



Membership Business Meeting

17th June 2018

Grand Central Hotel, Glasgow.

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Association of Pharmacy Technicians United Kingdom

**The APTUK Open Forum
& Membership Business Meeting will be held on
Sunday 17th June 2018 at 2pm: Grand Central Hotel, Glasgow**

Agenda:

1. President's opening remarks and welcome to the Forum
2. President's address
3. Apologies for absence
4. Minutes of the Annual Membership Business Meeting 2017
5. Matters arising from the minutes of Annual Membership Business Meeting 2017, not on agenda
6. Secretary's Annual Report
7. Director of Finance Annual Report
8. Administration/Communications/Education Annual Report
9. Recruitment of Directors and National Officers
10. Details of next Membership Business Meeting
11. Open Forum

Items for discussion at the Open Forum must be submitted to the President president@aptuk.org by 5pm on Friday 8th June 2018

President
Association of Pharmacy Technicians UK
One Victoria Square
Birmingham B1 1BD
president@aptuk.org



Association of Pharmacy Technicians United Kingdom

APTUK Members Business Meeting

17th June 2018

President's Address 2017-2018

Members, Fellows, Honorary Members, National Officers and Guests

Firstly, I would like to start my 2018 address by extending my gratitude to all members, our sponsors and our stakeholders who continue to give support to APTUK, the Pharmacy Technicians' professional leadership body. Without this support we could not continue our work. I am pleased, yet again, to report that the number of members continues to steadily rise. This year we have increased our membership by 16%. Diane Meech, our Director of Finance, will provide you with the membership details in her report, but I would like give our new members, who are from all pharmacy sectors, a very warm welcome. I, and APTUK, look forward to your involvement and feedback that will enable us to go from strength to strength.

Never was there such an important time for pharmacy technicians, as fundamental members of the pharmacy team, to collectively rise to challenges and to take opportunities wherever possible. It is essential that the role of the pharmacy technician is maintained and developed and that we, APTUK, as the professions' leadership body, influence how roles can be utilised to develop and enhance services to improve patient care and outcomes.

Reflecting on the associations' role as leaders and that of our members, I feel it is fair to say again, this year that we are all working within the 'constant of change', in that change is now always-to-be-expected. However, we are also working within systems that are under immense pressure, whether that is in the healthcare system trying to meet a rising patient demand or APTUK, in our leadership role, keeping pace with the support our members and professional want and need.

In any organisation, it is the strategy, driven from the vision of leadership that defines if we are 'doing the right things' and we are 'doing these right'. To help us develop our 2018-2021 strategy and identify our priorities, we held an event in January 2018 'APTUK Professional Leadership with a Purpose- our next 3 years'. Invited members and key stakeholders joined the Board of Directors and the Professional Committee at this engaging event that included presentations highlighting the future direction of pharmacy and a series of interactive workshops looking at 'Pharmacy Technicians: The Profession', 'APTUK: The organisation' and what we should 'Start, Stop & Continue' to do. We are currently working on the evaluation of the horizon scanning event and developing this into our strategy 3 year strategy soon to be launched.



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Looking back over our outcomes for 2017-2018, our business plan for this period identified, as well as 'business as usual' for the running of APTUK, twenty-five objectives. These 28% are ongoing and in progress, 16% have not been started or put on hold and 56% have been completed.

The finer details of these outcomes are informed by the Workstream reports. However, the highlights of objectives met include: increased number of Branches and development of support tools, 'Step up to Revalidation, Engagement with the General Pharmaceutical Council Initial Education and Training standards, the Pharmacy Technician Qualification and the Pharmacy Apprenticeship Trailblazers, Review of the Pharmacy Technician Journal, collaborative agreements with pharmacy partners, Statement of Intent for working with the Royal Pharmaceutical Society, develop and establish new website and development of Professional Standards for Final Accuracy Checking which are near to final consultation during the summer/autumn 2018. I would like, at this point, to acknowledge the support from our Honorary Member, Karen Harrowing, for her expertise in helping us develop the final accuracy checking standards.

We have continued to respond to a number of consultations on behalf of our members and have represented the views and opinions of pharmacy technicians for six consultations. These have included the GPhC: guidance to ensure a safe and effective pharmacy team and the HEE Workforce Strategy: Facing the Facts, Shaping the Future, A health and care workforce strategy for England to 2027.

In addition to this work APTUK have attended a number of pharmacy events, promoting the profession and offering members information and guidance as well as encouraging non-members to join. These events have included the Pharmacy Show, Day Lewis Conference, The Manchester Pharmacy Careers Conference and the Clinical Pharmacy Congress. We also engaged extremely successfully, in October 17, with 'Celebrating Pharmacy Technician Day, RxTechDay'.

This work has been ongoing throughout the year and once again, I report that APTUK have had an exceptionally busy year. Reflecting on this, I would like to acknowledge the APTUK Directors and Professional Committee of National Officers for their tireless commitment, hard work and time that they freely give to support our Pharmacy Technician profession. Without their continued dedication, on behalf of our members, none of this would be possible. Please do read the workstream reports so that you are aware of the range, depth and volume of work, the initiatives we are engaged with plus the many meetings and events that have been attended.

To continue to support our vision 'Leading pharmacy technicians to deliver professional excellence for patient centred care', you will see by my list of meetings attended, that once again, I have engaged significantly with governments, the regulator and other key stakeholders and organisations to ensure that the Pharmacy Technician profession is fully utilised. In total I have attended over a hundred meetings of which 75% have been external meetings representing our profession. I have also attended twenty four internal organisational meetings of which I have formally chaired twelve.



