



THE ASSOCIATION OF PHARMACY TECHNICIANS UK

Annual Report
2022-2023

June 2023

Promoting pharmacy technicians (and APTUK) at every opportunity

- Progressing the professional registration of pharmacy technicians in Northern Ireland (working with Pharmaceutical Society Northern Ireland (PSNI)).
- Active participation in the Supervision Practice Group in collaboration with Community Pharmacy stakeholders to develop recommendations for the Department of Health & Social Care (DHSC) on the matter of supervision (in the context of future vision for Community Pharmacy services).
- Persistent campaigning for the addition of pharmacy technicians to the list of healthcare professionals able to operate under a Patient Group Direction (PGD) culminating in DHSC confirming the intent to consult soon (within the Community Pharmacy Contractual Framework for England).
- Planning for the APTUK 2023 Conference and Awards Ceremony 'Making an Impact' focused on the value of the pharmacy technician profession in delivering exemplary person-centred care.



Leading and representing the profession

Representation on the UK Commission on Pharmacy Professional Leadership Board and the following working groups: Professional Education and Training; Regional, Country and International Relations and Engagement; Regulatory Support; Scope of Practice of Future Pharmacy Professionals.

 Commissioned to review education programmes in preparation for pharmacy technician registration in Northern Ireland.

 Contributed to the Health Education Improvement Wales (HEIW) Strategic workforce plan consultation and attend the Pharmacy: Delivering a Healthier Wales P:DaHW quarterly board meeting.

 In England, member of the Primary care stakeholder forum and the National Pharmacy stake holder group, contributing to significant discussions and updates around workforce, remuneration and potential changes in practice within different sectors.

 Continue to work closely with the National Pharmacy Technician Group Scotland and support the National Education Scotland (NES) Pharmacy Technician Education and Training Group.

Enabling access to education

Secured an agreement with NHS England to accredit up to four education and training providers for the APTUK/PCPA National Competency Framework for Primary Care Pharmacy Technicians in 2023.

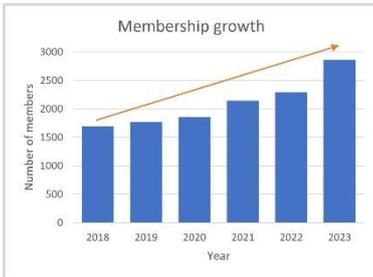
Delivered 19 webinars. The Duty of Candour webinar attracted 655 registrations – the highest number for a single webinar to date.

Worked with the Royal Pharmaceutical Society (RPS) and National Institute for Health and Care Research (NIHR) to produce a suite of e-learning modules to improve pharmacy professionals' awareness of knowledge and skills in clinical research.



Providing value to our members

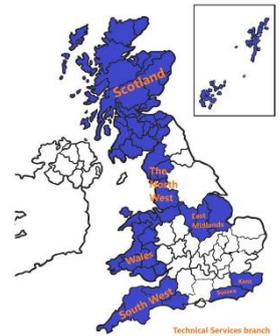
Undertook a communication survey and used the valuable information provided to support input to the Commission on Pharmacy Professional Leadership and General Pharmaceutical Council (GPhC) Council meeting; introduce a monthly member newsletter and identify need for further improvement to the Pharmacy Technician Journal (PTJ) and website.



Overall growth of 25% in membership (nearly 3000 members in total) - the highest level of growth in the past 6 years. Across the home countries, Scotland had the highest member growth rate at 30%, followed by Northern Ireland at 23%, England at 22% and Wales at 13%.

Delivered induction session across a wide range of pharmacy technician education and training providers, resulting in pre-registration trainee membership increasing by 57%.

Eight active branches hosting and supporting local and national webinars, open to all APTUK members regardless of where they live.



Running an efficient and sustainable organisation

Supported and promoted the Climate Change Charter campaign to be more environmentally conscious. All Executive Committee members shared their personal commitments to sustainable action on social media.



Continued to co-lead the Inclusive Pharmacy Practice Programme (IPPP) and contributed to the bi-annual newsletters.

Undertook an equality monitoring exercise within the APTUK Executive Committee team to inform efforts to increase diversity. Sought advice from other voluntary organisations on how to increase diversity within APTUK.

Continued to keep a close grip and control of finances to enable planning for paid positions.

Reviewed internal financial governance processes and employment contracts and policies.

Developing high performing teams

Introduced a line management structure to provide improved mentoring and professional development opportunities for our highly valued team.



Celebrated APTUK 70th birthday.





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President's introduction

In March 2022 I took up tenure as President of APTUK. While it has certainly been a more demanding role than I could have ever imagined, it has also been one of the most rewarding.

As your professional leadership body, we have been very active over the past year and this report demonstrates our achievements on your behalf.

We may be a relatively small organisation run by pharmacy technicians for pharmacy technicians, but we will not stop calling for parity in representation and recognition of the professional role of pharmacy technicians. The results of our communication survey clearly demonstrated the key professional concerns of pharmacy technicians are professional recognition and identity and that resonated across sectors and stages of career. This is the strongest evidence to date of how the profession is feeling and has enabled me to challenge where recognition is lacking in the certainty, I am advocating for what really matters to you.

Our success in championing our profession has led to stakeholders and other organisations actively seeking our presence and involvement. This is fantastic in some respects and in others, creates an ever-expanding workload for our team of dedicated volunteers. With your continued support and our membership growth, we have finished the year on a high, recruiting for the first paid posts in a few years. With your help, we want to continue that upward trajectory, employ more people and deliver more for you.

We are continually looking at our membership offering for our existing members and our new members and welcome your ideas. Finance can be a challenge and in the remaining 3 years of our current strategy, we will be looking to expand our commercial relationships so that we can keep our membership subscriptions as low as possible for you, recognising the challenging economic climate we operate in. At the time of writing, the GPhC has commenced a consultation to increase the costs of our professional registration. We will of course be submitting a response, however, be assured, I have already expressed concern directly with the GPhC about the impact on pharmacy technicians. We will also continue to press the GPhC to hold a register of pre-registration trainee pharmacy technicians to support their professional journey from the very start, identify potential issues with training providers, identify potential issues with diversity and assist employers with the recruitment and retention of pharmacy technicians.

