Tess Fenn
President APTUK

RPS: Pharmacy Workforce Summit
Right place, right time, right number: positioning the workforce for patients
Thursday 12th January 2017

“Leading pharmacy technicians to deliver professional excellence for patient centred care”
DRIVERS FOR UTILISING PHARMACY TECHNICIANS WITHIN THE TEAM

June 2014 statistics
• UK population = 64,596,800
• Birth increases following World War 11 + 1960’s ‘baby boom’
• 11.4million older people: aged 65 (17.7% of population)
• Continuing trend: predicted 2024: 20% of population will be over 65 years
• Ageing population: tension of the working age and pensioner populations

• 5 Year Forward view/ Carter Review/The Hospital Pharmacy Transformation Programme
• Pharmacist evolving roles
• Service gaps from innovation
• Pharmacy Technicians (Clinical Pharmacy Technicians)
• Benefit of patients & multidisciplinary teams
• Research results gives evidence for APTUK to support national & international strategies for the pharmacy profession and workforce development

(2013) 1 in 3 people in GB live with a long standing illness or disability

www.aptuk.org  @APTUK1
PHARMACY TECHNICIAN’S SCOPE OF PRACTICE

23,273
Pharmacy Technicians
Registered Professionals
‘A vital part of the pharmacy team’
(Rosado et al., 2015)

All Pharmacy Sectors

Community Pharmacy  Care Homes
Hospital Pharmacy    CCGs
Private Hospitals    Prisons
Primary Care        MOD
Community Services   Ambulance Service

Industry: Specials
GP Practises/Dispensing Doctors
Academia/Education
DoH/NHS England/CQC/GPhC
Hospices

Variety of roles: DIVERSE

www.aptuk.org     @APTUK1
PHARMACY TECHNICIANS QUALIFICATIONS

2016: Pre-registration Trainee Pharmacy Technician - can be an apprenticeship Qualifications x 2: approved or accredited by the General Pharmaceutical Council

Level 3 NVQ Diploma in Pharmacy Service Skills (QCF) - 17 units of practice

Underpinning knowledge course
Level 3 QCF Diploma in Pharmaceutical Science or NPA/Buttercups equivalent accredited courses 2

Syllabus: 19 units includes Chemistry, Microbiology, Physiology, Action & Uses of Medicines (BNF), Law, Pharmaceutics, Dispensing, Pharmacy Production, Professional Practise, Communicating in a Pharmacy

FUTURE/NOW
GPhC Initial Education & Training Standards review
CORE ROLE?

www.aptuk.org   @APTUK1
BAND 4: GENERALIST

- Medicines Optimisation (Clinical Pharmacy Technicians)
- Wards/Clinics/Domiciliary/Care Homes
- Dispensary Manager
- Clinical Trials
- Medicines Information
- Procurement & Distribution
- Home Care
- IT/Robotics/Automation
- Technical Services

BAND 8: SPECIALIST

- ACPT- both sectors
- Education & Development
- Practise Supervisor/Education Supervisor/ Education Programme Lead NVQ Assessor/Internal Quality Assurer
- Professional Standards Lead
- IG & Clinical Governance
- Operations Manager/Chief PT
- GPhC inspectors
- Medicines Administration

www.apptuk.org   @APTUK1
EVIDENCE: SURVEY & FOCUS GROUP

- UEA in collaboration with APTUK
- First Research of its kind
- Elicit a description of the day to day activities undertaken by pharmacy technicians
- Obtain and explore pharmacy technician views
- Pre and post registration education and training
- Their perceived barriers and facilitators to career development

- Ran from April to August 2016
- Final report: September 2016
- APTUK Launch event 17.10.16/RPS

www.aptuk.org  @APTUK1
HOSPITAL FINAL REPORT

Number of Respondents- 254

Gender : 210 (82.7%; n=254) female and 44(17.3%; n=254) male

Age of Respondents & Tenure in Pharmacy

<table>
<thead>
<tr>
<th></th>
<th>20-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>&gt;60</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>53(21.0%)</td>
<td>94(37.3%)</td>
<td>59(23.4%)</td>
<td>40(15.9%)</td>
<td>6(2.4%)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>0-9 years</th>
<th>10-19 years</th>
<th>20-29 years</th>
<th>30-39 years</th>
<th>40-49 years</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>59(23.3%)</td>
<td>96(37.9%)</td>
<td>59(23.3%)</td>
<td>34(13.4%)</td>
<td>5(2.0%)</td>
</tr>
</tbody>
</table>
Number of Respondents- **61**

Gender: 61 (86.0%; n=71) female and 10 (14.0%; n=71) male.