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As in previous years, many of these meetings have been as a member of strategic and high level national pharmacy projects including, to name but a few, the GPhC Continuing Revalidation Advisory Group, Hospital to Home Pharmacy Urgent Care Reference Group, CPPE Executive Operational Board, Pharmacy Public Health Forum, Paperless 2020 – Pharmacy Digital Literacy Working Group, RPS polypharmacy steering group, Health and Justice Pharmacy Workforce Group, Pharmacy Technician Qualification Oversight Group, Community Pharmacy Technician Programme Research Steering Group and last but not least, the Rebalancing Medicines Legislation and Pharmacy Regulation Programme Board.

In addition to this APTUK representatives are also part of the RPS Homecare Standards Handbook Advisory Steering Group (Diane Meech), the RPS professional standards for hospital pharmacy review (Andrea Ashton, Sue Jones, Pam Bahia), Pharmacy Apprenticeship Trailblazer Group (Dalgeet Puaar), NHS Pharmacy Education and Development Group (Dalgeet Puaar), SVQs in Pharmacy Services - Reference Group (Dalgeet Puaar), Welsh Pharmacy Partnership Group & Welsh Pharmaceutical Committee (Sarah Wilcox) and the Rebalancing Medicines Legislation and Pharmacy Regulation Programme (Oliver Jones).

Again this year, I have been invited to speak on a variety of topics that have given me the opportunity to promote the pharmacy technician role and the value we can bring to enhancing patient outcomes. Events that I have presented APTUK at include the RPS Conference: Debate panel member 'Dispense with Dispensing', Pharmacy Show: Where next for the Rebalancing programme, Chemist & Druggist Round Table: Rebalancing Discussion, Inspiring Women in Pharmacy (#IWDPharmacy): Panel Discussion, Community Pharmacy Technician Programme: APTUK Presentation and #PJMIndTheGap Twitter Chat. All of these events have given the opportunity for networking, sharing, and raising the pharmacy technician profile. Often they have also given a platform for myth busting and explaining the role and education required.

In addition, during this year, I have continued to keep members informed through the President's PTJ column, I have written a monthly article for Training Matters and have written a number of President blogs.

Referring back to the proposals and discussions at the 2017 Membership Business Meeting, the Board of Directors listened to the offer of support from the Fellows and would like to thank them for supporting the review of this year's fellow award judging criteria and judging the awards. We also give our thanks to the Fellows for supporting the recruitment and selection process by being panel members on our interviews.

This year, we have again renewed our partnership with Centre Postgraduate Pharmacy Education and look forward to continuing our collaboration and the support provided for our ever increasing numbers of Branches. At this point it seems appropriate, once again, to thank the Branch officers for their commitment and support for delivering the Associations' aims at a local level. The Branches play such an important role in engaging with our subscription members, providing benefits and supporting their



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continuing development. We really do appreciate all the hard work and effort it takes, again on a voluntary basis and after a hard day's work in the day job. Last year I indicated that we would be aiming to offer the branches more support so to promote a more unified presence. I believe that we have done just that through our new Branch Liaison National Officer, Rachel Raybould, who started the role in November 17. On behalf of the Branches I would like to thank Rachel for her energy and passion and bringing the network of branches together and supporting a number of new branches as they set up.

During the last year I have continued to work with the Primary Care Pharmacy Association and we formally launched our working relationship in April 2018 at the Clinical Pharmacy Congress. February 2018 saw our first joint event delivered with UKCPA, a Pain Management masterclass, 'Managing Pain: Making it happen'. I have also continued to work with the Royal Pharmaceutical Society scoping the plans for working together following the announcement of our 'Statement of Intent' at the Pharmacy Show in October 2017.

I have also worked closely with the Director of Policy & Standards to revise the Terms of Reference, purpose and scope of the APTUK Advisory Group. Now that the group is formed there are plans for regular engagement going forwards into 2018-2019.

I am sure you can see by now that the workload of the professional leadership body has continued to significantly increase. Alongside managing this workload, we have also continued to recruit into Director and National Officer Posts as they become vacant. At this time of year traditionally some National Officers step down from their posts and again this year this is linked to increased workload and workplace pressure both inside and outside of individuals 'day jobs'.

So this brings me to, personally and publically, thank the out-going officers that are either standing down at conference or have done throughout the year. I would like to thank Pam Bahia, Mary Carter, Daniel Dicker, Diane Taylor and Joshua Taylor for their hard work and dedication in their Workstream roles. They will all be truly missed. I would also like to thank Samantha Murray who has wanted to stand down for a number of months now but has stayed with us developing and launching our new website, which I hope you will agree is outstanding and will be an excellent resource going forward for revalidation.

Also stepping down is our Director of Professional Development, Dalgeet Puaar and I would like to thank Dalgeet for her dedication, knowledge and expertise she has brought to the Board and the workstream. Dalgeet has been an asset to the Board of Directors and she will be missed.

As we say goodbye to our outgoing officers and give them our good wishes for their future careers, I would also like to personally welcome our newly recruited post holders who will be joining the Board of Directors or the Professional Committee.



