should be able to:

- Why conflict arises in the pharmacy
- The groups of people among which conflict typically occurs
- Why it is important to resolve conflict
- Common resolution techniques

Crohns disease

The first description of Crohn's was made in 1769 by Giovanni Morgagni, an Italian anatomist. But it wasn't until the 1930s that the disease was formally identified by Burrill Bernard Crohn and his colleagues. Dr Crohn refused to accept the accepted diagnosis at the time of intestinal tuberculosis for the condition. His research led to him, and his colleagues, publishing a landmark paper identifying Crohn's in 1932.

Course Objectives:

By the end of this course participants should be able to explain:

- Factors that cause Crohn's disease
- Symptoms of the condition and how it is diagnosed
- Primary medications used to manage this inflammatory disorder

Cystic Fibrosis: causes and symptoms

Cystic fibrosis (CF) is an inherited genetic disease that affects multiple organs, including those in the respiratory, digestive and reproductive systems. It occurs prevalently in the Caucasian population.

Course Objectives:

By the end of this course participants should be able to explain:

- What cystic fibrosis is and its genetic cause
- The various tests involved in its diagnosis
- How cystic fibrosis affects the respiratory, digestive and reproductive systems
- The complications of cystic fibrosis and how the condition is monitored

Cystic fibrosis- disease management

Slowing the progression of lung disease is a primary aim in the management of cystic fibrosis (CF). Alongside this, nutritional therapy is necessary to maintain adequate growth, as is the management of potential complications.

Course Objectives:

By the end of this course participants should be able to explain:

- The treatments available for the respiratory and digestive symptoms associated with cystic fibrosis
- Non-medicinal therapies used in cystic fibrosis
- Future research directions for cystic fibrosis
- The pharmacist's role in helping newly diagnosed patients and providing ongoing care

Fibromyalgia

Fibromyalgia is one of the main chronic pain disorders affecting approximately 2% of people by the age of 20, increasing to 8% of people by age 70. It was not defined until the late 20th century but descriptions can be found as early as the 17th century. It is more common in women than men; in fact, it occurs 9 times more frequently women than men. Symptoms generally start to occur between the ages of 30 and 55. The condition affects connective tissues which include the muscles, ligaments and tendons. Myalgia, which means muscle pain, is the main symptom while debilitating fatigue, sleep disturbances, joint stiffness, headaches and mood disturbances can also occur. Fibromyalgia commonly co-exists with psychiatric conditions such as depression, anxiety and other stress related disorders. The cause, diagnosis and optimal treatment of fibromyalgia are still not clear.

Course Objectives

By the end of this course participants should be able to explain:

- The symptoms of Fibromyalgia
- The diagnosis of Fibromyalgia
- The treatment of Fibromyalgia
- The difference between Fibromyalgia and Chronic Fatigue Syndrome

Glaucoma

Most people have a broad understanding of what glaucoma is: an eye condition more common in older people that – if left untreated – can cause vision loss. While this is broadly correct, there is much more to glaucoma.

Course Objectives:

By the end of this course participants should be able to explain:

- What glaucoma is, why it arises, and the risk factors for its development
- The various types of glaucoma and how they differ
- How the condition is managed and what happens if it is left untreated
- The role of pharmacists and their staff in helping patients who have glaucoma

High risk medicines

A single definition for ‘high risk’ appears to be lacking. But when attempts have been made to classify these medicines in the past, the following criteria are generally used:

- Has a narrow therapeutic index
- Poses a high risk of causing a patient significant harm or death when used in error.

Classifications have also looked at the number of hospitalisations associated with a medicine, as well as the consequences of missing doses or overdosing. In this course, we will look at methotrexate, lithium, theophylline and digoxin.

Course Objectives:

By the end of this course participants should be able to explain:

- Which medicines are classed as high risk
- The consequences of prescribing these medicines
- The role of the pharmacist and pharmacy staff in preventing adverse drug reactions caused by these medications

IBS

Of all the gastrointestinal (GI) disorders, the one that most lives up to its name is irritable bowel syndrome (IBS). Its symptoms are irritating, not only because they are often changeable, unpredictable and lifelong, but because the condition appears to have no discernible cause, and is therefore a source of intense annoyance to patients and healthcare professionals alike.

Course Objectives:

By the end of this course participants should be able to explain:

- What irritable bowel syndrome (IBS) is
- The typical symptoms and prevalence of IBS
- How the condition is diagnosed and managed
- How to distinguish IBS from similar conditions

Liver Disease

The liver is the largest solid organ inside the body. Involved in a number of vital processes associated with digestion and blood filtration, it is ideally positioned in the upper right portion of the abdomen, along with the gallbladder, pancreas and intestines.

Course Objectives:

By the end of this course participants should be able to explain:

- Functions of the liver
- The characteristics and symptoms of liver disease
- Causes and management of hepatitis, alcohol-related liver disease and cirrhosis
- Drugs that may exacerbate liver damage

Meningitis

In the public's consciousness, meningitis holds a level of fear reserved for a select few conditions. All too often, it summons up an image of a patient lying in a hospital bed with their life hanging in the balance. Although this is certainly one aspect of meningitis, there is much more to the condition.

Course Objectives:

By the end of this course participants should be able to explain:

- What meningitis is and what causes it
- How the condition presents and is treated
- The potential complications of infection
- Vaccinations that can provide protection against meningitis.

Multiple sclerosis

It has been reported that MS is less common in sunny countries near the equator, and more common in areas further away from the equator such as the United Kingdom, Canada, United States of America, Scandinavia, southern Australia and New Zealand

Course Objectives:

By the end of this course participants should be able to explain:

- The symptoms and causes of multiple sclerosis (MS)
- The different types of MS and how it is diagnosed
- How MS is treated
- How pharmacists can support and advise patients with MS

Pregnancy- use of medicines in managing complications

The need for drug therapy during pregnancy may arise from pre-existing medical conditions or as a result of pregnancy-related complications such as diabetes, pre-eclampsia and venous thromboembolism (VTE). As all drugs have the potential to cause harm in pregnancy, any decisions to use medication are made on a balance of risk versus benefit to the mother and the unborn foetus, with the mother, where possible, actively involved in making a fully informed choice.

Course Objectives:

By the end of this course participants should be able to explain:

- The physiological changes associated with pregnancy
- Factors to consider when prescribing in pregnancy
- Complications of pregnancy and treatment

Preventing transplant rejection

The aim of immunosuppressant therapy is to find the balance between preventing rejection and minimising adverse effects – including the risk of infection. Dosages – and therefore the risk of side effects and infection – are at their highest immediately after transplant surgery, but then reduce. Regular administration and monitoring are essential for the rest of the patient's life, and pharmacists and their teams have a role in providing advice and support, particularly regarding side effects and adherence.