In October 2022, we issued a statement in response to the RPS submission to the future of pharmacy professional leadership in the UK which you can review [here](#). We will continue to champion and challenge when needed for pharmacy technicians to have the appropriate professional recognition as an independent registered profession. APTUK will also continue to partner with other professional leadership bodies and pharmacy organisations for projects or policy work to ensure pharmacy technicians are duly considered in decisions affecting the pharmacy workforce.

Much of the work we do at APTUK is 'behind the scenes' and there are instances where we may not be able to share this with you in the case of confidential or embargoed information. We are working hard to improve our communication and sharing of our activity on your behalf (our new monthly newsletters for example). Two of the more notable interactions in the past year (pre-newsletter) are detailed below:

- an honorary member pointed out that to register on the Yellow Card section of the Medicines Healthcare Products Regulatory (MHRA) website, while there are multiple options for pharmacists, there was only one for pharmacy technicians and that was alongside an assistant (option: pharmacy assistant / technician). I wrote to the MHRA and requested this was changed and pointed out the lack of recognition for the pharmacy technician profession may prevent pharmacy technicians from engaging with them. The MHRA have agreed to include pharmacy technician as a separate profession in the planned upgrade of



their website later this year. We will monitor progress on this and please do let us know if you come across similar instances.

- we regularly receive draft guidance and documents to comment on from multiple organisations including the regulator. These documents typically cannot be shared (except formal consultations). The General Pharmaceutical Council (GPhC) forwarded their draft guidance on 'Providing safe and effective treatment: selecting the appropriate mode of consultation when assessing a person's need' and while I was pleased to see inclusive language used throughout, I challenged the GPhC plan to include this within their guidance for pharmacist prescribers rather than create a standalone guidance document. I pointed out, that a pharmacy technician would be highly unlikely to read the guidance if contained within prescribing guidance and it is not just pharmacist prescribers that undertake consultations with patients. The guidance has not yet been published; we will share this with you as soon as it is available.

As a pharmacy technician practicing in Scotland, I was not involved in the Inclusive Pharmacy Practice Programme. As President and co-lead, I have had to learn quickly to ensure we could continue supporting this work and ensure pharmacy technicians are actively included. We are trying very hard to make sure APTUK is as inclusive as possible and provide you with resources to support your own learning in this area. One thing I have learned is that a more diverse leadership leads to better outcomes for all within and supported by an organisation. To that end, we have embraced equity to ensure the opportunities we offer are accessible to all pharmacy technicians, from bursaries to positions within the Executive Committee. I am so glad we have our Pharmacy Technicians of Colour (PTOC) colleagues to help us with this.

None of what we have achieved in the past year could have been done without our team working together; we have a strong relationship based on mutual respect and trust where healthy challenge is embraced. I was delighted when Nicola Stockmann joined as Vice President in May 2022; Nicola is a key driver for several work streams and is skilled to be able to support wherever needed. Our Operations Lead, Vicky Hope may not be a pharmacy technician but her knowledge and experience from other industries has really helped put us in the strong position we are today. Amy Laflin (Education), Dafydd James (Digital) and Claire Sutton (Membership) as Directors of APTUK, are dedicated in their pursuit of improving APTUK and championing pharmacy technicians. We welcomed new Executive Committee members this year, Claire Williams (Branch Liaison), Donna Bartlett (Professional Lead England), Emily Guerin (Professional Lead Wales), Melanie Bryan (Professional Lead Scotland) and Tom Freel (Member Observer) supported by our existing Executive Committee members, Lynn Ali (Membership Co-ordinator), Oliver Jones (Business Development), Shamma Begum (EDI Lead) and Warren Francis (Professional Lead Northern Ireland). Each team member brings a unique perspective to APTUK and are dedicated to enhancing recognition of the profession. It's fantastic to have a professional lead for each of the home countries in post and as the only pharmacy professional leadership body that is truly UK wide, we are committed to providing support for all our members regardless of where they live.

We said a sad goodbye to Geraint Young (Professional Lead Wales), Diane Torry (Member Observer), Mira Makhecha (Member Observer) and Selina Tumani (HEE Fellow) and I would like to thank them for all their hard work and dedication. Kay Morgan has also stepped down as the Editor of our PTJ after four years of dedicated service; we wish Kay all the very best for her retirement, with a thank you for all she has contributed to our profession. We are currently recruiting for Kay's replacement and recognising the importance of the PTJ to our members are also recruiting an editorial team to support the editor. We also intend to dedicate time to revamping the PTJ so it continues to meet your needs and showcase the innovative and exciting work pharmacy technicians are undertaking across the UK. Writing an article about your work or research project can be quite daunting, but we are here to help and will guide you through the process.



Finally, I would like to thank you, our members. For those who have been with us for years and those who have just joined, we truly value your support, we hope we make you feel proud to be a pharmacy technician and a member of APTUK.

Kindest regards,

Claire



In February 2022, we published our five-year strategy for 2022-2026. This annual report details the key activities we have undertaken in the past year (2022/23) to deliver against the organisational priorities.

1. Promote pharmacy technicians (and APTUK) at every opportunity

1.1. Supporting pharmacy technician registration in Northern Ireland

Over the past year, we have been working with our colleagues at the Pharmaceutical Society Northern Ireland (PSNI) and the Chief Pharmaceutical Officer, Cathy Harrison to help progress the professional registration of pharmacy technicians in Northern Ireland. Please refer to section 2.1.5 *Professional Lead for Northern Ireland update* for more information.

1.2. Driving legislation changes

1.2.1. Supervision Practice Group

APTUK has been continuing to ensure pharmacy technicians are represented at all strategic levels. The Supervision Practice Group was formed in 2022 and consists of the Association of Independent Multiple Pharmacies (AIMp), APTUK, Company Chemists Association (CCA), National Pharmacy Association (NPA), Pharmacist Defence Association (PDA), Pharmacy Forum Northern Ireland (PFNI) and RPS. The aim of the group is to hear from community pharmacy member organisations and produce a report for the Department of Health and Social Care (DHSC) detailing what future changes to legislation, regulation and professional guidance should look like in terms of supervision to support the continued development of community pharmacy practice.

APTUK have attended all the group's virtual meetings and face-to-face workshops and have advocated for pharmacy technicians to be given the recognition they deserve as healthcare professionals. The work other than the press releases is embargoed and we are not able to share with members at this time however, we are expecting the final report to be available this summer and will share with you as soon as we can. We are expecting a consultation on the proposed legislative changes regarding supervision from DHSC this year.