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Director of Human Resources: Andrea Ashton
Director of Professional Development: Joanne Nevinson
Director of Communications: Rachel Raybould

Foundation Practice Officer: Joanne Nevinson (July 2017)
Finance Officer: Sarah Griffiths (November 2017)
Engagement National Officer: Salmia Khan

Following on from this, some posts are now vacant and have been advertised with a closing date of the 28th June 2018. These are:

Communications Workstream: Website Officer, Events Officer, Editor
Professional Development Workstream: Advanced Practice Officer, Branch Liaison Officer, Foundation Practice, Revalidation Officer
HR Workstream: HR Policy & Procedures, Recruitment & Retention

It is vital that APTUK provides professional representation on behalf of our growing diverse membership and to ensure business continuity and sustainability for the future of the professional leadership body. It is crucial that succession planning continues to be a high priority. It is important that the Association continues to evolve and embrace the different perspectives that new officers can bring and I urge our members to consider the opportunities and benefits that being a national officer can bring.

During the last year to support our succession planning and recognising that many of our members would like to support the delivery of our professional leadership activities but are not able to commit to a full National Officer role we introduced a number of Associate posts that work with the National Offices on specific pieces of work.

We had an excellent response to our advertisement and have recruited to the following posts:

Professional Development workstream: PTPT Practice (Michelle Power), Foundation Practice (Stephanie Jabateh & Susan Jones), Advanced Practice (Sheetal Jogia & Hayley File), Revalidation (Debbie Bowden)

Communication Workstream: Events (Shelley Mannion) & Editorial Associates (Kay Morgan, Sharon Lucas & Iman Hassan)

Policy and Standards Workstream: Policy & Standards (Joanne Woodward) Devolved Countries (Scotland- Nicky Nardone, Wales-Sarah Wilcox, England- Joanne Woodward)

We extend a warm welcome to the Associate team and very much look forward to working together as these posts develop and evolve.

I am hugely encouraged that the Association is in an excellent place going forward. It is an honour and a responsibility to offer, voluntarily, services as a National Officer and without such dedication the Association would not exist. Nor would it be recognised as the Pharmacy Technician Leadership Body by governments, the regulator and other key stakeholders. Just take a moment reflection to imagine what it would be like without APTUK.



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So, I urge you all to be advocates for your profession and spread the leadership messages encouraging your colleagues to join as members.

I repeat again from last year that we will continue to influence and promote utilising the pharmacy technicians' skills, knowledge and expertise to help pharmacy better deliver person centred care. We will continue to uphold professionalism and excellence in all that pharmacy technicians do

It is with sadness that I have decided not to stand for another 2 year term of office as your President. I have not made this very difficult decision lightly, as pharmacy and APTUK has been my passion for so long. However, it is based on a number of considerations; for personal reasons and also that I am now retired and no longer in pharmacy practice, I believe that the association would benefit from renewed energy and vision from a President who is closer to pharmacy technician practice and the professions' future.

I have however, agreed to be co-opted into the President role, as stated in the Memorandum and Articles, up to the end of this calendar year, to support the modernisation of the Articles 15.2 and 19.5.

During the coming months I will continue to lead the Board of Directors and to support the succession planning for the next President.

Lastly, I thank you all sincerely, for your support and, as I have said before, you are the Association of Pharmacy Technicians UK. I am continually inspired by all of the excellent work the pharmacy technicians carry out day to day for the benefit of patients.

Tess Fenn MPharmT
President
Association of Pharmacy Technicians UK

June 2018



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Communications Workstream Report 2017-2018

Following conference 2017, the Communications Workstream started its 'new year' with a change of officers. We said farewell and thankyou to Kieran Casey McEvoy, Claire Mills and Leanne Beverley as they stepped down. Andrea Ashton continued as Workstream Lead/Director as did Diane Taylor as Events Officers, Sam Murray as Website Officer, Josh Taylor as Editor and Daniel Dicker as Engagement Officer. We welcomed Lee Cogger as Media Officer. Mary Carter, as CPD National Officer moved, along with the role, to the Professional Development Workstream. The Business Development National Officer moved to the Finance Workstream with a new post holder– Oliver Jones.

Workstream Objectives for 17-18 were developed and agreed at the APTUK PC workstream and strategy meeting in July 17. Progress is described below:

Media Officer – has continued to promote APTUK throughout social media and having a more significant social media presence. This has resulted in 644 more Twitter followers (2408 in total) and 456 more (1743 in total) on Facebook. We have also widened access to the accounts to other officers and associates to respond and promote in a timelier manner. In addition, Lee has maintained the accounts 'housekeeping' and monitored direct messages passing these onto the relevant officers to respond. With respect to other media, Lee has been reviewing our YouTube videos and is working towards updating information, working on 'get to know your branch' and get to know your National officers' videos. Lee has also supported the Editor with proof reading the PTJ.

Website Officer – The development of the new website has been the main focus for Sam Murray this year together with maintaining the current website. A great deal of Sam's time has been involved in agreeing the specification and contract with CIG, the build of the website structure and transferring relevant content to the new site. The content of the current website has been archived. Sam continued to maintain & update the current website with news for technicians and members and more recently as the demand for the new website development peaked she has been supported by Mike Howes ex website officer. I would like to take this opportunity to thank Mike for his help updating our website whilst the new site has been built. This has ensured continuity and created capacity for Sam. Sam has maintained emails correspondence to members, informing them about opportunities such as consultations, free course places, conference and job opportunities and updating on consultations and revalidation. Unfortunately, Sam has chosen to step down this year. The post has been advertised



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and has not yet been appointed to. I would like to thank Sam for her continued support in light of her decision. The post will be re-advertised after conference.