Course Objectives:

By the end of this course participants should be able to explain:

- Why immunosuppression is needed in patients who have had a solid organ transplant
- The drugs used in long-term anti-rejection regimens, how they work, and some of the problems they can cause
- The role of pharmacists and their staff in helping patients who have had transplant surgery

Reducing antipsychotic prescribing in people with learning disabilities

Pharmacists and healthcare professionals are ideally placed to review and reduce inappropriate prescribing of psychotropic medicines in people with learning disabilities (PwLD) safely and effectively. This article will focus primarily on the use of antipsychotics in PwLD.

Course Objectives:

By the end of this course participants should be able to explain:

- Current antipsychotic prescribing in PwLD
- Harmful effects of antipsychotics in PwLD
- Current prescribing guidance on antipsychotics in PwLD
- Review, reduction and withdrawal of antipsychotics in PwLD
- Tips on how to start a conversation around possible withdrawal of antipsychotics in people with learning disabilities (PwLD)
- Alternatives to antipsychotics
- Implications for pharmacists

Resurgent diseases

We live in a time of constant advances in healthcare, hygiene and nutrition. These developments have resulted in reduced morbidity for patients and increased life expectancy. Although this general trend is positive, with various diseases eradicated and many conditions easily managed, there are some lingering diseases that appear to be making a comeback. Many of these can be treated and easily avoided, but in some circumstances, there has been a resurgence.

Course Objectives:

By the end of this course participants should be able to explain:

- What symptoms are present in a variety of resurgent diseases
- How these diseases can be treated
- Why there appears to be an increase in the frequency of these diseases
- How to help prevent their spread

Setting staff targets

Whether you are a pharmacist, a store manager or a supervisor, making the best use of a pharmacy's team can be a delicate balancing act. One way to achieve this equilibrium is by setting staff targets focused on customer engagement, retail sales and service provision.

Course Objectives:

By the end of this course participants should be able to explain:

- Why pharmacies should set targets for staff
- How to set and review targets
- The benefits of targets for staff
- The benefits of targets for the business

Sickle cell disease

Sickle cell disease (SCD) is a genetic condition. The term sickle cell refers to the abnormal shape of an affected individual's red blood cells: instead of being flexible and ring doughnut like in appearance, they have the look of crescent moons and are rigid. This because the haemoglobin contains an abnormal beta-globin chain that polymerises when deoxygenated, pulling the erythrocyte out of shape.

Course Objectives:

By the end of this course participants should be able to explain:

- The definition, cause and incidence of sickle cell disease
- Common symptoms and diagnosis
- Management, particularly of sickle cell anaemia
- How you can help sickle cell disease patients

Thrush and Cystitis

Vaginal thrush, or candidiasis, is a common type of fungal disease caused by a yeast infection in the vagina and surrounding areas. The form of yeast most commonly associated with thrush is *Candida albicans*, also known as *C. albicans* or *Candida*.

Course Objectives:

By the end of this course participants should be able to explain:

- What causes vaginal thrush and how to effectively treat it
- The other potential causes that need to be eliminated before initiating treatment
- What cystitis is and its common side effects
- When suspected cystitis should be referred

Ulcerative colitis

Inflammatory bowel disease (IBD) encompasses both Crohn's disease and ulcerative colitis (UC). The most common presentation is UC. It is a long-term condition which causes inflammation in the colon and rectum.

Course Objectives:

By the end of this course participants should be able to explain:

- Who is most likely to be affected by ulcerative colitis
- Typical symptoms that patients present with
- Treatments used to reduce these symptoms and maintain remission

Previous Courses

Acne

This short course contains information for pharmacists about acne including its causes and a description of the types of lesions, and treatments available, along with advice that pharmacists can give to patients.

Course Objectives:

By the end of this course participants should be able to explain:

- The incidence, symptoms and causes of acne vulgaris
- Conditions that present with similar symptoms
- Treatment, side effects and contraindications
- Self-care and lifestyle advice for acne patients

Alopecia

This course describes the different types of alopecia and includes information about male and female pattern baldness, telogen effluvium, alopecia areata and other causes such as chemical and physical damage and infection.

Course Objectives:

By the end of this course participants should be able to explain:

- Common causes of hair loss in both men and women
- The treatments available to help reduce alopecia
- The key advice pharmacists can offer sufferers
- Practical tips on how to mask hair loss

Antibiotic Review

This course covers the major classes of antibiotics, the differences between antibiotics, their mechanisms of action, adverse effects and important drug interactions involving antibiotics.

Course Objectives:

By the end of this course participants should be able to:

- Name the major classes of antibiotics
- Understand their mechanisms of action
- Describe their adverse effects and drug interactions

Antibiotic Stewardship: Introduction

Antimicrobial resistance is a major public health problem throughout the world and is attributed largely to excessive and inappropriate use of antimicrobial agents. The purpose of this course is to train pharmacists to identify interventions and strategies to improve antimicrobial stewardship activities in pharmacy practice.

Course Objectives:

After completion of this module participants should be able to:

- Describe the goals and components of antimicrobial stewardship programs.
- Discuss recent trends in ASPs in health systems.
- Identify and discuss barriers to the implementation of ASPs in health systems
- Develop strategies for overcoming these barriers

Appraising Evidence

This course contains guidance for pharmacists on evaluating evidence about medicines. It includes information about evidence available, how to access it, as well as advice about appraising clinical trials.

Course Objectives:

By the end of this course participants should be able to :

- Find reliable sources of drug information
- Find free---to---access and paid---for resources
- Use local medical information services

Arrhythmia

Arrhythmias are an important risk factor for developing severe comorbidities such as acute coronary syndromes, heart failure and stroke; moreover, they frequently lead to attendance at accident and emergency or hospital admission. The most serious consequence can be sudden cardiac death, which is a complication of ventricular arrhythmias. Unfortunately, it is not uncommon for stroke or sudden cardiac death to be the initial presentation of the arrhythmia. Atrial fibrillation is the most common rhythm disorder, affecting up to per 1 cent of the general population.

Course Objectives:

By the end of this course participants should be able to explain:

- Normal heart rhythm and disorders that may develop
- The causes, risk factors and symptoms of arrhythmia
- The effectiveness of anti-arrhythmic drugs and the use of devices such as pacemakers and defibrillators
- How pharmacists can help support patients with arrhythmia

Asthma: Pathophysiology, Causes and Diagnosis

According to a recent report by the Global Initiative for Asthma (GINA), South Africa has the world's fourth highest asthma death rate among five to 35 year olds. Of the estimated 3.9 million South Africans with asthma, 1.5% die of this condition annually. This number has remained stable over the past few years despite raised awareness.