1.2.2. Patient Group Directions (PGD)

APTUK has long campaigned for pharmacy technicians to be added to the list of healthcare professionals able to operate under a PGD. While there has been discussion recently, at this time, we do not know when we can expect a consultation. DHSC has given a strong indication it will be soon according to the statements within the 'Delivery Plan for Recovering Access to Primary Care'. I.e. 'DHSC will clarify the roles of pharmacy professionals and enable a better use of skill mix, after consulting on the law on pharmacist supervision in the summer... DHSC will also enable pharmacy technicians to administer and supply medicines under PGDs subject to consultation'. While this is a plan for England, legislative changes apply throughout the UK. Read the plan here: [NHS England » Delivery plan for recovering access to primary care](#)

1.2.3. Consultation responses

UK Commission on Pharmacy Professional Leadership

In addition to our direct involvement on the UK Commission on Pharmacy Professional Leadership, we also sought feedback from our members and submitted a response formally to the survey. Within the response we acknowledged openly areas we need to improve on and what our future priorities are as your professional leadership body. We also highlighted the traditional tokenistic approach to pharmacy technician representation (if included at all) and lack of opportunity and access, particularly in terms of education and training, is a significant barrier for the profession. You can [view the submission here](#).



Hub and Spoke Dispensing Model Consultation

Last year, with the assistance of the community pharmacy branch, we prepared and submitted a response to the hub and spoke dispensing model consultation. We stressed the need to consider the pharmacy technician as independent practitioners in their own regard as an integral part of the community pharmacy workforce. Our response can be viewed [here](#).

MHRA Consultation on how MHRA communicate with healthcare professionals to improve medicines and medical devices safety

In January 2023, we submitted a response to the MHRA's consultation on how they communicate with healthcare professionals to improve medicines and medical devices safety. We took the opportunity to highlight the lack of engagement from MHRA with APTUK as the professional leadership body for pharmacy technicians and a reminder to ensure the protected title of pharmacy technician is used on the MHRA website and in communications. We have had an acknowledgement in response from the MHRA that there will be updates to the website reflecting this feedback. You can read our full response to the consultation [here](#).

GPhC Consultation on Hearings and Outcomes Guidance

With our colleagues from PTOC, we submitted a response to the GPhC consultation on strengthening their hearings and outcomes draft guidance for fitness to practise panels. We felt it important, the GPhC to provide examples to support consistent decision making. You can read our full response [here](#).

Institute for Apprenticeships and Technical Education (IfATE) Consultation on updates to the criteria for mandatory qualifications in apprenticeships (England)

We submitted a response to the consultation on updates to the criteria for mandatory qualifications in apprenticeships. The consultation being that IfATE are looking at removing qualifications from apprenticeship standards within Wales. This would affect the Level 3 integrated apprenticeship and any amendments to other pharmacy related programmes that are due for review over the next two years. APTUK responded that as pharmacy technicians have an integrated apprenticeship which includes a qualification, the qualification should remain mandated and if this was to be standardised alongside other vocations, it must be delivered over 24 months inclusive of End Point Assessment (EPA) due to the financial risk to organisations and thus the retention and recruitment of pharmacy technicians. You can read our full response [here](#).

Consultation on draft EU guidance on the safe handling of hazardous drugs (HMPs)

Philip Jones, member and co-founder of the APTUK technical services branch assisted us with a consultation response on draft EU guidance on the safe handling of hazardous drugs. Unfortunately, due to the format, we were unable to share the submission with you. In summary, we asked for pharmacy technicians to be specifically referenced in the guidance, highlighted the lack of guidance in terms of new tattoos / skin lesions /wounds when working in an aseptic environment, requested a separate section for intrathecal preparations (given the risks associated with such) and offered suggestions for strengthening incident management.

Health and Safety (Sharp Instruments in Healthcare) Regulations 2013 - Policy Review

Philip Jones also assisted with our response to this policy review regarding the use of 'safer sharps'; view the response [here](#).

1.2.4. Surveys

Future Vaccine Strategy (England)

Last autumn, with the help of our members, we submitted a response to a market engagement exercise conducted by NHS England to support the future design of COVID-19 vaccination and other immunisation / vaccination deployment models. Within this, we took the opportunity to raise concerns regarding the lack of recognition or understanding of the role pharmacy technicians play in immunisation services and stated



future services would benefit significantly if pharmacy technicians were able to operate under a PGD. The response can be viewed [here](#).

Appropriate Clinical Cover

APTUK supported a stakeholder round table by DHSC for the Appropriate Clinical Cover project established in response to the findings of the Paterson Enquiry. As part of this, a survey was shared with members to seek views on professional indemnity insurance arrangements.

1.2.5. Working group activity

Professional Standards for Homecare Services

In February 2023, we were approached by RPS to support a refresh of the professional standards for homecare services. We accepted the invitation on the basis that pharmacy technicians are heavily involved and often leading in the delivery of homecare services. We received a great deal of interest from our members to represent APTUK on this project and were pleased to negotiate the inclusion of four of our members, Richard Chapple, Laura Jayne Britton, Suzannah King and Elizabeth Mander. We look forward to sharing the outcome with you later this year.

Professional Standards for Hospital Pharmacy Services: Standards Handbook

In 2022, Claire Steele supported the review of the RPS hospital pharmacy standards. In Claire's day job, she is a member of the RPS hospital expert advisory group (HEAG) which gives her another platform to promote pharmacy technicians (and APTUK). The new standards have a greater focus on the contribution of the entire pharmacy team, and we encouraged pharmacy technicians practicing in hospital to support the application of the standards, actively strive for continuous improvement in service delivery and help others within the pharmacy team to do so too. You can read our response to the consultation [here](#) and the standards [here](#).

Pharmacogenomic Medicines

With the assistance of our members Kylie Dunn, Tina Hancock and Laura Beresford, APTUK have been represented at an NHS England Pharmacy Genomic Round Table event and the Pharmacogenomics Project Group with Tina continuing to represent APTUK on the multidisciplinary body for Pharmacogenomics. We also collaborated on the Pharmacy Professionals and Genomic Medicine position statement published in April 2023, available here [Genomic Medicine Position Statement \(rpharms.com\)](#).

