**Pharmacy Technicians**

**Description of role/core responsibilities**

• Indicative Agenda for Change band 5

Pharmacy technicians play an important role, complementing clinical pharmacists, community pharmacists and other members of the PCN multi-disciplinary team. Pharmacy technicians are different to clinical pharmacists as they are not able to prescribe or make clinical decisions, instead working under supervision to ensure effective and efficient use of medicines.

Pharmacy technicians’ core role responsibilities will cover clinical, and technical and administrative categories. The following sets out the key role responsibilities for pharmacy technicians:

**Clinical:**

a. Undertaking patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.

b. Carrying out medicines optimisation tasks including effective medicine administration (e.g. checking inhaler technique), supporting medication reviews and medicines reconciliation. Where required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively.

c. As determined by the PCN, supporting medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacists, and referring to the pharmacist for structured medication reviews.

d. Providing specialist expertise, where competent, to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities.

e. Taking a central role in the clinical aspects of shared care protocols and liaising with specialist pharmacists for more complex patients.

f. Supporting initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.

**Technical and Administrative:**

g. Working with the PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes and reducing wastage.

h. Providing training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).

i. Developing relationships with other pharmacy technicians, pharmacists and members of the multi-disciplinary team to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care and mental health.

j. Supervising practice reception teams in sorting and streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.

The role will also require pharmacy technicians to support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (e.g. use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services. In addition, pharmacy technicians will assist in the delivery of medicines optimisation incentive schemes (e.g. medicines switches) and patient safety audits.

Pharmacy technicians will provide leadership for medicines management systems across PCNs, supporting practices with a range of services to get the best value from medicines by encouraging and implementing Electronic Prescriptions, safe repeat prescribing systems, and timely monitoring and management of high-risk medicines).

**Training requirements**

Pharmacists undertake a masters level qualification (MPharmS) plus a one-year post-graduate pre-registration structured programme regulated by the GPhC. The new curriculum for pre-registration trainee pharmacy technicians is being tested with placements in general practice, through the Pharmacy Integration Fund (PhIF).

**Eligibility for reimbursement under the Network Contract DES and proposals for reimbursement**

All pharmacy technicians must have completed or be enrolled in, be undertaking or be prepared to start an approved 18-month training pathway (e.g. Primary care pharmacy educational pathway (PCPEP) or Medicines Optimisation in Care Homes (MOCH)). Pharmacy technicians must be registered with the General Pharmaceutical Council. Entry to the PCPEP programme will include the option for an accreditation of Prior Learning (APEL) process.

<https://www.england.nhs.uk/wp-content/uploads/2020/02/update-to-the-gp-contract-agreement-2021-2324-v2.pdf>