Editor - Over the past year we have continued to produce editions of the Pharmacy Technician Journal (PTJ) and this has been published as to two hard copies and one electronic version over the year. All versions of the PTJ continue to be made available to members, in PDF format, in the member's only area of the website. The PTJ continues to be well received and we would like to take this opportunity to thank all of our regular and guest contributors and sponsors. We would welcome more articles from our members. You will have seen that the PTJ has been refreshed and we feel this brings the journal more up to date in its appearance. Josh has been working with the printers and the finance team to establish four printed journals a year, as we know from member's feedback you prefer the hard copy. We also recognise that being able to share your journal with potential members and other pharmacy staff is another way of promoting the profession. Josh has been updating the SOP's associates with PTJ to ensure effective production and editing. We have advertised this year for editorial associates and have been successful in appointing three who will support generating the PTJ and other news stories for website. Unfortunately Josh has decided to resign his post as Editor. The post will be advertised after conference.

Events Officer(s) – The events team have co-ordinated and represented APTUK, along with the President and other National Officers, at more events this year including the Pharmacy Show, the Day Lewis Conference, the Green Light Pharma Careers Conference, College of Mental Health Pharmacy Conference and the Clinical Pharmacy Congress. We were invited, but unable to attend the NHS Grampian Pharmacy Conference but were able to supply merchandise and flyers. These events have helped to promote APTUK and secured more members at each event. Diane has led on the organisation of the APTUK Annual Professional Conference and Exhibition 2018. Conference 2018 has seen a move to Scotland as APTUK are keen to hold the events across the four countries of the UK and enable access for the membership we represent. The theme for this year's conference is patient safety and the programme reflects this along with other relevant and current topics. This year the AAH sponsored awards have been refreshed following feedback at the Members Business meeting in 2017. The awards are now – Leadership, Patient Safety, PTPT of the Year, Pharmacy Technician of the Year and Service Transformation and Integration. We would like to thank AAH, NHS Digital and Helapet for their continued support for conference awards. SOP's have been developed for planning, setting up and attending each of the events we attend annually. Shelley Manion has been appointed as events associate and has been very active in the short time she has been in role, supporting at CPC and writing on behalf of APTUK for the CPC magazine, representing APTUK at MOD, as well as considering other opportunities for promotion and engagement. It is unfortunate that Diane will be stepping down from her post after conference.



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Engagement Officer – A key and continuing objective for the engagement officer is to increase membership. Dan has given presentations to several organisations about the benefits of being an APTUK member and attended NHS Expo. Other officers have also attended events such as a pharmacy technician training day at Ministry of Defence, NW PTPT awards and at Manchester College. Dan also attended branch meetings in Swindon and London to give APTUK updates. These events help us to gain valuable feedback from technicians which inform our plans and strengthen our relationship with members as well as create opportunities for new members to sign up. A success this year for engagement was being involved in Pharmacy Technician Day in October. Engaging with Pharmacy Technician Certification Board of America and American Society of Health-System Pharmacists (who also represent Pharmacy Technicians), we collaborated with Sam Quaye (CPPE) and Alison Hemsworth to promote this event to many stakeholders. Support from stakeholders to promote the event to their technicians was tremendous. Dan liaised with Jonathan Laird (Pharmacy in Practice) and wrote an article for publication. A @WePharmacists tweetchat was hosted by James Andrews on the evening of RxTechDay. Our Officers created blogs to share with pharmacy technicians and members via twitter. Resources were also posted on the website to download. Pharmacy Technicians shared their photos with us as they celebrated and these were uploaded onto the website. Other engagement plans include a #JOINUS campaign, updating our welcome and renewal email. Dan has now left this post in May and we have successfully appointed Salmia Khan as his replacement

I would like to recognise the contributions, in terms of time and talents, that our volunteer National Officers make and to thank the officers for all of their efforts to deliver the key objectives on behalf of our members

Andrea Ashton

Director of Communications/Workstream – June 2018

On behalf of:

Media Officer – Lee Cogger

Events Officer – Diane Taylor

Engagement Officer – Daniel Dicker

Editor – Josh Taylor

Media Officer (Job Share) Website – Sam Murray



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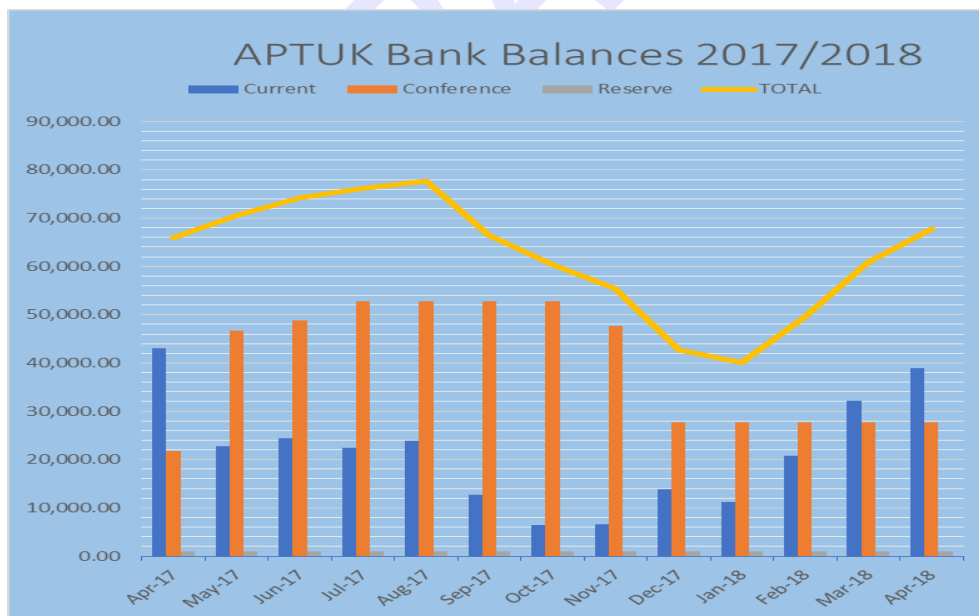
Finance Workstream Report 2017-2018

Introduction

The finance team includes: Sarah Griffiths, Oli Jones and Lynn Ali.