Error Reporting Professional Standards

APTUK approached RPS and Pharmacy Forum Northern Ireland (PFNI) to work collaboratively on updating the previously co-produced error reporting standards. This work is important to us in ensuring the vital role pharmacy technicians have in the safe use of medicines is reflected within the standards. The work commenced in October 2022 and the consultation launched on 21st of April 2023. We look forward to sharing the outcome with you in due course.

Wellbeing and patient safety round table

APTUK attended the roundtable event co-hosted by Pharmacist Support and RPS. During the event, we advocated for the interests and wellbeing priorities of pharmacy technicians in all sectors. Wellbeing requirements such as staffing, peer support and protected learning time were discussed; recognising that these elements are essential to patient safety. However, APTUK emphasized that whilst individual access to support is necessary, there are also systemic changes that are required. We called for authentic and not performative allyship to improve the wellbeing of pharmacy technicians and all pharmacy staff is needed.



A Vision for pharmacy professional practice in England

APTUK were included in the advisory group membership and were the only stakeholder for pharmacy technicians exclusively. Through our presence we highlighted and championed the need for inclusion and utilisation of pharmacy technicians and their skillset.

1.3. Clear communications articulating the role of pharmacy technicians

1.3.1. APTUK Celebration Conference and Awards Ceremony

In celebration of our 70th anniversary, in April 2022 we hosted the APTUK Conference and Awards Dinner: Pharmacy Technicians – Delivering a Platinum Service for Patients and Communities.

Throughout the afternoon we considered the future for pharmacy technicians, looking in more detail at the different roles and services we deliver across the profession. We also considered innovation over the next 70 years and heard from a variety of speakers on their perspectives for the future.

In the evening, the APTUK awards event provided a chance to network with fellow pharmacy technicians and celebrate successes.

1.3.2. Representation at external conferences

APTUK have continued to promote the profession, connect with members and drive membership growth through exhibiting at conferences, supporting presentations and panel sessions. In the past year we have spoken to hundreds of pharmacy technicians (and pharmacists) at:

- The Clinical Pharmacy Congress
- The Pharmacy Show
- Day Lewis conference
- RPS annual conference 2022
- An internal GPhC staff event
- ICB day conference

1.3.3. Position statements/letters

We are often asked to join with other organisations on position statements or letters to Ministers. In the last year we have supported:

- [RPS Climate Change Charter](#)
- [Pharmacy Professionals and Genomic Medicine](#)
- [Letter to Minister of State](#) calling for engagement with Pharmacy for the long-term NHS workforce plan
- [Letter to House of Lords Science Technology Committee](#) on Workforce plan and pharmacy stakeholder engagement
- [Patient Safety and wellbeing statement](#)
- [Statement following the Community Pharmacy Contractual Framework 5-year deal](#)

1.3.4. Media engagement

We are regularly approached to comment on news stories relevant to pharmacy technicians and to give interviews for pharmacy publications. In the last year we engaged with the following publications:

- Training Matters (Community Pharmacy Publication): Executive Committee members have written a monthly article for the publication (previously this was undertaken by the President



only). We also gave an interview and have judged the annual Training Matter awards for the past two years.

- Independent Community Pharmacy (Community Pharmacy Publication): We have given an interview and been invited to judge at this year's Independent Community Pharmacy annual awards.
- Medical Update Online/Pharmacy Update Online: we gave an interview to celebrate National Pharmacy Technician Day 2022.

In the news, we were asked to comment on:

- The funded leadership training offer for pharmacy technicians by HEE.
- Inclusion of community pharmacy technicians to deliver blood pressure monitoring and smoking cessation within the Community Pharmacy Contractual Framework 5-year deal (England). Given the number of queries on this, we produced a statement [APTUK statement](#).

1.3.5. International Pharmacy Technician Day 2022

International Pharmacy Technician Day 2022 took place on 18th October. The theme for 2022 was “Driving the Profession Forward”, we asked for nominations for pharmacy technicians who are driving the profession forward and we were inundated with nominations. We were able to flood our social media channels with a total of 249 posts starting at 07:45 and ending at 23:00. We received a wide range of photos and videos of pharmacy technicians working across sectors, showcasing the variety of roles available to pharmacy technicians in the UK.

It was a proud day for all pharmacy technicians, and we hope this year will be just as (if not more) successful for the promotion and recognition of pharmacy technicians.

2. Lead and represent the profession

2.1. Active representation at national and country levels

2.1.1. UK Commission Pharmacy Professional Leadership

The UK commission into Pharmacy Professional Leadership was announced at Clinical Pharmacy Congress in May 2022. The aim was to develop a blueprint for the future of pharmacy professional leadership across five functions considered essential to support rapid changes in pharmacy practice (leadership, policy, professionalism; regulatory support; regional, country and international relations and engagement; scope of practice for future pharmacy professionals; and professional education and training). The commission moved at pace with working groups meeting from October 2022 and the report published in January 2023. APTUK had representation on the Commission Board and the following working groups: Professional Education and Training; Regional, Country and International Relations and Engagement; Regulatory Support; Scope of Practice of Future Pharmacy Professionals.

There has been a delay in the next steps to deliver the recommendations and we await news on this. APTUK recognise this is an opportunity to ensure pharmacy technicians are equitably represented and professionally recognised.

2.1.2. Professional Lead for England update

APTUK supported the advisory group for the [RPS vision for pharmacy in England](#), which was published in December 2022.



APTUK has attended several meetings of the Primary care stakeholder forum and the National Pharmacy stakeholder group, supporting significant discussions and updates around workforce, remuneration and potential changes in practice within different sectors. The Primary care stakeholder group is made of several different organisations / professional groups and although the discussions may not be directly related to pharmacy it is important to be involved and updated on the changing landscape and to be at the beginning of these discussions which may lead to pharmacy changes in the future.

The National Pharmacy stakeholder group is where representatives from different pharmacy sectors meet to discuss the current changes in the pharmacy landscape with issues such as workforce retention and skill mix, payments, funding and costs and future services that may or could be commissioned by pharmacy professionals to deliver. Although there is limited pharmacy technician representation being part of this group is important to understand what changes are on the horizon and being able to express / remind people the full extent of a pharmacy technician's skills to help some of the workforce or advanced services progress.