Course Objectives:

By the end of this course participants should gain a better understanding of:

- Explain the pathophysiology of asthma
- Describe the causes and clinical features of asthma
- The diagnosis of asthma in terms of clinical features that increase or lower the probability of asthma lower
- the probability of asthma including spirometry testing
- Assessing asthma control in terms of achieving and maintaining complete control of the disease

Asthma: long-term management

Many people with asthma do not have their condition well controlled. A survey of 8,000 people with asthma in Europe between July 2012 and October 2012 found that despite 91% of patients considering themselves as having well controlled asthma, only 20% of cases were controlled according to standards set out by national and international guidance.

Course Objectives:

By the end of this course participants should gain a better understanding of:

- The stepwise guidelines for the treatment of Asthma in Adults
- Medicines used in the treatment of asthma
- Side effects of medicines used in asthma treatment
- Beclomethasone dipropionate equivalence ratio of inhaled steroids
- Maintenance and reliever therapy
- Severe and difficult asthma
- Inhaler technique

Attention deficit hyperactivity disorder (ADHD)

Attention deficit hyperactivity disorder (ADHD) is a behavioural syndrome characterised by the core symptoms of hyperactivity, impulsivity and inattention. Symptoms most often emerge during childhood, and it is thought to affect 3-9% of school-age children and young people ADHD can have serious consequences for a child and their family, as it can lead to low self-esteem, social and emotional problems, and underachievement at school. It can continue into adulthood, which may lead to ongoing social problems.

Course Objectives:

By the end of this course participants should be able to explain:

- What ADHD is and who it affects
- The signs and symptoms of ADHD
- How ADHD is diagnosed
- What the drug and non-drug treatment options are

Benign Prostatic Hyperplasia

This course describes the symptoms and diagnosis of BPH and includes information about treatment options such as alpha-blockers and 5-alpha reductase inhibitors. Lifestyle advice and prostate cancer are also discussed.

Course Objectives:

By the end of this course participants should be able to explain:

- The prevalence of benign prostatic hyperplasia and associated problems
- The symptoms and clinical assessment of patients with benign prostatic hyperplasia
- The latest treatment options, both on prescription and over the counter, for benign prostatic hyperplasia
- Red-flag symptoms for prostate cancer

Bipolar Depression

Bipolar disorder, or manic depression, causes severe mood swings, usually lasting several weeks or months. These involve intense depression and despair interspersed with feelings of extreme happiness and elation. This course describes ways in which pharmacists can help patients manage all stages of this challenging mental condition.

Course Objectives:

By the end of this course participants should be able to explain:

- The classification of bipolar disorder
- The symptoms of mania and depression
- The main comorbidities?
- The treatment, monitoring, the challenges bipolar
- The role of the pharmacist in helping patients with bipolar disorder

Bipolar disorder with a focus on women of childbearing age

This course provides a timely consideration of the use of valproate in the treatment of bipolar disorder and, with reference to the current evidence base, will discuss: what it is licensed for, what it is used for in clinical practice, and why it is used long-term in female patients. The course will investigate safety issues, risks and benefits associated with valproate use and assess how these compare with alternative treatments. It will also highlight what information patients and healthcare professionals need to know about valproate use in bipolar disorder.

Course Objectives:

By the end of this course participants should be able to:

- Describe the symptoms and diagnosis of bipolar depression
- Outline the treatment of bipolar depression, mania and hypomania
- Explain lithium, carbamazepine, lamotrigine, valproate and antipsychotic maintenance treatment
- Place in perspective the risks of treatment versus no treatment or sub therapeutic treatment in pregnancy.

Body dysmorphic disorder

It's common for people to feel unhappy about how they look sometimes. However, when a person becomes abnormally preoccupied by either an imagined physical defect, or shows marked concern about a slight defect in their physical appearance, this is known as body dysmorphic disorder (BDD).

Course Objectives:

By the end of this course participants should be able to explain:

- That body dysmorphic disorder (BDD) is a commonly misdiagnosed condition, usually occurring in adolescents
- There are a variety of symptoms and presentations of BDD, and they can vary from person to person
- How diagnosis of BDD is different from obsessive compulsive disorder and other anxiety disorders

Breast & Ovarian Cancer

Breast cancer has a high prevalence among those aged over 50, with as many as eight in 10 women in this cohort affected. Over the past 25 years, reported incidences of breast cancer have been rising steadily. Ovarian cancer – which is often diagnosed at a late stage – is the fifth most common cancer in women. Although it can occur at any age, it is more common in postmenopausal women.

Course Objectives:

By the end of this course participants should be able to explain:

- What the main risk factors are for developing breast and ovarian cancer
- Common signs and symptoms that pharmacists can look out for
- What recommendations pharmacists can make to patients
- The screening methods available

Burns: assessment and treatment

For all burns, basic first aid should be carried out immediately. In most cases, a health professional will not be present when the burn is sustained. Anyone responding to a burn incident must first ensure his or her own personal safety, before checking the patient's airways, breathing and circulation (i.e. the ABC of first aid). Patients should be stabilised before a burn is treated. Initial action depends on the type of burn sustained.

Course Objectives:

By the end of this course participants should gain a better understanding of:

- The initial steps when managing a burn
- How to assess a burn's severity, and
- Signs that may suggest a burn is non-accidental

Cardiovascular Disease: Pharmaceutical Management

The World Health Organization (WHO) describes CVD as a major cause of disability and premature death throughout the world. CVD is often described as a 'silent killer', whereby underlying atherosclerosis develops over a period of years remains asymptomatic until it reaches an advanced stage. Community pharmacists in particular are key in the management of CVD and minimisation of risk factors, due in part to the high degree of contact pharmacists have with their patients.

Course Objectives:

By the end of this course participants should be able to:

- Describe the risk factors for cardiovascular disease (CVD)
- Recognise modifiable risk factors
- Discuss opportunities to help improve adherence to lifestyle changes and medications in patients with CVD
- Define patient adherence objectives, with regard to lifestyle modifications for patients with CVD
- Describe effective strategies to enhance patient adherence to and persistence with CVD treatment

Chemotherapy Management of Side Effects

This course discusses the management of side effects of anticancer treatments and the advice that pharmacists can give to patients. It includes information about fatigue, gastro-intestinal problems, skin toxicity, alopecia and eye problems as well as OTC and herbal medicine interactions.

Course Objectives:

By the end of this course participants should be able to explain:

- The typical management of patients receiving anticancer therapy
- Advice on managing side effects
- Which OTC medicines should be avoided in patients receiving chemotherapy
- The key counselling points you should cover to help support patients.

