**Training Opportunities – Welfare of patients and people presenting in pharmacy**

Teams working in community pharmacies will encounter a wide variety of people in their working day. Some of these people will have issues that raise concerns, and the team members need to be alert for signs of these issues and know what to do in these situations.

Statutory training will be provided by employers, and this will need to be completed on a regular basis to refresh knowledge and understanding.

Additional training is available and can be completed to enhance learning and can be tailored to an individual patient group, situation or pharmacy location.

**TURAS**

Many of the courses are hosted on the Turas website. Turas is NHS Education for Scotland’s single, unified platform for learning. Most pharmacists and technicians will already have Turas accounts but anyone working within a community pharmacy can create an account.

Turas can be accessed at: <https://turasdashboard.nes.nhs.scot/>

In addition to the courses within the Pharmacy section, there are courses and modules covering a wide variety of other subjects.

Public Protection – within this section are modules on child protection and adult protection

[Mental health improvement, and prevention of self-harm and suicide](https://learn.nes.nhs.scot/17099) – within this section there are modules including the ‘Ask, Tell’ series which support conversations with adults who may be in mental distress or feeling suicidal.

Informed, Skilled, Enhanced, Specialist

Within all these resources there are different levels of training depending on job role.

Informed – This level provides the essential knowledge and skills for everyone working within health and social care whether to contribute to mental health improvement and prevention of self-harm or in recognising signs of child abuse. Not only are these skills of use in the workplace, they are also applicable in the wider community.

Skilled – ‘Skilled’ level courses are aimed at ‘non-specialist’ frontline staff that has direct or substantive contact with people who may, for example, be at risk of mental ill health, self-harm or suicide.

Enhanced and Specialist - These levels are for those whose job means they provide direct care in this area.

The level of training will depend on your job role and the people and patients you meet.

**Additional resources**

[www.Zerosuicidealliance.com/training](http://www.Zerosuicidealliance.com/training) -a 20 minute suicide awareness training presentation