Membership in England continues to account for the majority of our members. We currently have just under 2000 members from England, which reflect a 22% growth vs last year.

2.1.3. Professional Lead for Wales update

Pharmacy: Delivering a Healthier Wales P:DaHW is the pharmacy vision for Wales and was launched in 2022. It has goals for pharmacy up to 2030.

APTUK attends the Pharmacy: Delivering a Healthier Wales P:DaHW quarterly delivery board meeting which is made up of several different organisations who update the delivery board on their area of work including Digital Health Wales, Health Education Improvement Wales, Community Pharmacy Wales and Pharmacy Research Wales.

Within P:DaHW there are delivery board subgroups; Digital Innovation and Technology, Seamless Pharmaceutical Care, Enhancing Patient Experience and Developing the Pharmacy Workforce all which feed into the delivery board on emerging priorities.

It's an exciting time for Pharmacy in Wales with the new ambitions set for 2025, new appointments to subgroups and to the delivery board, development of a champions network and P:DaHW conference planning.

There are currently 167 APTUK members from Wales, accounting for 6% of the overall APTUK membership, showing a strong 13% growth vs last year.

Health Education Improvement Wales (HEIW) Strategic workforce plan consultation

APTUK invited members to contribute to the open consultation on the strategic pharmacy workforce plan document to identify whether members supported the 31 proposed actions in the seven key themes;

- Theme 1 - to ensure an engaged motivated and healthy pharmacy workforce
- Theme 2 – Attraction and Recruitment
- Theme 3 – Seamless Workforce Models
- Theme 4 - Building a Digitally Ready Workforce
- Theme 5 - Excellent Education and Learning
- Theme 6 – Leadership and Succession
- Theme 7 - Workforce supply and Shape

The plan is being developed in response to the actions outlined in [A Healthier Wales: Our Plan for Health and Social Care](#), and includes all parts of the workforce who play a role in providing pharmacy services] in NHS



Wales. The plan focuses on change and improvements in how the pharmacy workforce is developed, supported and valued in a variety of settings.

APTUK attended virtual workshops during the consultation period and gave feedback to HEIW on the key themes which will form the foundations of the Strategic Pharmacy Workforce Plan for Wales. Feedback was gathered from APTUK members responses to the consultation and an official APTUK response was collated and submitted. The consultation response can be viewed here: [HEIW consultation response](#)

A 'save the date' has been released for the launch of the HEIW Strategic Pharmacy Workforce plan on 30th June 2023 at Cardiff City Stadium, APTUK look forward to attending the launch event.

RPS Wales

APTUK and Royal Pharmaceutical Society Wales (RPS Wales) work collaboratively, meeting regularly to update each other on current matters concerning their professions, changes in pharmacy and to discuss upcoming future events.

Community Pharmacy Wales (CPW)

Poonam Kerai is the new Contractor Services (Engagement) Pharmacy Technician working for Community Pharmacy Wales. Poonam is working closely with pre-registration and registered pharmacy technicians throughout Wales and provides a support system for questions and queries regarding their specific role and the Community Pharmacy Contract Framework (CPCF). APTUK and Community Pharmacy Wales (CPW) meet regularly to discuss ways to support pharmacy technicians with the new CPCF.

APTUK Wales Branch

Since taking on the role of Professional Lead for Wales in January Emily Guerin recently stepped down from chair following the successful launch of the Wales Branch 2 years ago. Emily is delighted to welcome Sally Davey as chair of the Wales Branch. Sally is a Chief Pharmacy Technician (Patient Experience) in Glangwili Hospital and is looking forward to working with the Wales Branch committee to continue to champion the pharmacy technician workforce.

2.1.4. Professional Lead for Scotland update

Working closely with the National Pharmacy Technician Group Scotland (NPTGS) and Chief Pharmaceutical Officer (ChPO) Alison Strath, APTUK have been involved in discussing the evolving vision for pharmacy technicians and pharmacy support staff as part of the future provision of pharmacy services across all sectors.

APTUK are represented on the advisory group for '[Achieving Excellence in Pharmaceutical Care](#)' discussing the strategic policy and outcomes for delivering pharmacy services across Scotland.

APTUK also regularly meet with RPS Scotland to discuss opportunities for collaborative working.

The successful launch and progression of the joint APTUK/NPTGS National Branch for Scotland has been instrumental in growing APTUK membership in Scotland from 177 to 230, a growth of 29.9%.

Working with Scottish Healthcare Awards, APTUK was invited to nominate and present the special recognition award, the first for a pharmacy technician. This has led to creation of a specific category for pharmacy technicians at future awards.

2.1.5. Professional Lead for Northern Ireland update

APTUK has been working with the Pharmaceutical Society Northern Ireland (PSNI) and the CPhO, Cathy Harrison to help progress the professional registration of pharmacy technicians in Northern Ireland (NI).



APTUK has attended meetings relating to the introduction of pharmacy technician registration in NI; specifically, the Pharmacy Workforce Review Steering Group (PWR) and the All Pharmacy Advisory Group (APAG).

Introduction of Statutory Regulation of Pharmacy Technician workforce in Northern Ireland Consultation

Our response to the consultation on the statutory regulation of pharmacy technicians in NI was positive in that we feel this is a needed change for pharmacy technicians in NI. We felt it important to include our view, pharmacy technicians in NI should be recognised as a separate profession, that should there be a NI regulator utilised rather than the GPhC, that pharmacy technicians already registered with the GPhC should be able to easily transfer to the NI regulator in the same way in which pharmacists can and that any registration costs should align to GPhC registration costs. We prepared a presentation for the Pharmacy Technician Regulation and Development Workshop in March 2023 and will continue to provide advice, guidance and support for pharmacy technicians in Northern Ireland.

NI Education programmes

In early 2023, APTUK was commissioned to scope any gaps between the current education programmes and pathways offered to pharmacy technicians in Northern Ireland and the new Level 3 Diploma in the Principles and Practice for Pharmacy Technicians. We have also been tasked with recommending options for recognising the prior learning and experience of pharmacy technicians currently qualified but not registered in Northern Ireland and to identify and recommend any bridging programmes deemed necessary for the legacy workforce following the scoping exercise. This work will commence in 2023, led by the APTUK Education Director.