Cholesterol: Update

Although healthy levels of cholesterol are vital for normal cellular functioning, high plasma concentrations increase the risk of developing serious cardiovascular complications. Cholesterol levels in SA are among the highest in the world, with two-thirds of patients having a total cholesterol that exceeds recommended limits

Course Objectives:

By the end of this course participants should gain a better understanding of:

- Recommended cholesterol levels
- The mechanism of action of statins
- Therapeutic alternatives to statins
- Common lifestyle questions asked by patients

Chronic Fatigue Syndrome (CFS)

CFS affects men and women of all races, classes and age groups. Like other immune dysfunction disorders, it affects more women than men – with women making up around 80% of all cases. It is estimated to affect 1% – 2% of the population in first world countries, like the USA and Australia.

Objectives

By the end of this course participants should be able to describe:

- The suspected prevalence of chronic fatigue syndrome, and theories about causes
- The wide range of symptoms patients may experience,
- The impact these can have on everyday life, and how healthcare professionals approach diagnosis
- How the condition is managed
- The likely prognosis

Chronic kidney disease

The kidneys are two bean-shaped organs, each about the size of a fist, that lie at the back of the abdomen at waist level and are connected to the bladder by ureters. Their structure includes a mass of tubular nephrons, each of which has an associated network of capillaries known as the renal glomerulus. Between them, these provide the key functions of filtering blood to remove waste products, salts and excess water from the blood stream to form urine, and then reabsorbing some of these, including water, glucose, amino acids and some urea.

Course Objectives:

By the end of this course, you will be able to describe:

- The structure and function of the kidney
- The common causes of chronic kidney disease (CKD) and its stages
- Symptoms and treatment of CKD
- OTC and prescription drugs that may not be suitable for patients with CKD

Chronic tic disorders

Tic disorders are hyperkinetic movement disorders characterised by the presence of tics (involuntary, sudden, rapid, recurrent, non-rhythmic movements or vocalisations). Tourette syndrome is the most complex and clinically relevant tic disorder and is no longer considered to be a rare medical condition. This article reviews current knowledge about the diagnosis and management of different types of tic disorders, with a focus on Tourette syndrome.

Course Objectives:

By the end of this course, you will be able to:

- Describe how different types of tic disorders are diagnosed
- Describe the pathophysiology, signs and symptoms and diagnosis of chronic tic disorders
- Explain appropriate therapeutic options for their management, with a focus on Tourette syndrome
- Outline specialist interventions specific to tic disorders

Conducting Literature Reviews

This course discusses how pharmacists can review available information in order to provide answers to enquiries from patients and other health care professionals. It includes information about reliable resources as well as advice about how to present the answers found.

Course Objectives:

By the end of this course participants should be able to:

- Find reliable sources of drug information
- Find free-to-access and paid-for resources
- Use local medical information services
- Present answers to questions

Dementia (Part1)

This course describes the causes, symptoms and diagnosis of dementia. Information about different types of dementia such as Alzheimer's disease, dementia and vascular dementia is included as well as the pharmacist's role in identifying patients.

Course Objectives:

By the end of this course participants should be able to explain:

- The incidence of dementia and its key clinical features
- The different types of dementia and their causes
- Diagnosis and typical progression of Alzheimer's
- The role of the pharmacist

Dementia (Part2)

This course describes the pharmacological management of dementia and includes information about drugs that improve cognitive function such as AChEIs and memantine.

Course Objectives:

By the end of this course participants should be able to explain:

- How drug therapy can improve cognitive function in dementia
- The possible behavioural and psychological symptoms of dementia, and the key treatment and management options
- How to put your knowledge into practice with a case study focusing on dementia.

Depression: Pharmaceutical Management

Worldwide, more than 150 million people suffer from depression and nearly 1 million commit suicide every year. Recent World Health Organization (WHO) data from 60 countries worldwide show that depression is associated with a larger decrement in health than the chronic diseases angina, arthritis, asthma and diabetes.

Course Objectives:

By the end of this course participants should be able to:

- Recognise opportunities to help improve medication adherence in patients with depressive disorders.
- Describe reasons for non-adherence, including intentional and non-intentional non-adherence and how pharmacists can influence patient behaviour.
- Describe the common challenges affecting patient adherence and persistence with psychotropic medications.
- Identify drug-drug interactions and advise on management or appropriate changes to pharmacotherapy.
- Explain prescribing requirements for special populations: older persons, patients with multiple morbidities, extensive and poor metabolisers.

Diabetes Type 1: Management

This course provides an overview of the management of diabetes Type 1, patient groups for which continuous subcutaneous insulin infusion is recommended, and advice, which should be given to patients about insulin.

Course Objectives:

By the end of this course participants should be able to

- The causes, diagnosis and management of type 1 diabetes
- Treatment aims for people with type 1 diabetes
- Insulin types used in the management of type 1 diabetes
- How pharmacists can help people manage their diabetes effectively

Diabetes Type 2: Management

According to the International Diabetes Federation in 2011, the estimated diabetes prevalence for South Africa is 6.46% for adults aged 20---79 years (approximately 1.9 million of 30 million adults). However, it must be noted that in SA, 50---85% of diabetes sufferers (especially in rural areas) remain undiagnosed. Type 2 (previously known as Non---Insulin Dependent Diabetes Mellitus) consists of 90-95% of the population who have diabetes. It is therefore essential that pharmacists are up to date with the treatment of Type 2 diabetes.

Course Objectives:

By the end of this course participants should be able to describe

- The definition of Type 2 Diabetes
- The mechanism of action of oral anti---diabetic medicines
- The signs of hypoglycaemia
- The meaning of HbA1c
- The side effects & drug interactions of oral anti---diabetic medicines

Eczema and Psoriasis

This course contains information for pharmacists about some forms of eczema and psoriasis, with images to aid identification. Descriptions, causes and treatments of guttate and scalp psoriasis, infected, discoid and fingertip eczema and superficial basal cell carcinoma are included.

Course Objectives:

By the end of this course participants should be able to explain:

- The key features and presentation of eczema and psoriatic conditions
- The treatments, including both emollients and drug therapy, to recommend when a patient presents with a skin condition
- When to suspect a lesion may be a basal cell carcinoma
- Signs of infection in eczematous lesions.

Endometriosis

Endometriosis affects 10 to 15 per cent of all menstruating women aged 25 to 44 years. The condition can range from mild to severe and can be both physically and emotionally debilitating. This course will help pharmacists answer common questions that patients have about endometriosis.

Course Objectives:

By the end of this course participants should be able to explain:

- The incidence, prevalence and symptoms of endometriosis
- How endometriosis is diagnosed and pain is managed
- The hormonal and surgical options available for treatment
- The answers to common questions on fertility

Erectile Dysfunction

This course discusses the causes, risk factors and management of erectile dysfunction. It also includes information about the treatments available and who they can be prescribed for.

Course Objectives:

By the end of this course participants should be able to explain:

- The link between ED coronary heart disease and diabetes
- The causes of erectile dysfunction
- The diagnosis of erectile dysfunction
- The management options for erectile dysfunction
- What options remain if treatment fails

Falls in older patients

This course discusses the prevention of falls in the elderly, including causes and risk factors such as motor problems, sensory impairment and medication. Information about the pharmacist's role in the management of those at risk and advice for patients and carers is also included.