- Sarah Griffiths, as the Finance Officer works closely with myself to manage finances, outsourcing contracts and procurement. Sarah became a National Officer last November and comes with a wealth of procurement experience.
- Oli Jones is our Business Development Officer, and in his first year has focussed on developing and maintaining links with organisations to provide direct and indirect membership benefits.
- Lynn Ali, our Membership Coordinator, now in her third year, competently manages the administration associated with maintaining and updating the membership database.

Finances



I will first report on the financial position. The APTUK financial year runs from 1st May to the 30th April. APTUK has three bank accounts, a current, conference and reserve account. At the beginning of our financial year, the bank accounts totalled just under 66K, and closed at £66,743. Once the accounts have been finalised, I will be able to confirm whether there is actually small profit or loss for 2017/18.



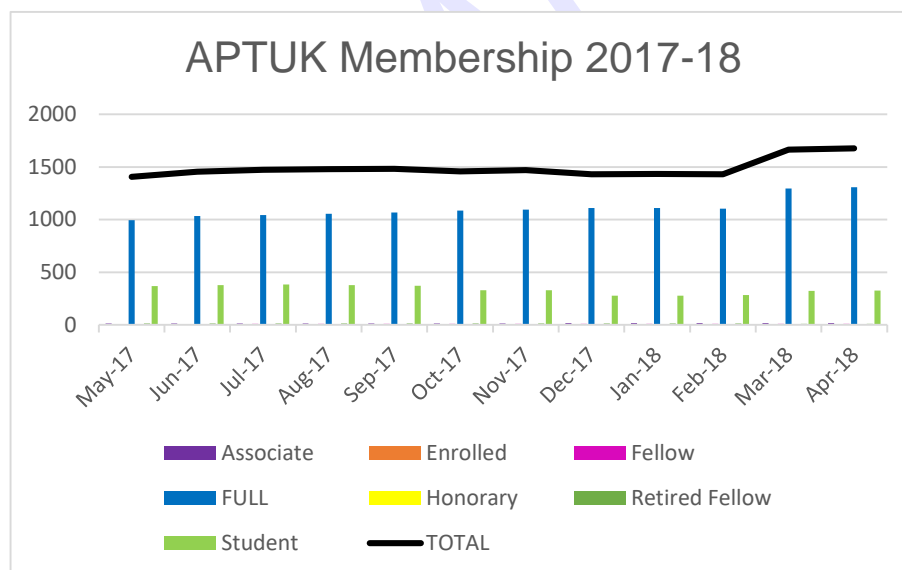
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The summer months show a peak in funds as we collect sponsorship monies prior to conference but have not yet had to pay the venue costs. The peak in membership renewals from February to April also boosts funds in the first half of the calendar year, which is the latter half of our financial year

When setting the conference budget we aim to make it cost neutral and set a target for seeking pharma sponsorship to achieve this. This year we increased the target from 15K to 20K. Many thanks to Oli and Profile for engaging sponsors to be present this weekend in order to achieve the 20K. Do visit the stands and make the most of the opportunity to obtain information to support your revalidation.

In September 2016 we increased membership fees to enable investment into the business, 7K has been spent in the development of the new website. We have also used funds to cover the costs of meeting venues and consultancy services in developing the strategy for APTUK. Based on the healthy state of current finances the Board has decided not to increase fees.

Membership



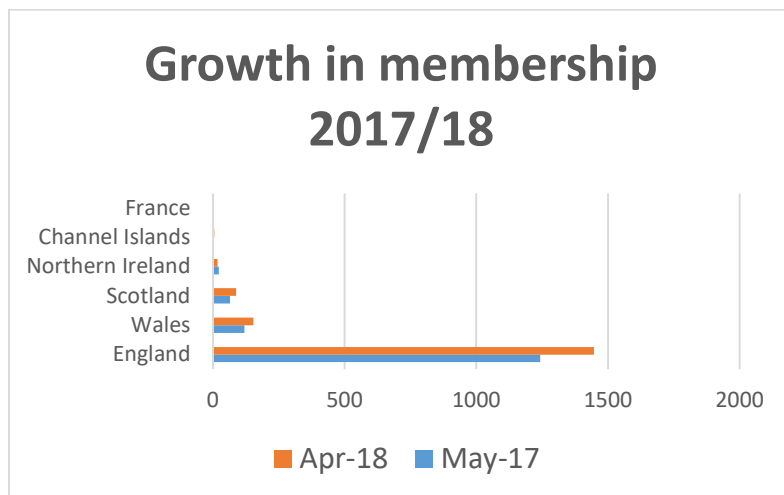
Our membership continues to grow year on year. At the start of May 2017, membership totalled 1405. By the end of April 2018, numbers had increased to 1677, which equates to 16% growth.

The growth in membership is largely due to Day Lewis, paying the cost of one year's membership for all their pharmacy technicians. The project was a steep learning curve for both organisations in obtaining membership data on mass, Lynn undertook the task with her usual diligence to ensure data was accurate and up to date.

The drop in student members was due removal of those who had completed their training but had not taken up full membership.



