

# Workshops

## *Dispensary Review of Use of Medication (DRUM)*

### **About the Workshop:**

This course is intended for staff working either part time or full time in the dispensary, requiring training in review of the patient's use of medicines. The course covers a whistle-stop tour of the BNF highlighting the key areas where counselling regarding administration is vital. Communication skills are also covered to ensure that patients who are most at risk are given clear instructions to assist concordance with their medication regimen.

This course supports the content of the Buttercups Training NVQ2 or Equivalent course, but candidates need not be enrolled with Buttercups Training to attend.

### **Workshop Structure:**

- Introduction to communication, patient counselling and DRUM reviews
- Workshop Activities: Group work involving delivering information, counselling points for commonly prescribed products, DRUM documentation and case study
- Duration - 2.5 hours approx
- Course leaders are Buttercups Training Assessors

### **At the end of the workshop students will be able to:**

- State legal and ethical issues relating to confidentiality and understand how this affects patient counselling and medication reviews
- Communicate effectively when counselling patients
- Understand the term DRUM
- Conduct DRUM reviews to meet the requirements of the Dispensary Services Quality Scheme
- Identify concordance and compliance problems and act appropriately

All subjects covered meet the requirements of the Dispensary Services Quality Scheme.

To book please contact Buttercups on: 0115 937 4936 or email: [training@buttercups.co.uk](mailto:training@buttercups.co.uk) with your details.

Courses can also be run within your practice or at a venue close to you; please email us with your contact details and preferred location, as courses can be organised.



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