

# APTUK/AAH Hospital Service Pharmacy Technician of the Year Awards 2008



## Entry Brochure

Recognition of your role

- Supply Chain Award
- Clinical Award

The Association of Pharmacy Technicians UK Award  
sponsored by AAH Hospital Service.

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Hospital Service

# APTUK/AAH Hospital Service Pharmacy Technician of the Year Awards 2008

Established since 1997 and now in its 11th year, AAH Hospital Service is again delighted to support the Association of Pharmacy Technicians UK by sponsoring both the Supply Chain and Clinical category of the APTUK/AAH Hospital Service Pharmacy Technician Awards 2008.

The APTUK champions the important contribution that pharmacy technicians make to pharmacy services and patient care, as part of their ever expanding roles.

## The 2008 award winners of their respective categories will:

- Receive the title 'APTUK/AAH Hospital Service Pharmacy Technician of the Year 2008 – Supply Chain or Clinical'
- Be presented with an engraved glass decanter at the prize giving ceremony
- Receive an education bursary to the value of £1,000 to undertake a course of study or support CPD
- Present their work at the Association of Pharmacy Technicians UK Annual Conference in 2009
- Receive a year's APTUK membership subscription

## The awards categories:

**Supply Chain** – this category focuses more on the roles that pharmacy technicians play in developing and improving pharmacy systems within the pharmaceutical supply chain. It demonstrates innovation and may include IT and robotic related processes.

**Clinical** – this category focuses on developing and improving pharmaceutical care within medicines management. It demonstrates innovation within any clinical setting and the continuing developing role that pharmacy technicians play in extending or enhancing pharmacy input into patient care.



# Managing Performance in the Homecare Medicines Supply Chain



## 2007 (Supply Chain) Winner: Micheal Butterfields Pharmacy Technician Specialist

Homecare medicines is a term used to describe the delivery of medicines or treatments to a patient at home using a third-party provider. The pharmacy department recognised that there needed to be a close monitoring of the performance of these homecare services. This resulted in the creation of the role of Specialist Technician for Homecare Medicines Management. The aim of this role is to:

- Ensure all homecare services are subject to regular review
- Ensure Key Performance Indicators are agreed and managed
- Identify areas of risk within the homecare medicine supply chain
- Involve the patient through surveys and direct communication
- Provide clinical staff with an operational lead for all areas of homecare treatment and promote standardised practices and shared learning

To effectively review the individual services, therapy specific review panels were set up incorporating:

- Lead pharmacists
- Specialist nurses
- Pharmacy procurement staff

- Other health professionals (Dietician etc)
- Finance and invoicing staff
- Clinicians
- Homecare provider

To ensure the patient's perspective is central to any review meeting, we have conducted patient surveys prior to reviews. The surveys ask the patient to score against different service aspects on a scale of 1–5. An average score is then calculated from the responses. In the future, the idea of including 'expert patients' on the reviews is being investigated. Complaints and incidents involving homecare patients are now documented and reported no differently to any other medicine related incident within the trust. The details and resulting action plans are made available for the reviews, for the panel to spot trends and identify risks.

### Impact on service:

- Better structure of homecare medicines services
- Better patient care and value for money by managed performance
- Improved communication
- Contracts awarded on performance as well as price

# A Pioneering Role for Pharmacy Technicians in Surgical Pre-Operative Assessment Clinics



**2007 (Clinical) Winner:**

**Susan Mirczuk**

**Medicines Management Technician**

## **Introduction:**

The aim of Surgical Pre-Operative Assessment Clinic (POAC) is to ensure that patients undergoing elective surgery are prepared both medically and pharmaceutically for surgery on the planned day. Many hospitals have no pharmacy involvement in the complex pharmaceutical aspects of this process which often leads to delayed or cancelled surgery. This impacts on Trusts both financially and in terms of not meeting local and nationally set targets. This lack of pharmacy input also impacts on patient safety from admission to discharge. To address these issues the Wrexham Maelor Hospital has re-engineered the pharmacy service to put pharmacists and technicians into a multidisciplinary POAC team.

## **Aims and objectives:**

To provide evidence to support the value of the technician role in carrying out the following:

- Patient assessments
- Compiling drug and allergy histories
- Advising on stopping/continuing medications prior to surgery
- Assessments with no pharmacist involvement
- Writing in-patient charts

## **Method:**

Audit. Target population – 461 patients who attended POAC over 1 month

## **Technicians:**

- Took 327 drug and allergy histories
- Gave 195 patients advice on stopping/continuing the medications
- Assessed 261 patients with no pharmacist involvement
- Wrote 51 in-patient charts

## **Discussion and conclusion:**

Pharmacist and technician involvement in POAC is needed not only to ensure that patients are pharmaceutically fit for their surgery but also pharmaceutically safe from admission to discharge. Utilising the drug history taking skills of technicians in such a pro-active way means drug histories and in-patient charts are ready to use on admission. It also impacts on the workload of pharmacists in POAC, freeing up their time to devote to more complex patient assessments, factors which all contribute to helping the Trust to meet set local and Welsh Assembly targets. This pioneering role for technicians is in its infancy at present, but it is apparent it will be of infinite value in multidisciplinary teams of pre-assessment clinics in the future.