Course Objectives:

By the end of this course participants should be able to explain:

- The incidence of falls and their effects, including common fractures
- The causes of falls in older people, including motor, sensory and neurological problems
- The drugs that increase the risk of falls in older patients
- The steps pharmacists can take to minimise falls risk

Generalised Anxiety Disorder (GAD)

This course describes generalised anxiety disorder (GAD) and contains useful information for pharmacists about how they can spot at-risk patients and provide support and advice.

Course Objectives:

By the end of this course participants should be able to explain:

- Causes, signs and symptoms of GAD
- Pharmacists' role in recognizing and referring patients who may have GAD
- Management, including psychological and pharmacological treatment of GAD
- Support and information for patients

Gout: Management and Prevention

Gout is a common type of inflammatory arthritis that causes severe pain, discomfort and damage to joints. Timely and effective treatment of gout is necessary to reduce the risk of flares, chronic polyarthritis and tophaceous disease. Pharmacists can promote lifestyle modification which can be effective in preventing further gout attacks.

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- The key risk factors for the development of gout
- How to manage acute gout attacks
- When gout prophylaxis should be considered
- Lifestyle advice you should offer patients with gout

Heart Failure

Reducing mortality and delaying disease progression are two key aims of treating heart failure but, for many patients, controlling symptoms and improving quality of life are more important than longevity. Chronic heart failure can broadly be separated into heart failure with reduced ejection fraction (HFREF; also referred to as left-ventricular systolic dysfunction) and heart failure with preserved ejection fraction (HFPEF).

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- How to reduce mortality, delay disease progression, control symptoms and improve quality of life
- Lifestyle changes
- Symptom control
- Treatment

Helicobacter pylori infections

Despite a better understanding of the pathogenesis and treatment of peptic ulcers, Helicobacter pylori infections and treatment remain an unsolved problem with around half of the world's population still infected. The prevalence ranges from >80% in many developing countries to around 10% in developed western countries.

Course Objectives:

By the end of this course participants should be able to explain:

- Recommended regimens for Helicobacter pylori therapy
- Triple therapies (susceptibility-based therapies)
- Non-bismuth-containing four-drug therapies
- Bismuth-containing four-drug therapies
- What to do after one or more treatment failures
- Patient education about Helicobacter pylori infections

Hepatitis A, B, C, D and E

Hepatitis means inflammation of the liver and refers to a group of viral infections that affect the liver. The most common types are hepatitis A virus (HAV), hepatitis B virus (HBV), and hepatitis C virus (HCV – mainly in the USA); however, D and E strains have also been identified. Chronic viral hepatitis is the leading cause of liver cancer (hepatocellular carcinoma [HCC]) and the most common reason for liver transplantation.

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- The transmission and pathophysiology of the various hepatitis viruses.
- Describe the clinical course of hepatitis A, B, C, D, and E infections.
- Identify patients at risk for hepatitis and target groups for vaccination against hepatitis A and B viruses.
- Outline the current prevention and treatment options for hepatitis A, B, and C.

HIV Update

Since the release of the previous SA HIV/AIDS treatment guidelines, the scale up of antiretroviral therapy (ART) in Southern Africa has continued to grow. Although currently few in number, some patients in South Africa are failing protease inhibitor (PI)-based second-line regimens. To address this, guidelines on third-line (or 'salvage') therapy have been expanded and are included in the latest guidelines.

Course Objectives:

By the end of this short course participants should gain an updated understanding of:

- HIV transmission, pathophysiology and disease progression.
- Current first, second and third line treatment(s).
- New Pre and Post Exposure prophylaxis guidelines (PREP) and (PEP).
- Treatment of patients with comorbidities.
- Side effects/adverse reactions & medicine interactions of ARVs.
- HIV and the role of pharmacy personnel in ARV management.

Hypertension: Management

This course describes hypertension and includes information about causes, risk factors, diagnosis and classification. Treatment is also discussed, including the drugs suitable for different patient groups and their side effects, as well as lifestyle advice that pharmacists can give.

Course Objectives:

By the end of this course participants should be able to describe:

- The main risk factors and causes of hypertension, its diagnosis and assessment
- The clinical classifications of hypertension and how these affect management
- The stepwise treatment of hypertension, and recommended drugs for different groups
- Common cautions and antihypertensive side effects pharmacists must know

Lung and Bowel Cancer

This course helps pharmacists recognise symptoms of lung and bowel cancer. It contains information about symptoms and risk factors, and about screening for bowel cancer.

Course Objectives:

By the end of this course participants should be able to explain:

- The signs of lung cancer all pharmacists must know
- When to refer patients, and the tests GPs may order
- The risk factors for bowel cancer
- How to keep a symptom diary to identify changes in bowel habit.

Introduction to Medicine Therapy Management (MTM)

The purpose of this course is aimed to introduce a common understanding of what MTM involves and to improve collaboration among pharmacists & doctors.

Course Objectives:

By the end of this course participants will be able to describe

- The basic framework for MTM services & Medicine Therapy Review
- Comprehensive personal medicine record
- Appropriate interventions, referrals, documentation and record keeping.

Lupus

Lupus is an autoimmune rheumatic condition and about 90 per cent of cases are in women. Pharmacists can help raise awareness of the condition, support patients with medicines and provide healthy lifestyle interventions to help prevent cardiovascular disease.

Course Objectives:

By the end of this course participants should be able to explain:

- The pattern of disease in lupus and the organs commonly affected
- The key diagnostic signs you should know
- The different treatment options considered in lupus
- Lifestyle and management advice pharmacists can offer patients.

Medicine Use Evaluation

Medicine Use Evaluation (MUE) programs play a key role in helping health care systems understand, interpret, evaluate and improve the prescribing, administration and use of medicines.

Course Objectives:

By the end of this course participants should be able to:

- Explain the concept of medicine use evaluation (MUE)
- Demonstrate the process for implementing and performing an MUE
- Discuss the use of an MUE program for improving prescribing and dispensing practice
- Prepare criteria and threshold values for an MUE
- Develop an MUE tool.
- Analyse the results of an MUE.
- Demonstrate the use of intervention strategies to improve medicine use.

Menopause

Menopause is the stage in a woman's life signified by a loss of ovarian follicular activity and permanent cessation of menstruation. Menopause occurs after the final period and is clinically diagnosed after 12 months of absent periods. It occurs as part of the natural ageing process. Menopause typically begins between 45-55 years of age. The average age at which women reach menopause is 51, although some women may experience premature menopause before the age of 40.