Pharmacy Technician Regulation and Development Oversight Board

As a result of APTUK engagement in the PWR and APAG, we are part of the newly formed Pharmacy Technician Regulation and Development Oversight Board which will apply a task and finish approach to achieve the following objectives:

1. By June 2023, have the following project subgroups established: Education, Legislation, Regulation & Public Consultation and Workforce Development.
2. Ensure availability of appropriate level of education for pharmacy technicians to meet projected workforce demands.
3. By the end of 2025, Introduce the necessary changes to policy and legislation to enable the registration and regulation of pharmacy technicians in Northern Ireland.
4. Provide career development pathway of practice for future pharmacy technician roles in all sectors of pharmacy practice.

In addition, APTUK will also be represented at the Workforce development subgroup noted above.

Northern Ireland membership numbers

While APTUK membership numbers are low in NI compared to the rest of the United Kingdom, we have seen a 23 % increase in membership in the last year. To further grow membership, we are currently setting up a NI branch under the leadership of the Professional Lead for NI and the APTUK Branch Liaison Executive.

2.2. Developing strong impactful relationships with key stakeholders

2.2.1. APTUK partners and collaborations

We are developing stronger links with specialist pharmacy groups nationally and internationally, growing the pharmacy technician voice by collaborating internationally with the Oncology Pharmacy Technician Association (OPTA) in the United States of America.



In the UK we continue to develop strong relationships with other professional leadership bodies and the regulators. Collaborating with the Royal Pharmaceutical Society and subject experts for specific pieces of work such as the Professional Standards for Error Reporting.

We also support and attend regional work where possible, across all areas of practice where pharmacy technicians are present, the most recent example was an awayday conference for an Integrated Care Board.

APTUK attends regular meetings and has worked collaboratively with the following organisations:

- Centre for Pharmacy Postgraduate Education
- Chief Pharmaceutical Officers Offices
- Community Pharmacy Employers
- Day Lewis Pharmacy
- Department of Health and Social Care
- General Pharmaceutical Council
- Health Education Improvement Wales
- Institute for Apprenticeship and Technical Education (IFATE)
- Medicines and Healthcare products Regulatory Agency
- National Education Scotland
- National Pharmacy Association
- National Pharmacy Technician Group Scotland.
- Northern Ireland All Pharmacy Advisory Group
- NHS England (incorporating Health Education England and NHS Improvement)
- Oncology Pharmacy Technician Association (OPTA) in the United States of America.
- Procurement and Distribution Interest Group
- Pharmaceutical Society of Northern Ireland
- Pharmacist Support
- Pharmacy Technicians of Colour
- Royal Pharmaceutical Society
- The Samaritans

3. Enable access to education

3.1. Promoting the use of robust education frameworks

We have streamlined and improved our processes in line with quality assurance principles for approval against our competency frameworks. Subsequently APTUK has secured an agreement with NHS England to accredit up to four education and training providers for the APTUK/PCPA National Competency Framework for Primary Care Pharmacy Technicians in 2023.

We have approved 2 programmes for the APTUK National Education Framework for the Final Accuracy Checking of Dispensed Medicines and Products in the last year.

3.2. Supporting the profession through recognised education provision

3.2.1. APTUK and HEIW

APTUK has a standing item on the agenda for Welsh pre-registration trainee pharmacy technicians (PTPTs) induction days in collaboration with University of East Anglia and Health Education Improvement Wales.



APTUK has presented at face to face and virtual sessions to inform PTPTs of the benefits of becoming APTUK members and to provide details of support available to them.

3.2.2. National Institute for Health and Care Research (NIHR) e-learning for pharmacy professionals

APTUK worked with the RPS and NIHR to develop nine e-learning modules to improve clinical research awareness, knowledge and skills for pharmacy technicians (and pharmacists) with little or no experience of research or research opportunities. Delivered as short (under 1 hour) e-learning modules, the modules are designed to engage pharmacy professionals interested in research or wanting to find out more.

APTUK were invited to join the steering group for the project from conception to delivery. A Fellow of APTUK, with a research background (Gail Hall), joined the steering group to ensure the needs of pharmacy technicians were considered and incorporated into the learning. Other APTUK members, with research backgrounds, were invited to join the review panels once the modules were designed.

Pharmacy technicians can access the modules here: <https://www.rpharms.com/development/research-and-evaluation/nihr-e-learning>

3.3. Offering professional support

3.3.1. British Pharmaceutical Students Association webinar

APTUK presented at the British Pharmaceutical Students Association webinar in March 2023. The webinar was designed to help educate pharmacy students about the critical role of pharmacy technicians within pharmacy.

3.3.2. Career videos

We have supported the production of career videos in collaboration with Health Education England and NHS Health Careers which can be [viewed here](#). The APTUK Education Director was invited to speak and produce a video based on their role within academia and their role within APTUK.

3.3.3. Health Education England Fellow

During 2022 Selina Tumani joined the Executive Committee as part of her fellow role with Health Education England (HEE).

Selina led a joint project working with NHS Health Careers to create video case studies featuring a range of pharmacy technicians showcasing the breadth of opportunity in the profession. Selina also supported the approval pathway of programmes to be delivered to pharmacy technicians working in primary care using the national competency framework and acted as a panel member, evaluating and approving programmes against the APTUK National Education Framework for the Final Accuracy Checking of Dispensed Medicines and Products.

Selina wrote articles about the fellowship experience which were published in the APTUK summer 2022 PTJ and NHSE's Inclusive Pharmacy Practice bulletin.

4. Provide value to our members

4.1. Membership update

Membership continued to increase steadily throughout 2023, with current membership at the highest ever number. In April 2023 we recorded 2865 members vs 2296 members in April 2022 – which equates to a 25% increase year on year.



Much of the growth has come from PTPTs where our efforts to engage with trainees and their tutors through PTPT induction programmes have had a significant impact. PTPT member numbers have increased by over 57% this year. In April 2022 PTPT member numbers were 606 and by April 2023 they were 954.

PT membership numbers also grew significantly and show a 13% year on year increase. PTPTs converting their membership to Early Careers at qualification continues to increase slowly. At less than 10% it remains an area of focus for APTUK.