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With regards to the breakdown of membership by country, there has been some interesting movement. In England membership has increased by just over 14%, Wales by 23% and Scotland by 26%. In Northern Ireland there has however been a 20% decrease, which equates to 4 members. We have one longstanding member who has recently moved to France and also gained a member in the Channel Islands.

I have the full KPI breakdown so happy to provide more detailed information after the meeting, to those that are interested.

Business Development

CORPORATE SPONSORSHIP PACKAGES

	Gold	Silver	Bronze
A 3m x 2m stand at APTUK 2018 Conference and Exhibition	✓	✓	✓
Acknowledgement of being 'Gold/Silver/Bronze corporate sponsor 2018 on all conference documentation'	✓	✓	✓
Advertisement in the quarterly Pharmacy Technician (half page, full colour)	✓	*	
2 Full Conference 2018 tickets including accommodation and Awards Dinner for 2 company Representatives	✓	*	
Promotional materials in delegate packs	✓	✓	✓
Logo, link and advertising on the APTUK website	✓	✓	✓
Information distribution to members via email (promotional material or questionnaire)	Twice yearly	Once yearly	
Educational Supplement (up to 6 pages) in the Pharmacy Technician Journal	✓	*	
Opportunity to hold a 30 minute workshop at the APTUK Annual Conference on topic to be determined by said organisation, with the approval of the APTUK Board.	✓	*	
Sponsored Places for 2 pharmacy technician customers	✓	*	
		*A choice of 2 of above	
Price (no VAT)	£5995	£4495	£3495



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With regards to business development, work has been undertaken in engaging with Pharma companies in order to pursue mutual benefits to both Pharma and APTUK. The production of the APTUK 2018 Corporate Sponsorship Brochure, has proved a worthwhile investment. Oli has already secured 3 major sponsorship packages, totalling an income of £12K and following promotion at CPC, is in discussions with other companies to finalise their choice of package.

With regards to indemnity insurance, the expectations of the NPA in continuing the relationship, were not in the best interests of APTUK members. The Board decided not to renew the contract and that other options should be pursued.

To this end, Oli is currently developing partnerships with indemnity insurers to obtain a discounted indemnity insurance fee for APTUK members.

Objectives for 2018/19

In conclusion, the key priorities for the finance team are:

- Investing in software to support business administration processes and reduce the manual input currently needed.
- Securing additional sponsorship to support the investments mentioned above.
- To continue to seek and secure membership benefit opportunities.
- Compliance with the new General Data Protection Regulations with regards to the membership database.

The corporate sponsorship brochure will be available on the new website; those of you that have links with pharma, please do share with your networks, in order to gain more support.

Report compiled by

Diane Meech

Director of Finance/Workstream – June 2018

On behalf of:

Business Development Officer – Oliver Jones

Finance Officer– Sarah Griffiths

Membership Coordinator – Lynn Ali



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Policy and Standards Workstream Report 2017-2018

I would like to thank the Board of Directors, Professional Committee and Associates for all their invaluable support over this last year.

Policy and Standards Workstream has focused on setting objectives for 2017 /18 as follows:

Review of organisational policies and procedures is ongoing.

I have scoped a list of policies and SOPs which need to be updated and am developing a document to include these and new policies to be developed.

The policy for management of policies and the Fitness to Practice policy is scheduled for completion by the end of June 2018

Work is ongoing to update membership categories and an APTUK code of conduct.

Advisory Group

Tess Fenn and I have reviewed the purpose of the group going forwards and have revised the Terms of Reference which have been approved by the Board of Directors. The review of the Advisory Group membership is almost complete and this covers all sectors. There are still a minimal number of gaps and representatives are being scoped for a community pharmacy technician, PTPT community and secondary care and an ACPPT from community. Now that the advisory board is set up, the expertise within the group can be utilised going forwards in 2018-19.

Community Pharmacy Technician Sounding Board (CPTSB)

The CPTSB Terms of Reference have been revised and approved and the group is not ready for a relaunch. Plans are in place for 2018-19.

Where possible the intention is to involve the Associates from the home countries on both groups.

Other Activity

During 2017-18 I have:

- Collated a response to the National Midwifery Council (NMC) Consultation on prescribing and Standards for Medicines Management.
- Worked with Tess Fenn to update the Standing Orders Document.
- Commented on the Business Plan and CIG contract.



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- Attended the pharmacy show on the 8th /9th October 17.
- Attended the PDIG (Purchasing and Distribution Interest Group) meeting on 13th /14th June 18.
- Participated in the recruitment and selection for the Finance officer, Secretary, Branch Liaison Officer, Director of HR, Director of Professional Development and Director of Communications.
- Participated in the selection of Associate members for Policy and standards and Home Countries.
- Participated in the Skype meeting with Tess Fenn and Rachel Raybould on updating the Branch Handbook.
- Attended Professional Committee and Board of Director meeting throughout the year as outlined in the meetings attended list.

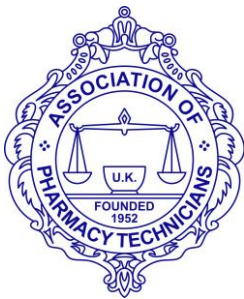
The work on updating and renewing policies, updating membership categories, working on the Code of Conduct and working with Associates on the advisory group and CPTSB will be ongoing for this coming year 2018/19.

Report compiled by

Julie Mathieson

Director of Policy and Standards

June 2018



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Professional Development Report 2017-2018

Education and training of both pre-registration trainee pharmacy technicians and registered pharmacy technicians is essential to providing high quality patient care.