Course Objectives:

By the end of this course participants should be able to explain:

- Hormone changes that occur between perimenopause & menopause
- The variety of symptoms experienced throughout menopause
- Available treatment options
- Risks and benefits associated with hormone replacement therapy

Menstrual Abnormalities

This course gives an overview of the menstrual cycle, examining the roles played by the different hormones involved. It discusses menstrual problems and how pharmacists can help sufferers manage their symptoms.

Course Objectives:

By the end of this course participants should be able to explain:

- The changes caused during the menstrual cycle
- The treatments for menorrhagia available in the pharmacy
- The causes of amenorrhoea
- Common drugs that can interfere with the menstrual cycle

Migraine management

Migraines occur in 15% of the adult population. They are painful and disabling, and typically present as a headache associated with gastrointestinal symptoms and a preference for a dark and quiet environment. Symptoms can be severe, preventing patients from carrying out normal daily activities, and can significantly affect quality of life. This course aims to provide a summary of migraine for pharmacists including evidence and practice-based treatments for their management in adults.

Course Objectives:

By the end of this course, you will be able to describe:

- Pathophysiology of migraine
- Symptoms and warning features of migraine
- Diagnosis of migraine
- Prevention of migraine
- Acute and prophylactic treatment of migraine

Myocardial Infarction (Part 1)

This course provides an overview of the management of myocardial infarction, and includes information about incidence and risk factors as well as symptoms, criteria for diagnosis and the drugs used in immediate treatment.

Course Objectives:

By the end of this course participants should be able to describe:

- The key risk factors for myocardial infarction, including ethnicity and gender, and incidence
- The possible presentations of MI and how a diagnosis is confirmed
- The initial treatment and management in secondary care

Myocardial Infarction (Part 2)

This course describes secondary prevention in myocardial infarction (MI) and includes information about risk factors for a second MI, lifestyle changes and secondary prevention treatment regimens. The role of the pharmacist in helping patients to understand and manage their treatments is also discussed.

Course Objectives:

By the end of this course participants should be able to describe:

- The risk of morbidity and mortality following a myocardial infarction
- The different treatment options that may be considered for secondary prevention of myocardial infarction
- The key lifestyle advice and medicines management tips you can offer patients who have experienced a myocardial infarction

Non-statin drugs for the management of dyslipidaemia in adults

In 2014, England's health technology assessment body, stated in its guidance on cardiovascular risk assessment and modification of blood lipids for the primary and secondary prevention of cardiovascular disease (CVD) that "fibrates should not be routinely offered, alone, or in combination with statins, for the primary or secondary prevention of CVD". However, this has led healthcare practitioners to question the role of the pharmacological alternatives to statins in clinical practice.

Course Objectives:

By the end of this course participants should be able to explain:

- The major lipoprotein classes
- Primary disorders of lipid metabolism
- Treatment of dyslipidaemias
- Side effects, drug interactions and monitoring of lipid-lowering drugs
- Alternative treatment options

Osteoarthritis: Management

A wide range of drug classes are used in treating osteoarthritis (OA). Pharmacological therapies are adjuncts in the management of OA but there are no specific prescribing patterns because of the heterogeneous nature of OA. There are no pharmacological treatments that are known to prevent or cure osteoarthritis. Pharmacists can play a role in recommending exercise regimens which include local muscle strengthening combined with general aerobic fitness.

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- The non-pharmacological management of osteoarthritis
- The Initial pharmacological management
- Joint surgery

Pancreatitis

The pancreas is a large, flat gland – approximately 15cm long – located deep in the abdomen, sandwiched between the stomach and the spine. The gland itself is roughly pearshaped and sits surrounded by several other organs including the small intestine, liver and spleen. The pancreas performs two key functions: exocrine and endocrine.

Course Objectives:

By the end of this course, you will be able to describe:

- The structure and function of the pancreas
- The incidence of acute and chronic pancreatitis
- Symptoms and drug management of pancreatitis
- Lifestyle changes pharmacists can advise to help patients manage their condition

Parkinson's disease

Parkinson's disease is a progressive neurodegenerative condition resulting from the death of the dopamine-containing cells of the substantia nigra. Its cause is unknown and there is currently no cure. Incidence increases with age, with around 1 per cent of the white population aged 55 years and older affected. It is the second most common neurodegenerative disorder after Alzheimer's disease. Treatment focuses on managing its symptoms, including bradykinesia, rigidity and rest tremor. Men are 1.5 times more likely to be affected than women, and rates are lower in patients of black and asian ethnicity.

Course Objectives:

By the end of this course participants should be able to explain:

- The incidence of Parkinson's disease
- The motor, neuropsychiatric and autonomic symptoms
- The drug treatment and management of Parkinson's disease
- The specialist help and surgical options available to patients

Postnatal depression

Postnatal depression can be defined as any non-psychotic depressive illness that occurs within a year of giving birth. Although relatively common, the condition still remains under-recognised for a variety of reasons. Some women may not be aware that they are depressed, while others can be wary of seeking help due to fear of being stigmatised. As with all depressive illnesses, the causes are complex and multifactorial and healthcare professionals need to be alert to possible signs and symptoms in all women who have recently given birth.

Course Objectives:

By the end of this course, you will be able to describe:

- The definition and impact of postnatal depression
- The causes, risk factors and symptoms
- Non-pharmacological and pharmacological treatments
- Advice and support that pharmacists can provide to patients

Parkinson's Disease

This course discusses the progressive neurodegenerative condition Parkinson's disease. It includes information about the motor, neuropsychiatric and autonomic symptoms as well as diagnosis, drug treatment and management.

Course Objectives:

By the end of this course participants should be able to explain:

- The incidence of Parkinson's disease
- The motor, neuropsychiatric and autonomic symptoms
- The drug treatment and management of Parkinson's disease
- The specialist help and surgical options available to patients

Pharmacovigilance: An Introduction

This course is aimed to promote a culture of medicine safety awareness amongst health care workers, facilitate the development of ADR reporting systems, and to provide the necessary clinical knowledge and tools to identify, diagnose, manage and report adverse medicine reactions (ADR's) in all facets of healthcare delivery services where medicines are used.

Course Objectives:

By the end of this course participants should be able to:

- Increase awareness and understanding of adverse drug reactions as an important and potentially preventable cause of disease
- Promote safe use of medicines
- Promote reporting of adverse medicine reactions
- Enable effective use of safety monitoring systems
- Provide guidance on where information relating to drug safety may be obtained.

Pregnancy Loss

Pregnancy is an emotional time. Once the shock or joy of a positive test result has passed, the following months are filled with a mixture of anticipation, excitement and anxiety. But for some, these feelings are overwhelmed by sadness if the pregnancy does not culminate in a birth, and instead ends abruptly in a miscarriage or stillbirth. This course provides some background information on unplanned pregnancy loss, with a focus on the aspects of care that you and your staff are most likely to be asked about.