Whilst the majority of our members are in England, it has been good to see that members in Scotland, Northern Ireland and Wales are increasing. The number of members in Scotland showed the biggest rise across all 4 home countries with a 30% increase, followed by Northern Ireland at 23%, England at 22% and Wales at 13%.

The number of members working in Primary Care/GP Practice has shown the fastest growth of all sectors, increasing from a reported 150 in the last annual report to 345. Community pharmacy members have also grown strongly from 578 last year to 665 this year. The number of members working in Secondary Care has remained static.

Whilst overall membership numbers are growing, some members have left with common reasons cited as retirement and financial constraints. To help members with membership fees, in 2021 we introduced the option of monthly payments. This has been well received, with 52% of new members choosing this option and it continues to gain in popularity.

Figure 1: 2022/23 Monthly membership numbers

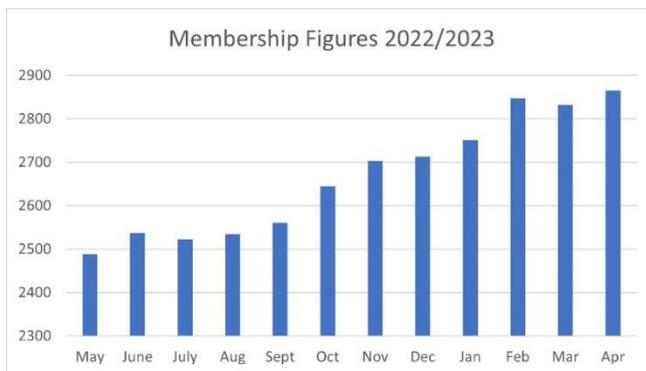


Figure 2: Year on year membership numbers

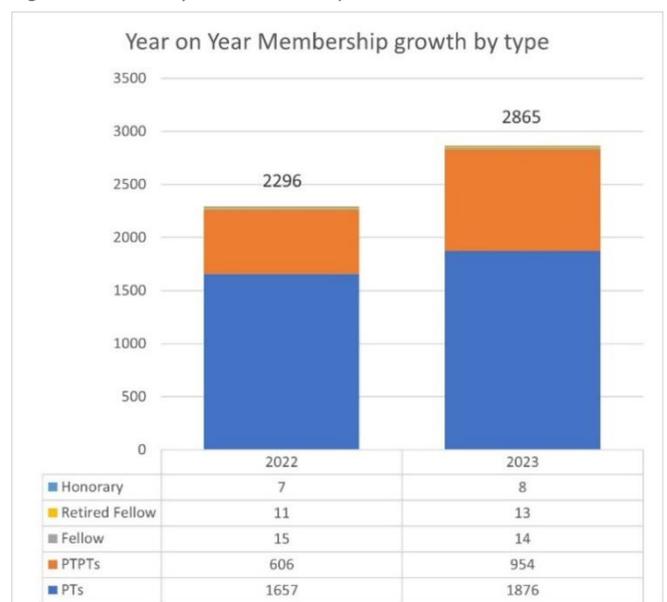




Figure 3: 6-year annual growth

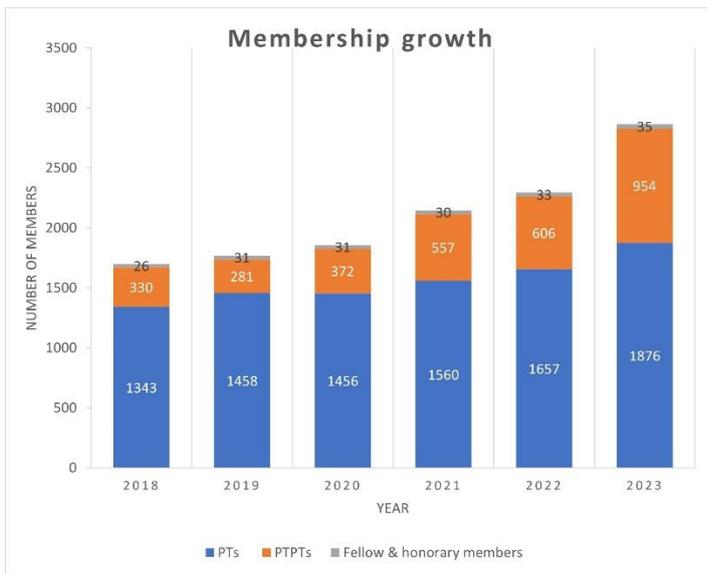
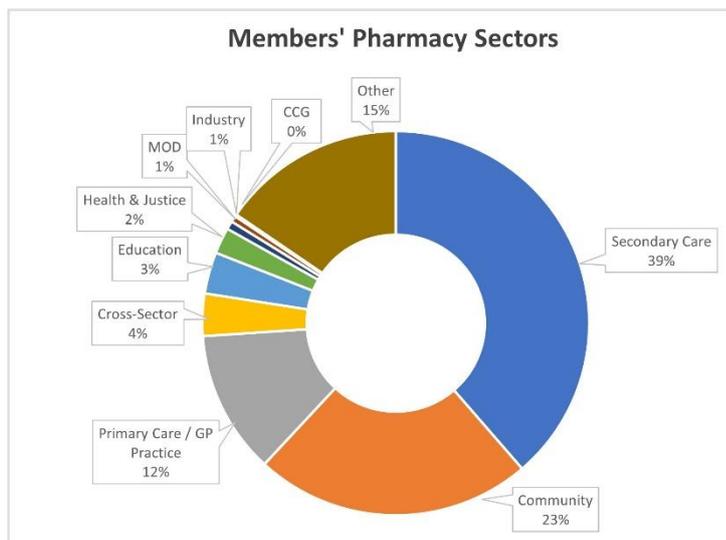


Figure 4: Country of practice



Figure 5: Sector of work



4.1.1. Reflections from the Member Observer

I have been a member observer for roughly 6 months and during this time I have attended fortnightly committee meetings, within these meetings, I have observed many discussions regarding updates, ideas, and achievements. The members of the committee are approachable and open to discussion and thoughts/ideas and suggestions, and they are all passionate about supporting the members and the profession. I feel the members are at the heart of the conversations and the committee is focused on supporting the profession.

During the meetings, there have been lots of variety in the discussions and plenty of opportunities to get involved. I have felt welcomed in the group and have been given opportunities and allowed to respond and have my say in many discussions. I have also had a 1:1 support meeting where we discussed my wants and goals being a member observer to plan for opportunities and projects, I can be involved in.



