

Faculty	Health and Behavioural Sciences
School	Pharmacy
Activity	Simulated patient role-plays
Lead	Associate Professor Neil Cottrell
Course	PHRM4012 Integrated Patient Centred Care
Average no. of students	200-250

The course

- This course exposes participants to a range of clinical scenarios that reflect contemporary and future pharmacy practice. Students apply their knowledge about medicines and pharmacy to the care of individual patients. Participants are required to demonstrate their ability to communicate, problem solve and integrate and apply knowledge from previous years of the Pharmacy program to help optimise the use of medicines in patients.

Flexible and Active elements

- Across seven hours of tutorials students participate in three hours of case based clinical scenarios reviewing a patient's medicines, two in skill based activities and two in simulated role plays.
- During the semester students role play a pharmacist twice and a patient on four to five different occasions (different scenario each time) in the mock pharmacies in the tutorials rooms.
- Within the role play scenario, students acting as the pharmacist are only advised that patients will come to see them with a headache or to request the sale of a product. They then have to apply their communication skills and knowledge to make a diagnosis and recommend a course of action for the patient. The patients all have a script with their symptoms to respond when asked queries by the pharmacist.
- These interactions are filmed and recorded, and watched in real time by peers in the tutorial group. Each student role-playing the pharmacist is provided with individual feedback from the tutor and their peers on their communication and their course of action for the scenario.
- This activity used to be completed as a paper-based exercise, however the move to PACE three years ago enabled the integration of role play simulations.

Learning outcomes

- Students find this challenging yet also a great opportunity to demonstrate their knowledge and get feedback on their approach to being a pharmacist before they step out into the profession.

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What the students say

- Loved the role plays!
- [The role-plays provided] Great practicing opportunities for counselling (especially OTC, thorough feedback and useful tips for the future practice as an intern and a pharmacist).
- I really enjoyed the integration of all the individual topics that we have covered throughout our degree as it reflects the reality of clinical practice.
- The role play tutorials were extremely beneficial and helped me revise a number of OTC cases in one go.
- The challenging tute OTC cases were nice - good to extend yourself and learn different/unique topics.
- Tutors were all extremely helpful and shared their real-life experiences which is always great to hear. Role-play simulations were well thought through and I felt like I learnt a lot and refreshed my memory also.

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