Course Objectives:

By the end of this course participants should be able to explain:

- How miscarriages and stillbirths differ in their definitions and management
- What pharmacists can do to help parents experiencing pregnancy loss
- Where to signpost affected individuals for more information and support

Principles of initiating antimicrobial therapy

Antimicrobial agents act by targeting specific sites in a wide range of organisms, including bacteria, viruses, fungal, protozoa and helminths; antibiotics are a subcategory of this large group and have the ability to kill or inhibit the growth of bacteria. With few new antibiotic agents currently in trials or development, the increase of antimicrobial resistance represents a major global health problem. Inappropriate use of antimicrobials and broad-spectrum antibiotics contributes to the selection pressure for the emergence of resistant pathogens.

Course Objectives:

By the end of this module, you will have a better understanding of:

- Misuse and overuse of antibiotics
- Empiric versus definitive therapy
- Bactericidal versus bacteriostatic agents
- Pharmacokinetics and pharmacodynamics of antibiotics

Prostate Cancer

Treatment of early stage prostate cancer and locally advanced disease can involve surveillance, radical treatment or androgen deprivation therapy; however, as the disease progresses, these options change.

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- When to consider each of the available treatment options for prostate cancer.
- The difference between watchful waiting and surveillance in prostate cancer.
- Radical treatment
- Androgen deprivation therapy
- Treatment of advanced disease, and
- Bone metastases

Skin Cancer

This course provides information about skin cancer and includes images for identification. It describes the causes, appearance and treatments for basal cell carcinoma, malignant melanoma, squamous cell carcinoma, Bowen's disease and seborrhoeic and actinic keratoses.

Course Objectives:

By the end of this short course participants should be able to explain:

- The visual appearance of different skin cancers and other lesions
- How to assess a mole that has changed appearance
- When to refer skin lesions for further treatment
- What medical and surgical options are available for skin cancers

Sleep disorders

Difficulty sleeping is common in women, children and those aged over 65. About 30 per cent of adults have sleep problems and around half of older people report insomnia. How we sleep has a huge impact on our lives. We function less well when we do not get enough quality sleep and our long-term health can suffer. By knowing what normal sleep patterns are and being familiar with common sleep problems, pharmacists can help patients enjoy quality sleep and improve their health and wellbeing. This article will focus primarily on the treatment of insomnia, sleep-related breathing disorders and central disorders of hypersomnolence.

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- Non-pharmacological treatment of insomnia
- Pharmacological treatment of insomnia
- Treatment of Sleep Apnoea and Hypersomnolence
- Other central hypersomnias

Subfertility: treatment options in women

Subfertility is defined by the failure of a heterosexual couple to achieve a clinical pregnancy after 12 months or more of regular unprotected sexual intercourse. Women become less fertile as they get older, and age is associated with a gradual decrease in both the quantity and quality of oocytes. Around 95% of women aged 35 years who have regular sexual intercourse without contraception will get pregnant after three years of trying, compared with 75% of women aged 38 years. The effect of age upon men's fertility is less clear. This article will focus on the treatment of subfertility in women.

Course Objectives:

By the end of this module, you will have a better understanding of:

- The causes of subfertility
- How subfertility is diagnosed
- The pharmacological and surgical options available and when they are considered

Urinary tract infection management in elderly patients

Urinary tract infection (UTI) is one of the most common reasons for using antibiotics in both primary and secondary care. The annual incidence of UTIs in the general elderly population has been estimated at approximately 10%, rising to 30% for residents of old age homes or other care institutions. The increase in incidence is caused by a range of factors seen in older people, including higher intravaginal pH in postmenopausal women, increased residual volume in the bladder and a weakened immune system.

Course Objectives:

By the end of this course, you will be able to describe:

- How to recognise the clinical features of urinary tract infection, including typical and atypical symptoms
- The antimicrobials available for treatment and their optimisation in elderly patients
- How to assess patients with recurrent urinary tract infections to determine the appropriate treatment strategy

Non-Clinical Courses

Assertion, Aggression & Passivity

Many people confuse assertiveness and aggression. Someone who is strident with their opinions and actions are often described as 'assertive'. However, inadvertently, this person may have been aggressive in their behaviour.

Course Objectives:

By the end of this short course participants should gain a better understanding of:

- The differences between the behaviour styles
- Assertive, Passive and aggressive behaviour
- A 3 step technique to being assertive that can help with saying no, disagreeing or calming someone down who is upset/ irate.
- Positive words and phrases
- Self-Analysis Exercise - what could you START doing, STOP doing or CONTINUE doing.

Brief Motivational Interviewing

Pharmacists have unique opportunities to enhance patient care by working with patients to modify behaviours related to chronic disease management. This course is aimed to improve the pharmacist's counselling skills through brief motivational interviewing. Learn new skills to improve adherence to chronic treatment through the use of this unique communication style.

Course Objectives:

By the end of this course participants should be able to:

- Provide a definition for Motivational Interviewing?
- Understand the clinical principles of Motivational Interviewing
- Demonstrate the skills of Motivational Interviewing
- Explain the structure of Motivational Interviewing
- Avoid Motivational Interviewing pitfalls
- Integrate Motivational Interviewing into pharmacy practice

Building your Pharmacy Brand

You may not be aware of it, but your pharmacy is already a brand and the people who know your pharmacy have a gut feeling about your brand. This gut feeling is the "brand".

Course Objectives:

By the end of this course participants should be able to:

- Your pharmacy as a brand and why it's important
- The branding cycle
- Factors to consider when developing a branding strategy
- The brand experience and how to deliver it

Coaching Skills

The GROW model provides a relatively simple framework for structuring a coaching session, and has been adopted by many of the world's major organisations. It is based around the theory that using questions rather than instructions in an organisation will foster change more readily.

Course Objectives:

By the end of this short course participants should be able to:

- Describe the four stages of the GROW model
- Identify key skills used in coaching
- Identify the most effective method of questioning
- Identify one thing NOT to do when coaching

Continuing Professional Development: An Introduction

The primary aim of the CPD process is to improve the quality of the services we provide as a pharmacist's assistants. This course provides an overview of the CPD cycle of lifelong learning and explains how CPD differed from the traditional continuing education approach.

Course Objectives

By the end of this course participants should be able to

- Define continuing professional development (CPD)
- Describe the CPD cycle using examples to demonstrate each step in the process
- Explain the difference between CPD and CE

Effective Time Management

We all get treated fairly, in that we all get 24 hrs in a day. Although in real life we often wish we had more than that to do everything. But in fact its more about how well we manage ourselves during the day in the time we have available.

Objectives:

By the end of this short course participants should be able to:

- Explain and understand the effectiveness cycle
- State how to match workload and energy levels
- Identify how to map out your perfect day
- Demonstrate protecting your priorities

Giving Constructive Feedback

One of your key roles as a manager is to give others feedback about what they are saying or doing, the level to which they are performing or the way they are behaving.

