

Practice Plus Webinar

**19th April
2023**

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PrescQIPP Practice Plus

PrescQIPP
Practice 

The Role of the Pharmacy Technician in a PCN

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@ Living Well Partnership

Includes ANPs,
Paramedics, MH
Nurses, Physician
Associates,
Physiotherapists

Urgent Care
Team

Pharmacy
Team

GP
Team

Various
Admin
Teams

Includes social
prescribers, care
coordinators and
safeguarding

Community
Wellbeing
Team

Nursing
Team





Pharmacy Technician Role

- Answer medication queries
- Review and action Discharge Summaries
- Review and action Clinical Letters
- Basic medication reviews
- Hypertension reviews
- Patient counselling e.g. statins, bisphosphonates
- Titrating doses e.g. allopurinol
- Medication stock control & claims
- Vaccination programmes e.g. covid & Flu
- Managing MHRA Alerts

Medication Queries

Sources of queries

- eConsult
- Written requests
- Tasks from other teams
- Urgent tasks from duty GP

Common queries

- Alternatives to medications which are out of stock
- Requests for acute medications
- Side effects
- Patients chasing items prescribed in secondary care

Review and Action Discharge Summaries and Clinical Letters

- Check for any medication changes and update patients meds list
- Check for any follow-up requested (e.g. blood tests) and book these in with relevant teams
- Contact patient to confirm they understand any changes
- Letters can be forwarded to Pharmacist/GP if more clinical input required

Basic medication reviews

- Reauthorising eRD (batch) scripts - monitoring
- Continuation of an acute medication e.g. antidepressant – only if very straight forward and no problems
- HRT – annual review if no problems
- Hypertension reviews – strictly following hypertension pathway – anything more complex to be forwarded to pharmacist/GP



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Defining the role of a 'clinical' Pharmacy Technician in a Primary Care Network environment in England

Kerry Street



Objective: To define criteria of the role of a clinical pharmacy technician that can be applied to the Primary Care Network environment in England.



Methods Stage 1 Literature



Review

- HEE recommendation (2019): Develop multi-professional clinical syllabi, to include clinical Pharmacy Technician requirements, alongside other professions¹
- Clinical Pharmacy Technicians enable pharmacists (and other clinicians) to focus on more complex, clinically focused tasks, building efficiencies in clinical pharmacy services^{2, 3, 4}



Methods – Stage 2



- Delphi method via Jisc Online Surveys
 - The Delphi method establishes expert stakeholder opinion around an idea, development or improvement.
 - This research was conducted in 3 Rounds
 - Data collection from 11th January until 7th March 2021

Results

- 61 consensus defined criteria appropriate for the role of a clinical pharmacy technician across all healthcare sectors.
- 35 reached consensus importance for the role of a clinical pharmacy technician in the context of a PCN environment

Category	Number of criteria reaching consensus agreement (R1 and 2: all sectors)	Number of criteria reaching consensus importance (R3:PCN)
Communication/Interaction	17	13
Safe administration of medicines	16	11
Clinical specialties	6	4
Patient discharge and transfer of care	7	3
Clinical trials	3	0
Community pharmacy	7	4
Future clinical tasks	5	0
Total	61	35

Results



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Category: Communication/Interaction	[Column A] % agreement (all sectors)	[Column B] % importance (PCN)
Communication with multidisciplinary team (MDT)	100%	86%

Category: Communication/Interaction	[Column A] % agreement (all sectors)	[Column B] % importance (PCN)
Communication with multidisciplinary team (MDT)	100%	86%
Patient counselling including safe and efficient use of medicines	100%	100%
Responding to medication queries (phone, email and in person)	100%	CNR

Category: Future clinical tasks	[Column A] % agreement (all sectors)	[Column B] % importance (PCN)
Sale, supply or administer medicines under a Patient Group Direction (PGD)	85%	CNR
Administration of flu vaccinations under a Patient Group Direction (PGD)	85%	CNR
Administration of COVID vaccinations under a Patient Group Direction (PGD)	85%	CNR
Supply of emergency hormonal contraception under a Patient Group Direction (PGD)	85%	CNR
Administration of travel vaccinations under a Patient Group Direction (PGD)	85%	CNR
Co-ordinate patients and workload	80%	86%
Medicines management (nursing homes)	80%	93%
Managing medication-related incidents	77%	100%
Provision of clinical supervision to peers	77%	CNR
Healthy lifestyle advice	75%	CNR

Anticoagulant clinics – address calls regarding drug: drug and drug: food interactions	80%	71%
Renal dialysis medicines management	80%	CNR
Assist in the delivery of patient safety audits	77%	79%

CNR = Consensus Not Reached

Levels of practice and skill mix



- The role of a clinical Pharmacy Technician requires an 'advanced' level of knowledge and competence
- Building upon core clinical knowledge and competence gained from the Initial Education and Training Standards.
- Panel members recognised that the role allows time to be released for other Healthcare Professionals, generally pharmacists, to focus on more complex tasks.