Following last year's annual professional conference, the professional development workstream consisted of:

Director of Professional Development - Dalgeet Puaar
NO, Pharmacy Technicians (Foundation Practice) - Vacant
NO, Pharmacy Technicians (Advanced Practice) – Pam Bahia
NO, Pre-registration Trainee Pharmacy Technicians – Emma Walker
NO, Branch Liaison Officer - Vacant
NO, Revalidation – Mary Carter

Unfortunately, after annual professional conference, Emma Walker decided to stand down as NO, Pre-registration Trainee Pharmacy Technicians. Hence, we started the year with a recruitment drive.

In August 2017 we recruited Samantha Collins as our NO, Pre-registration Trainee Pharmacy Technicians. Soon after starting Samantha went on maternity leave, we look forward to her return soon.

In December 2017 Pam Bahia handed in her notice and stepped down as NO, Pharmacy Technicians (Advanced Practice) in February 2018.

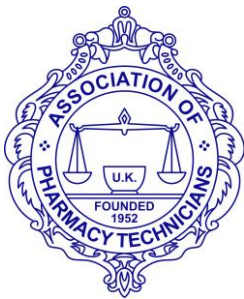
In December 2017 we recruited Rachel Raybould as our NO, Branch Liaison Officer.

Over the New year period we recruited six associates, which have been very supportive.

The education workstream have held regular virtual workstream meetings using Skype. Most of the work has been carried out by individuals giving up much of their evenings and weekends. Please see below a brief summary of the professional development workstream's achievements over the last year. Please feel free to come and talk to any member of the professional development workstream about our achievements and projects during the annual professional conference, we value any feedback you may have.

At the strategy event the professional development workstream agreed its purpose was to:

1. Provide specific professional support for pharmacy technicians and pre-registration trainee pharmacy technicians



Association of Pharmacy Technicians United Kingdom

2. Influence national priorities that effect pharmacy technicians and pre-registration trainee pharmacy technicians
3. Publish professional guidance for pharmacy technicians
4. Develop a governance structure to support and manage branches
5. Support active branches and re-engage non-active branches

Professional Practice Standards

The Accredited Checking Pharmacy Technician (ACPT) role is now well established across sectors and has become a fundamental part of post-registration practice for pharmacy technicians, it is also within the Initial Education & Training (IET) for pharmacy technicians.

A huge amount of work has been done to write the professional standards to support the ACPT and will be going out to consultation late summer. To find out more attend Specialist Session (SS10) on Monday, 11am.

GPhC initial education standards evidence document

Standards of initial education and training for pharmacy technicians set out criteria against which the GPhC approves education and training for pre-registration trainee pharmacy technicians. The GPhC write an evidence document, APTUK provided feedback on this document.

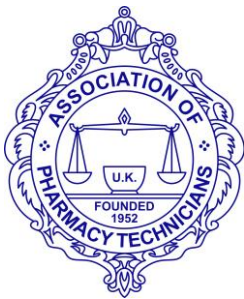
Revalidation

With the introduction of the new revalidation process, this has taken a lot of resource. The professional development workstream have developed resource to support the introduction which are available on our website.

We have continued to increase the number of followers on our CPD FaceBook page by ensuring the posts are timely and current.

Pharmacy Trailblazer

APTUK have been a part of the development of the Pharmacy Assistant trailblazer standards. This has been key work that was needed to inform the development of the Pharmacy Technician trailblazer standards. By getting involved in the development of the Pharmacy Trailblazers, APTUK have contributed to defining the skills, knowledge and behaviours that we require in our future workforce. The training will be subsidised by Apprenticeship Levy, supporting our profession to grow and prosper. The Pharmacy Technician Trailblazer standards are not complete, APTUK will continue to work with the group and respond to any consultations should they arise.



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Branch Support

The professional development workstream delivered Branch Day on 02 December 2017. This was a productive day, we discussed the governance of the branches with their representatives. Feedback was used to inform updating the Branch Handbook and branch resources.

APTUK have a MoU with CPPE, within this they have agreed to support the branches by delivering one Educational session a year. Many of the branches have had a CPPE tutor deliver a workshop and there has been lots of positive feedback.

Keeping records of the branches and their committees is an ongoing job that is key to maintaining communications with the branches. We have a telegraph group for branch committee members. We have also introduced quarterly branch skype meetings, this has proved a cost-effective way of keeping the branch officers up to date and ensuring two-way feedback.

All of the active branches will have a dedicated page on the new APTUK website.

APTUK Awards

The professional development workstream have been involved in the approving abstracts. They have also organised a fellow to be an external judge for the Katherine Miles Poster Awards. As well as participating in the judging of the Katherine Miles Poster Awards.

We have been extremely impressed with the number of poster submissions and the high standard of submissions.

APTUK Annual Conference 2018

The professional development workstream have part of the annual professional conference committee, ensuring the programme is packed with CPD opportunities. This has taken a lot of resource contacting speakers, agreeing topics and then supporting the speakers.