People need this feedback so that they can be clear about what you are thinking, evaluate how they are doing, recognise their strengths and weaknesses and improve the way they do things

Course Objectives

By the end of this short course participants should be able to:

- State the importance of giving effective, constructive feedback
- Understand how to tailor feedback to the recipient
- Recall what AID stands for
- Be able to give positive and developmental feedback

Handling Difficult People & Situations

Many situations can develop very quickly without giving you time to prepare. Awkward situations cannot be put off. They are damaging to the effectiveness of your team and may be damaging to the quality of service you provide. People rarely get angry for no reason at all, it's when dissatisfaction is poorly managed that they become angry. Although an angry person may attack you, remember that you are listening to someone who is in an 'attacking mode' so you should not take it personally.

Course Objectives

By the end of this short course participants should be able to:

- Explain the relevance of Ego States in difficult situations
- Clearly describe the difference between passive, assertive and aggressive
- Demonstrate what words, voice tone and body language are appropriate
- Show how to build rapport with empathy

Inter-professional Communication

Healthcare provision increasingly involves multiple professions with different levels of education and training. This course provides the framework for improving inter-professional communication skills, with a specific focus on the relationship between pharmacists and physicians.

Course Objectives:

By the end of this short course participants should be able to:

- Explain why interprofessional communication is of critical importance to provision of healthcare
- Describe the stages of the pharmacist/physician relationship and the factors that drive development of relationships
- List potential barriers to improvement of communications between pharmacists and other healthcare professionals, and identify areas for improvement
- Employ accepted techniques that provide structure for appropriate communication with other health care professionals

Leadership Development

This course is aimed to increase the pharmacist's awareness and understanding of the components of leadership and how to apply this knowledge to improve his/her organization's efficiency.

Course Objectives:

By the end of this short course participants should be able to:

- Relate why leadership skills are important to pharmacists
- Describe the characteristics of good leaders
- Identify the commandments for successful leadership
- Discuss the styles of leadership and the factors affecting leadership style
- Explain the ingredients for good leadership and suggest ways to improve leadership

Managing Conflict

As a manager you are responsible for the activities of your team. You may also be working alongside other managers who are responsible for their own teams. Your team members may fall out among themselves, or with you. Some may express hostility towards “the organisation”. Managing such conflicts may take up a large slice of your managerial time. This course will provide participants with useful tactics and strategies to turn conflict into something more productive.

Course Objectives:

By the end of this short course participants should be able to:

- Identify the causes of conflict
- Explain conflict management strategies
- State how to utilise different approaches to manage conflict
- Demonstrate confidence in dealing with conflict scenarios

Maximising Incoming Business

Most experts agree that human beings will spend more money and act with more urgency when buying things that satisfy their concerns. In this course the participant will learn about and how to make the most of every opportunity.

Course Objectives:

By the end of this short course participants should be able to:

- Explain how much opportunity there is in incoming business
- Describe 7 key questioning areas
- Identify how to create need
- Demonstrate how to use gentle bargaining to ensure commitment

Mentoring Skills

Mentoring can be a useful tool for those interested in career progression or simply anyone wanting support. This course explains how pharmacists might benefit from mentoring and provides recommendations for ensuring mentees and mentors get the most out of a mentoring relationship

Course Objectives:

By the end of this short course participants should be able to:

- Describe what mentoring is
- Demonstrate the two main styles used in mentoring
- Define two skills used in mentoring
- Name the most important thing to do as a mentor

Myers Briggs Type Inventory

The basic concepts of psychological type are that there are four basic preferences for functioning in the world, which combine in 16 different ways. In some work situations you might find that your type preferences place you in the minority. It can be challenging when the way that you gather or analyse information, communicate your ideas, or organise your work is different from your colleagues. Understanding another style will give insights into how other people are thinking and feeling in a variety of situations.

Course Objectives:

By the end of this course participants should be able to:

- Explain the basic concepts of psychological types
- Communicate your ideas,
- Organize your work
- Know yourself and your limits,
- Be willing to stretch yourself to meet your colleagues on their terms.

Non-Verbal Communication

Language is a powerful tool. Words allow us to express our ideas and feelings to each other clearly and in depth. But words are not the only way we can communicate with each other. Nonverbal methods of communication are common in our everyday lives, and in many cases are just as important as speaking as a way of conveying information.

Course Objectives

By the end of this module the delegate will be able to:

- Explore why non-verbal communication is so powerful
- Understand how physical proximity affects relationships
- Explore the concept of personal congruence
- Use the full repertoire of physical tools available to you

Resilience: Bouncing Back from Stress

Stress is a fact of modern life. There are so many sources of stress: caring for children, disabled persons and elderly parents, holding down a job, and making time for a social life are all everyday sources of stress. There is no escaping stress, but there are ways you can learn to handle stress better when it is present, and to 'bounce back' faster from its impact.

Course Objectives

By the end of this course participants should be able to explain

- Resilience - what it involves,
- How resilience is accomplished, and
- How you can become more resilient yourself.

Team building within multi-disciplinary teams

In healthcare, good team building is where all team members understand, believe in and work towards the shared purpose of caring and working for patients. In this course, the delegate will develop skills and techniques which they can take back into the workplace and use to build a team in a practical fashion, particularly when working with other disciplines.

Course Objectives:

By the end of this course, you will be able to describe:

- Understand the main differences between leading and managing
- Develop your own individual style through awareness of the 4 different styles
- How managers can Improve leadership performance
- Effective Teamwork
- Skills Needed for Teamwork
- Factors which Inhibit Team Growth

Theories of Motivation

In this course, we look at factors, which motivate people, which influence you and your staff motivation as well as your leadership role in creating the right conditions for good performance.

Course Objectives:

By the end of this short course participants should be able to:

- Define motivation
- Recall the 6 motivation theories
- Apply key principles of motivation
- State the signs of high motivation

Understanding Different Personality Types

The purpose of this course is to understand that "different" is not necessarily "difficult". We go through our lives encountering different types of people and whilst we know that every individual is entirely unique we can broadly categorise people into different groups or camps. This course will help you achieve a good understanding in what we call the four main personality types.

Course Objectives

By the end of this course participants should be able to:

- Understand the theory of personality types
- Understand and explain how different personality types will react to situations
- Describe how to learn how to read people
- Align and adjust to people

Unlocking your potential

This course is about the participant as a person, their relationship with themselves and what they want to get out of their lives. The course is not about a particular job or the task(s) for which they are paid, Its about accessing the limitless recourses locked away inside themselves

Course Objectives:

By the end of this short course participants should be able to:

- Set clear and attainable goals
- Understand how to boost their self-belief
- Develop techniques to manage their state
- Implement strategies and take action