Objective: To identify the key qualities of an effective Work-Based Pharmacist Tutor (WBPT)

Design: A literature review was conducted which informed the design of an e-questionnaire using a Likert scale. This consisted of qualities grouped under three clusters: educator, practitioner and personal qualities. Sixteen expert reviewers were selected from three major pharmacy sectors namely hospital, academia and community, based on their level of educational experience. A modified Delphi technique was selected based on literature review findings. Experts ranked their top qualities from a list of qualities in the e-questionnaire. Consensus was deemed to be met when 80% or more of the experts found a quality to be necessary.

Results: Experts agreed upon 36 qualities of a WBPT after the first modified Delphi round. A second modified Delphi round reduced the number of agreed qualities to 20. The top six qualities ranked by the experts were 1) Be a good communicator; 2) Encourage trainees to reflect on their practice; 3) Display honesty, trustworthiness and integrity; 4) Be able to consult effectively with patients; 5) Possess the appropriate knowledge and skills to practise; 6) Be a role model and practise ethically. These results coheres with literature findings for other health professions including medicine, dentistry and nursing.

Conclusion: This study has identified 20 agreed qualities that cohere with other health professions and map against the Advanced Pharmacy Framework of the Royal Pharmaceutical Society. We recommend that the pharmacy regulator (General Pharmaceutical Council) and Health Education England consider incorporating these qualities in WBPT training programmes. We hope that developing these qualities in Work-Based Pharmacist Tutors will raise the standard of tutoring in the profession. Future research could be undertaken to validate the agreed qualities in this study.