

# 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: Ethan French

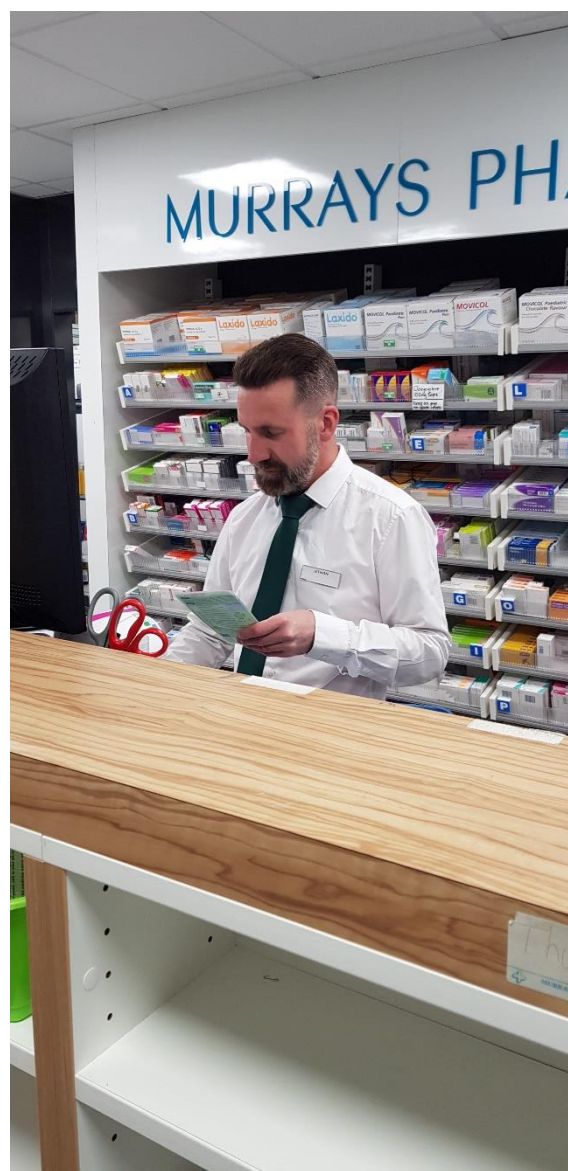
Ten years ago Ethan was working on the photography counter at Boots when an opportunity came up to train as a pharmacy assistant. He then went on to train as a pharmacy technician through distance learning programmes with the National Pharmacy Association, supported by Boots and later Murray's, where he has worked for eight years.

As a pharmacy technician in a community pharmacy, Ethan is responsible for:

- Labelling and building prescriptions.
- Managing orders and making sure medication is available for home deliveries.
- Liaising with surgeries about alternatives when the prescribed drug isn't available.
- Working with care homes, liaising with the GPs who attend them and getting the prescriptions together for dispensing in Murray's central hub.

Pharmacy technicians can:

- Take blood pressure readings and providing stop smoking services.
- Have simpler conversations with patients about medication and better ways to take it (before or after food, before going to bed etc.).
- Discuss with patients and families/carers ways to make taking medication simpler



for people who find it too complex, including using dosette boxes and other aids.

- Advise on over-the-counter medications and how they interact with prescribed medication.
- Spot errors in prescriptions and liaise with the surgery before the prescription starts to be built.

Ethan says, “The role of the pharmacy technician is very interesting and challenging and good for anyone who wants to learn more and develop their skills, both in technical knowledge and communication. What’s important is to be able to build relationships with patients and surgeries to enable people to take their prescribed medication in a timely and effective way.”



**The role of the pharmacy technician is very interesting and challenging.**

**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>