

# Pharmacy Technician

Pharmacy technicians are registered professional members of the pharmacy team who prepare and manage the supply of medicines and give advice to patients and customers.

## Case study: Ann Morell

Ann Morell left school after O' levels and got a job as a trainee pharmacy technician at Boots. After she qualified she stayed for several years but wanted a change and left to work in a different field. She got married, and she and her husband ran a successful self-catering business until 2001 when Foot and Mouth disease meant their business in rural Staffordshire seemed unviable. She decided it was time to get a job and applied for a pharmacy technician post at Brailsford and Hulland Medical Centre, where she has worked ever since. She works 17 hours a week and the family self-catering business continues to do well.

Brailsford is a small village in Derbyshire midway between Derby and Ashbourne. It has a pub, post office and school. The practice has two general practitioner partners, about 6,000 patients and, because it's a dispensing practice, dispenses about 9-10,000 items a month.

Ann is now the Pharmacy Manager, sharing the role with another pharmacy technician. In addition, there is a pharmacy technician and three dispensing assistants working in the pharmacy.

Ann's responsibilities include:

- Reporting to NHS England for the Dispensing Services Quality Scheme: this means:
  - Face to face interviews with 10% of registered patients in any year to review their medication.
  - An audit of a different aspect of dispensing each year, such as waste.
  - Reviewing the standard operating procedures on an annual basis.
  - Ensuring that all staff undertake an annual competency review.



In addition

- The monthly submission of prescriptions to the Prescription Pricing Authority, claiming for generic drugs that cost above tariff (these prices change on a regular basis), and vaccinations.
- Managing the stock of controlled drugs.
- Managing the pharmacy staff.

Ann also does some checking to support dispensing when needed, although this isn't her main role.

Having the dispensary as part of the practice means that patients can collect their medication immediately after seeing a GP, rather than having to drive to a pharmacy.

Ann is most proud of the efficient running of the dispensary and the atmosphere of good will amongst the staff working there. Her advice to any young person considering a role as a pharmacy technician is to go for it – it gives a good grounding in discipline and attention to detail, it's quite a practical role, provide opportunities to branch into lots of different work areas and could take you anywhere.



**The role of Pharmacy Technician provides opportunities to branch into lots of different work areas, and could take you anywhere.”**

**Read more about the role:**

<https://www.healthcareers.nhs.uk/explore-roles/pharmacy/roles-pharmacy/pharmacy-technician>

**Read more about training to become a pharmacy technician:**

<https://www.hee.nhs.uk/our-work/medicines-optimisation/training-pharmacy-technicians>