

# 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.

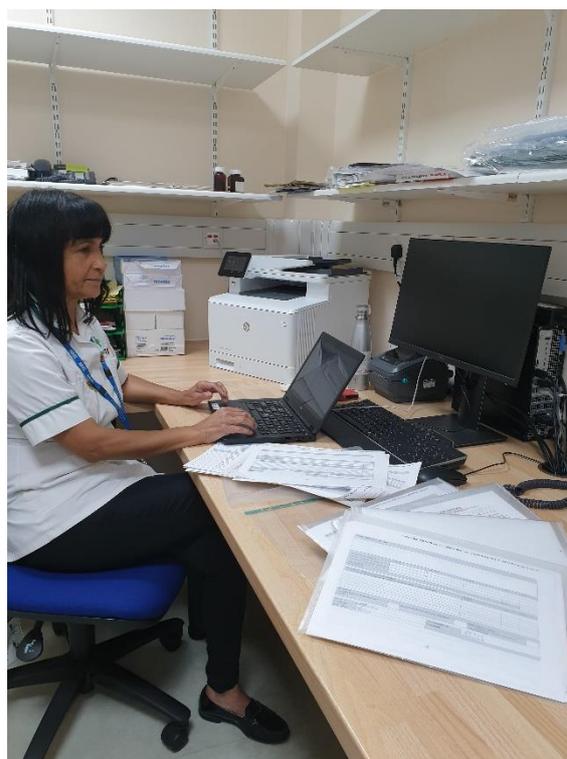
## Case study: Remi Connor

Remi Connor works at the Essex Partnership University NHS Trust, which provides services to people with mental health issues and learning disabilities. She has worked there for nearly four years, having previously worked in an acute hospital and community pharmacies.

When Remi was 14 she got a job as a pharmacy assistant in her local pharmacy and at 18 had the opportunity to train as a pharmacy technician, but turned it down to pursue a career in hairdressing. As she got older she became more interested in medical and healthcare issues. When she sold a business she was running with her husband, and all the children were at school, she decided to apply for a job as a pharmacy assistant with Alliance Healthcare and it was there that she started her journey to train as a pharmacy technician and qualified nearly ten years ago.

Remi is a Medicine Management Pharmacy Technician where her role is to:

- Carry out medication reconciliation, which involves gathering information from patients, carers and their GPs to check the current prescribed medication and allergy status. Resolving any discrepancies that may arise; communicating issues with pharmacists, nurses, doctors and consultants.
- Providing a similar service to patients in the community through the home treatment services.
- Working in a satellite dispensary on site to provide medication that is needed urgently, also ordering medication from the main dispensary.



- Acting as an accuracy checking technician, which involves checking clinically screened prescriptions for supply to patients.
- Ensuring that all the wards have the correct medication for their patients.
- Carrying out regular audits, which include Controlled drugs, antimicrobial and missed doses.
- Signposting doctors to medication that may currently be out of stock.
- Finding alternative ways for patients to take their medication if they have any difficulties with dexterity, vision or memory by supply of easy to open containers, larger labels and dosette boxes.
- Order medication for discharge, or when a patient arrives without medication
- Collecting returns (unused medication) from the wards and sorting out what can be reused.
- Advising on very expensive medication and helping to seek cheaper alternatives.



**Patients are more likely to take their medication properly.**

### **Impact on patient safety**

The above impacts on patient care and safety and also means patients are more likely to take their medication properly. The role also improves the accuracy of medication supplied to patients as inpatients and outpatients and contributes to cost saving across the organisation

Remi really enjoys her job because of the variation of working environments. She's continually learning and no two days are ever the same. Her only regret is that she didn't take the opportunity to become a pharmacy technician when she was eighteen.

### **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>