# Guidance for Applicants

Applicants must send in one copy of their paper in 11 point Arial, double-spaced, along with a copy of their CV and a cover sheet, stating clearly which category the paper is being submitted for. All papers should be submitted electronically.

## The report must include:

- Title
- Abstract (300 words)
- Introduction (aims and objectives, background, description of hospital)
- Method
- Results
- Discussion:

- 1) Impact on practice/trust
- 2) Innovation
- 3) Personal input
- 4) Conclusion
- 5) Recommendations

(Main report, excluding abstract, should be no more than 3,000 words in length)

- Appendices/ support material (raw data/questionnaires)
- Manager's statement of support (including the contribution the pharmacy technician has made to the development of the project process and the managers role in supporting and assisting)

## Cover sheet must state:

- Name, job title, address, telephone and e-mail address of author
- Title of report
- If the report has been submitted elsewhere (the report should be original and not published elsewhere)
- Name, title and signature of manager
- Where you heard about the award

## Closing date 31st January 2009

Adjudication will take place in February 2009.

The judges decision will be final.

## Electronic entries to be sent to:

Esther Joberns  
Marketing Department  
AAH Pharmaceuticals Ltd  
Sapphire Court  
Walsgrave Triangle  
Coventry  
CV2 2TX

or e-mail: [esther.joberns@aah.co.uk](mailto:esther.joberns@aah.co.uk)

# Previous Winners

## 1998

Jayne Low  
Chief Technician  
Perth Royal Infirmary  
"Development of ward order assembly"

## 1999

Jayne Snee  
Pharmacy Technician  
Leicester Royal Infirmary  
"Assessing the impact of a pharmacy technician service to the central operating department"

## 2000

Lorraine Edwards  
Pharmacy Technician  
North Staffordshire Hospital  
"The role of the direct liaison technician"

Since winning the award, Lorraine has gone on to hold two new roles, including that of a Direct Liaison Technician as outlined in her winning submission.

## 2001

Julie Thomas  
Pharmacy Technician  
Colchester General Hospital  
"An investigation into the feasibility of a ward based clinical pharmacy technician"

Julie has been promoted to the role of Clinical Technician at Colchester General Hospital since winning the award.

## 2002

Jason Hobson  
Senior Pharmacy Technician  
Barnsley District General Hospital  
"Extending the role of the pharmacy technician to work in the pharmacy-run anticoagulant clinic"

## 2003

Marie-Louise Lewis  
Senior Technician  
Medicines Management  
Glan Clywd Hospital  
"Does a technician led ward medicines management service reduce medication errors?"

## 2004 (Supply Chain)

Judith Telford  
Aseptic Dispensing Services Manager  
Wansbeck District Hospital  
"The removal of controlled drugs from the hands of pharmacists"

## 2004 (Clinical)

Nirmala Soma  
Community Services Co-ordinator  
Glenfield Hospital Leicester  
"Evaluation of a need for a pharmacy based interpreter/translator for non-English speaking patients of Asian ethnicity"

## 2005 (Supply Chain)

Paul Townsend  
Unlicensed Medicines Pharmacy Technician  
Birmingham Children's Hospital  
"Designing & developing an unlicensed medicines database"

## 2005 (Clinical)

Tracy Anne Sedgwick  
Senior Technician for Intermediate Care  
Darlington Memorial Hospital  
"Improving client care & reducing medication errors in an intermediate care setting"

## 2006 (Supply Chain)

Margaret Vass  
Lead Community Services Pharmacy Technician  
Lynebank Hospital, Fife  
"Developing and completing the vaccine cold-chain in NHS Fife"

## 2006 (Clinical)

Sonia Burns  
Antibiotic Project Manager  
North Tyneside General Hospital  
"The antibiotic project – the technician's role in supporting prudent use of antimicrobials"

## 2007 (Supply Chain)

Michael Butterfield  
Specialist Technician – Homecare Medicines  
Leeds Teaching Hospitals Trust  
"Managing performance in homecare medicines supply chain"

## 2007 (Clinical)

Susan Mirczuk  
Medicines Management Pharmacy Technician  
Wrexham Maelor Hospital  
"A pioneering role for pharmacy technicians in surgical pre-operative assessment clinics"

Further details and rules about the awards can be obtained by contacting Esther Joberns at: [esther.joberns@aah.co.uk](mailto:esther.joberns@aah.co.uk) or 02476 432941

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