'more in-depth application of the knowledge, skills and behaviours in medicines optimisation' or 'an individual who has gained further skills and demonstrated competence that enables them to support the clinical care of a patient' (P5).

Environment vs tasks

- The panel stated that the environment (workplace setting) should offer patient-facing activities, **but that the environment does not define the scope of practice.**
- The panel stated that tasks undertaken by a Pharmacy Technician determined the addition of 'clinical' to a Pharmacy Technician's title.
- The application of knowledge, competence and autonomy were considered better indicators of the addition of 'clinical' to a Pharmacy Technician title.



Supervision



- Panel agreed that direct supervision would be less for a clinical Pharmacy Technician than a Pharmacy Technician
- Pharmacists were the most common choice of 'who' could provide this type of supervision.
- Panel recognised the clinical Pharmacy Technician to be working at a more 'advanced' level, including direct patient contact with greater autonomy, but did not describe or recognise the need for **clinical or professional supervision**.
- The Health and Social Care Act 2008 states that 'persons' employed to provide regulated healthcare activities must receive appropriate supervision⁷ Care Quality Commission⁸ defines clinical supervision as an opportunity for individuals to:
 - Reflect on and review their practice.
 - Discuss individual cases in depth.
 - Change or modify their practice and identify training and continuing development needs
- Benefits of effective clinical and peer supervision in the workplace such as stress reduction and improved job satisfaction leading to improved patient care⁹

Conflict & threat to self identity



- This research identified a challenge in establishing the role due to pharmacists perceiving it as a threat to their own.
- Research relating to PT role evolution and expansion evidenced intra-professional conflict within pharmacy teams who expressed that 'increased status and responsibility for one team member meant decreased status and responsibility for another'¹⁰
- The threat to self-identity escalates conflict
- Recommendation: To have a positive mindset towards role enhancement/evolution there **needs to be role clarity/definition and valuing the contributions of all team members.**

'potential to free up clinical pharmacist time.....not take over their job' (P1).

Type of education/development	Number of panel selecting ($n = 10$)
Portfolio evidencing competence against a recognised national competency framework	6
Additional accreditation to demonstrate competence in medicines optimisation activities	5
Higher level qualification (level 5 and above) in medicines management/optimisation	4
Completion of CPPE pathway, for example Medicines Optimisation in Care Homes Pathway, Primary Care Pharmacy Education Pathway	2

✓ Medicines optimisation

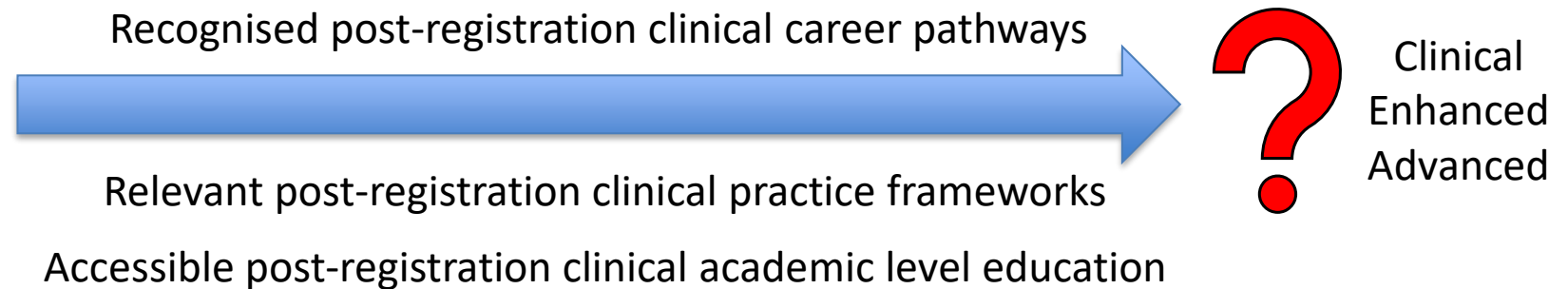
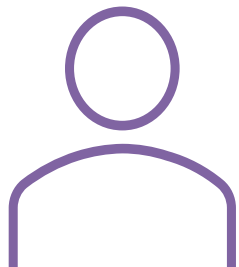
Completion of appropriate training was considered a better indicator for the addition of 'clinical' to a PT's job title rather than the number of years of experience.

Recommendations



- Future research could focus on the levels to which a Pharmacy Technician undertakes clinical tasks.
- The development or adoption of professional frameworks & credentialing to standardise the use of levels of practice e.g. 'enhanced' and 'advanced' in relation to a Pharmacy Technician
- Use a common language across the Non-Medical workforce¹¹

Pharmacy Technician



Final Thoughts

- Are you using and valuing your skills and the skills of others in the best way for patient care (and professional satisfaction)?
- Are you accessing, providing, engaging in clinical supervision?
- Are you able to access appropriate development?
- Are to able to develop knowledge, confidence and competence (and evidence this)?