Age of Respondents & Tenure in Pharmacy

<table>
<thead>
<tr>
<th></th>
<th>&lt;20</th>
<th>20-29</th>
<th>30-39</th>
<th>40-49</th>
<th>50-59</th>
<th>&gt;60</th>
</tr>
</thead>
<tbody>
<tr>
<td>1(1.4%)</td>
<td>13(18.6%)</td>
<td>23(32.9%)</td>
<td>11(15.7%)</td>
<td>21(30.0%)</td>
<td>1(1.4%)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>0-9 years</th>
<th>10-19 years</th>
<th>20-29 years</th>
<th>30-39 years</th>
<th>40-49 years</th>
</tr>
</thead>
<tbody>
<tr>
<td>16(22.9%)</td>
<td>33(47.1%)</td>
<td>10(14.3%)</td>
<td>8(11.4%)</td>
<td>1(1.4%)</td>
<td></td>
</tr>
</tbody>
</table>
Tasks Carried out by Pharmacy Technicians

Hospital: Table 10 lists all tasks & Community: Table 21 lists all tasks

Task divided into 4 main categories - Technical, Clinical, Training & Management (with further sub categories)

Example:

**Technical**- sub divided into Maintenance of Pharmacy Supplies/Medicines Management/Management of Controlled Drugs/Quality Assurance/ Data Analysis & Reporting & Aseptic for Hospital tasks

**Clinical - Hospital** sub divided into Communication & Interaction/ Self Administration/ Clinical Specialties/ Patient Discharge /Clinical Trails

**Clinical – Community** sub divided into Communication & Interaction/ Essential Services/Advanced Services/Enhanced Services

See handouts for details
DESIRE TO EXPAND THEIR ROLES

Respondents were asked if they would like to expand their roles

Hospital: YES/80%  Community: YES/88%

When asked about expanding their roles:

Hospital example:

“I think that in the future, clinically based pharmacy technicians will continue to take on more and more clinical work, taking part in running clinics and ever more detailed medication reviews. I also think there is scope within the profession for highly skilled and specialised technicians to be involved in prescribing. “Greater focus on ward based activities. History taking, reconciliation and discharge. More time counselling on medicine optimisation. Growing into primary care sector via the Vanguard programme. Technician Validation. Supporting administration of IV medicines.”

Community example

“I don't feel my skills, training and experience are utilised at all within my current role. I could be more involved in targeting potential MUR patients and NMS patients. If I was given the opportunity to continue studying, then I would be of far more use to the company.”
Job Titles

- Senior Pharmacy Technician, Quality and Safety
- Professional Standards Lead
- Specialist Pharmacy Technician – Anticoagulation
- Senior Pharmacy Technician, District Nursing Service
- Medicines Optimisation Project Manager
- Prescribing Support Pharmacy Technician
- Medicines Inspector: CQC
- Medicines Management Pharmacy Technician/South East Coast Ambulance Service
- ACPT & Pharmacy Supervisor
- Specialist Medicines Optimisation Pharmacy Technician
<table>
<thead>
<tr>
<th>BARRIERS AND FACILITATORS TO CAREER DEVELOPMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BARRIERS</strong></td>
</tr>
<tr>
<td>Management culture</td>
</tr>
<tr>
<td>Pharmacist unwillingness or relinquish roles and responsibilities</td>
</tr>
<tr>
<td>Pharmacy technician relationship with pharmacist</td>
</tr>
<tr>
<td>Lack of understanding of the role and skills set</td>
</tr>
<tr>
<td>Level of qualification required for registration</td>
</tr>
<tr>
<td>Lack of professional recognition</td>
</tr>
<tr>
<td>Lack of a post-registration career framework</td>
</tr>
<tr>
<td>Lack of funding to support development</td>
</tr>
<tr>
<td>Availability of opportunities for development</td>
</tr>
<tr>
<td>APTUK not seen to represent all members of profession equally</td>
</tr>
<tr>
<td>Attitudes of individual members of the profession</td>
</tr>
</tbody>
</table>

| **FACILITATORS**                             |
| Management who were seen to embrace technician-led services |
| Management understanding the role of the pharmacy technician |
| Acknowledgement of skills the PTs have to offer            |
| Positive pharmacy technician relationships with pharmacists |
| Organisational culture of training and development         |
| Continuing changing healthcare landscape                   |
| Access to training                                        |
| Attitudes of individual members of the profession         |
| Effective national leadership                            |
FUTURE PHARMACY SERVICES UTILISING & UP SKILLING
THE TEAM FOR INTEGRATED CARE

• Digital Technology
• Quality Systems
• Competence & Confidence
• Intra-professional learning & working
• Quality Assurance of Training

Are we training enough Pharmacy Technicians

RIGHT PERSON, FOR RIGHT JOB, AT THE
RIGHT TIME, WITH RIGHT SKILLS

www.aptuk.org   @APTKUK1