Extending the role of pharmacy technicians by pushing boundaries?

Simon Mynes, Director of Pharmacy
Plymouth Hospitals NHS Trust
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Plymouth Hospitals NHS Trust

Pushing the Boundaries………
Introduction

- Traditional approach
- Scope for pushing the boundaries
- Where were we / where are we now
  - The journey
- Drivers for change
- The future
  - The vision
  - The journey / barriers
The traditional approach

- Pharmacist led / managed service:
  - “support workers”
  - “..work under the supervision of a pharmacist”.

- An occupation not a profession
  - Autonomy
  - Knowledge
  - Skills

- Development of extended roles over 10 years:

- Poaching!!!
Scope for development

- Managerial roles
- Operational delivery
  - Supply
  - Procurement
  - Project management
  - Production
- Finance / performance information roles
- “Clinical” services
  - Pt services
  - Governance roles
  - Information services
Drivers for change

- Limited supply of pharmacists
- Need to expand / develop services
- Use of appropriate skills / knowledge
- Staff development
- Attitude / resistance to change
- Cost of service

- The right thing to do
The Journey

- **10 years ago**
  - No techs in managerial roles
  - Techs dispensary / production based
  - Started to introduce ACT’s
  - Started to introduce ward based techs (supply only)

- **7 years ago**
  - Distribution / purchasing tech (no contracting)
  - Expanding role of ward based techs
The Journey
The Journey

- 5 years ago – restructured department
  - Assistant director post
  - Supply manager
  - Procurement / contracting manager
  - Production manager
  - Further extension of ward / MM services

Considerable resistance from pharmacists
The Journey

Director of Pharmacy

Ass Director Clinical / Governance
- Governance Pharm
- Formulary manager

Ass Director Operational Management Band 8b
- Supply manager Band 7
- Procurement / contract Manager Band 7

Ass Director Production / QC
- QA Manager
- Production Manager Band 8a
The Journey

- Present day
  - Production lead
  - Tech lead discharge using mobile IT / printers

Operationally – a tech led / managed service, professionally supported by pharmacists.

Clinically – a pharmacist led service, operationally supported by techs.
The Journey
The Future

Must not compromise patient care

- Development of clinical / direct patient care roles – using pharmacists in a supporting role.

- Checking / final release of section 10 products

- Can a technician become a QP?
  - Eligible for registration with RPSGB (GPhC), RSC, RSB
The Future

- Enablers:
  - Professional registration
  - NHS reforms
The Future

- Hurdles
  - Strategic / national approach to the development of roles etc is in its infancy
  - Resistance / professional protectionism
  - Delegation of existing roles
  - Retention within NHS
Final thought!!

Pharmacy Technicians
A profession independent of pharmacists??