Dalgeet Puaar, Director of Professional Development June 2018

On behalf of

NO, Pharmacy Technicians (Foundation Practice) – Joanne Nevison

NO, Pre-registration Trainee Pharmacy Technicians – Samantha Collins

NO, Branch Liaison Officer – Rachel Raybould

NO, Revalidation – Mary Carter



Association of Pharmacy Technicians United Kingdom

APTUK Members Business Meeting

17th June 2018

APTUK Secretary Report 2017-2018

Companies House

Again this has been a busy year for APTUK and as Secretary I have maintained the Companies House official documentation, including 'Directors Declaration of Interest' forms and 'Director Statements'. In addition I have also maintained the 'Declarations of interest' and 'Statement of National Officer' document forms for all National Officer, covering their responsibilities and obligations as required by the Association. These documents, together with every copy of the minutes for each Director and Professional Committee meeting, all constitute to the Statutory register. These are held in an additional registered premise with Companies House, and any changes to any part of the register have to be completed within a stated time scale as a legal requirement. In addition to the "normal" work this year compliance with the GDPR for the Companies House data has also had to be factored in – see GDPR.

The preparation of all these, together with the legal forms required including the Annual return, is an ongoing task for the Secretary and must be constantly updated following any changes to the Board.

The returns for Companies House were updated following the resignation of one of the Directors mid-term and the appointment of two others (myself as Secretary and the Director of Communications).

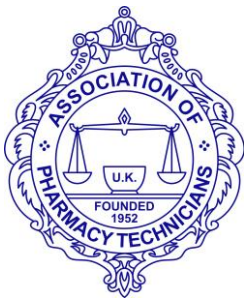
Meetings

Board of Directors and Professional Committee meetings have been held throughout the year. These have been held either via Skype for Business or face-to-face.

For both the Professional Committee meetings and Directors meetings, the Secretary has planned, alongside the President, the content for each meeting and produced the agenda and then in turn completed the minutes, following the event. This is all within a set deadline, ensuring feedback and comments from other National Officers or Directors are included within these. The full list of meetings attended by all Directors and National Officers on behalf of the Association are presented, alongside the workstream reports, on the APTUK stand.

Associates

Since coming into post in November 2017, as Secretary I have been busy liaising with colleagues on the Professional Committee on the recruitment of the new Associate posts.



Association of Pharmacy Technicians United Kingdom

This included developing recruitment and selection criteria for Associates and advertising the posts to our members.

In the absence of an HR Director the Secretary is currently maintaining all the documentation regarding the appointment of these posts.

We received a very positive response to the request for members to come forward for Associate roles and it's both reassuring and encouraging that members do want to become more involved with the organisation at this level. We do, however, still have some vacancies and these will be advertised in due course.

Fellows etc

As Secretary I Co-ordinated the Fellow and Honorary membership process for this year. I worked with a selection of Fellows of the Association, to develop the criteria for the Fellow nominations this year, linked to the values of APTUK and the GPhC Professional Standards. A judging panel consisting of Board Members and current Fellows of the Association were used to judge the nominations against the developed criteria and it is pleasing that we will be able to announce Fellow and Honorary memberships to the Association at conference.

General Data Protection Regulation (GDPR)

As Secretary I volunteered to lead on the requirements for GDPR for APTUK. As a membership organisation we are required to ensure we keep our members up to date with developments and issues that form part of their membership. Meeting the requirements for membership and GDPR proved a challenge. Our Privacy Policy was updated and an email sent to member's signposting them to the update on the website. In addition internal policies on the storage and management of personal data have been updated.

I would encourage all members to ensure that their contact details are up to date and inform membership@aptuk.org with any changes. If we have incorrect details we cannot pass on all your membership benefits and keep you informed with everything that is happening.

The Secretary would also like to thank fellow Directors and National Officers for all their help and support throughout the year.

Report compiled by

Gail Hall
APTUK Secretary
June 2018.

APTUK Conference – Membership Business Meeting

Questions received:

Questions from Director of Finance report

1. **Mel Boughen** - Do we know how many Pre-registration Trainee Technician students are not are not enrolling?

Diane Meech (Director of Finance) - under 10% are converting to full membership and the Board and Professional Committee are looking at this. The new Engagement Officer will be taking this up after conference as part of the 2018-2019 objectives.

Questions from the floor:

2. **Sam Quaye** - Following Tess Fenn, APTUK Presidents, announcement of not intending to stand for a further term of office, fellowship member, Sam Quaye, thanked Tess on behalf of APTUK members, for her hard work as President and for her dedication and commitment to the profession. Members and delegates present gave Tess a standing ovation.

3. **Scottish Member** (name not recorded) - Do APTUK have a plan to increase visibility of membership in Scotland?

Tess Fenn (President) - during this year we have successfully recruited to the associate posts for the workstreams and devolved countries.

Now that they are in post, this coming year we will be addressing how we best utilise these roles and more engagement with Scotland and the other home countries is part of the 2018-2019 plan.

Reflecting on the number of Pharmacy Technicians registered with the General Pharmaceutical Council in Scotland and the percentage of these who hold APTUK membership, Tess also voiced the need to have more branches in Scotland. Tess also raised the need to engage more with community pharmacy and how APTUK and members support this. Tess also raised that increasing awareness of professional leadership's profile and advocacy was a task for all members.

Tess had previously encouraged all members to pledge to recruit one more member throughout 2018-2019.

4. **Sam Quaye** - How do we intend to support the person coming into the post of President.

Tess Fenn (President) - the Memorandum and Articles currently state that the President comes from the Board of Directors. Tess voiced that this is a challenge and as such the Board of Directors have plans in place to review and modernise the Articles which will need to be changed legally by a solicitor. The Board has already identified that this is possible and are adding this into 2018-2019 budget and business planning for immediate action.

Tess also encouraged members to take up a National Officer role and if that was a consideration, and anyone wanted more information, to please speak to her or any of the National Officers or Directors.

There were no questions from the floor relating to the Communications, Professional Development, Secretary or Policy and Standards reports.

DRAFT