4.2. Access to local branches and networks

There have been various branch meetings over the past 12 months both local and national. Branches have supported events such as Black History Month as well as on going educational and professional support with webinars on Revalidation and Duty of Candour. Interest in setting up new branches has included the relaunch of the Technical Services branch and the new Primary Care branch. A rolling programme of events is planned throughout 2023/24 and a branch meeting is being held in June to plan these and offer support to the branches with Executive Committee member attendance.

The Book Club hosted by the Hampshire Branch offered an opportunity to discuss topical books and allow pharmacy technicians to reflect on the impact they have on others.

4.3. Membership communications

4.3.1. National Webinars

Duty of candour

APTUK attended the GPhC roundtable event on Duty of Candour in summer 2022, following which we presented a webinar on this topic. We adopted a different approach from previous webinars (facilitated and chaired by APTUK), listening to a patient's personal experience and understanding how a lack of candour made them feel. The GPhC then presented their newly created Duty of Candour resources with an opportunity for attendees to ask questions. This webinar was open to all pharmacy technicians irrespective of their APTUK membership status recognising the importance of the subject for all. It proved to be exceptionally popular, with 655 registrations for the event – the greatest interest that we have had for a single webinar.

Revalidation

'A Focus on Revalidation' webinar was hosted by the Wales Branch in October 2022. The event was well attended and the guest speaker, Kate Cannon offered an insightful overview of revalidation from her perspective as a GPhC revalidation assessor. This webinar was open to APTUK members only.

4.3.2. Communications project

Following on from our 2019 member survey, in October 2022 we invited pharmacy technicians to take part in a survey to help inform our communications strategy. The objective was to check we are providing members with what they want and need, ensure future communication focuses on the matters that are important to pharmacy technicians and understand the reasons why pharmacy technicians choose not to join APTUK.

We had a terrific response from members and non-members, with 459 respondents, and the feedback has helped us shape our communications, improve how we represent and support you, and enabled us to strengthen our voice for pharmacy technicians.

There were three key themes resulting from the survey:

- i. Professional status of pharmacy technicians is a key issue
This was cited as one of the biggest challenges for the profession. The contribution of APTUK in championing the voice of pharmacy technicians was recognised.
- ii. Education and news about the pharmacy profession is important to pharmacy technicians
The survey showed how you value information about the profession and are looking for further ways to access training and professional development.
- iii. Communication channels work in different ways

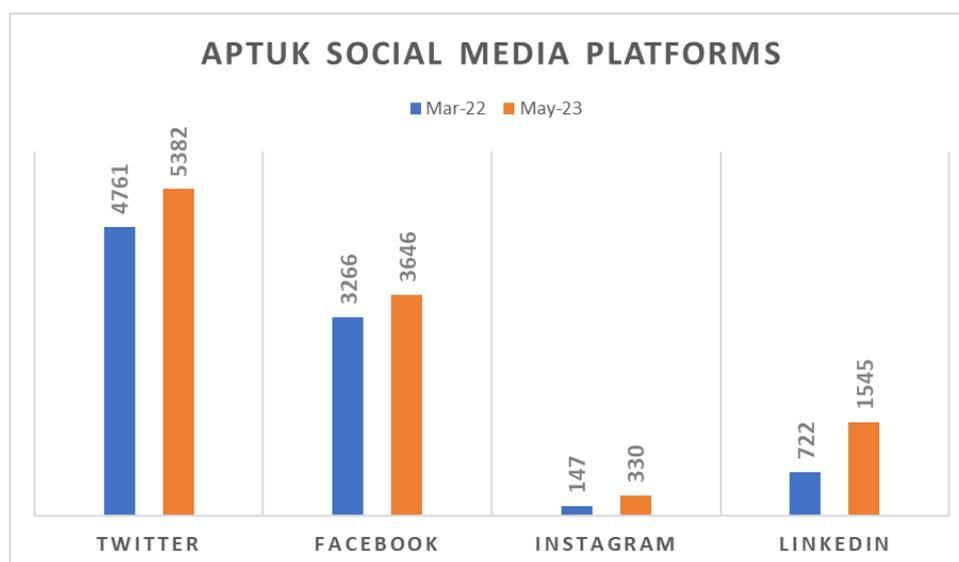


The survey identified opportunities to improve member communication by focusing on Mailjet to inform members of our activity, and support with social media to signpost to further information. There was also feedback on our website and suggestions for future improvements.

Since April 2023, APTUK has issued a member’s update containing news, events and CPD opportunities linked to awareness events of the month. The member update is intended to keep members up to date with where APTUK are representing them (working groups, conferences, or consultations) and to encourage opportunities to engage with APTUK.

4.3.3. Social Media

During the last year we have invested in Hootsuite a social media management platform tool to allow us to engage with pharmacy technicians regularly and drive engagement with members, keeping them up to date with news, events, consultations and professional development opportunities. The investment in Hootsuite has enabled us to schedule posts in advance, monitor engagement levels and respond to comments and messages in a timely manner. This tool has enabled us to efficiently manage our social media accounts and engage with our members more effectively, while also streamlining our social media management, saving time and resources while increasing our online presence in showcasing the value of membership to APTUK. We have seen an increase in followers over the last year on social media (figures as of 10/05/2023)



4.4. Creating an easy-to-use website

Membership renewals are now managed via the website using automated processes. Members can also update their personal details and payment preferences/card details. During this piece of work, the sign-up process has also been refined to ensure a trouble-free sign-up experience.

A contact us form has also gone live allowing both member and non-members to send enquires direct to the relevant Executive Committee member.

We acknowledge there is still more work to be done to ensure we deliver a useful, informative tool for our members. In line with the feedback from the communications survey we will be undertaking a separate project to review member needs and requirements from the website.



5. Run an efficient and sustainable organisation

5.1. Developing a membership growth strategy including PTPTs

One of the key membership objectives this year was to reach out to PTPTs and spread awareness to them of their professional leadership body from the very beginning of their pharmacy technician careers. In addition to the promotional video created last year to support the induction programmes, we have commissioned an animation to support PTPT induction which will also be available for members to use to promote APTUK. The animation will provide an overview of the benefits of membership, such as access to professional development opportunities, networking events and educational resources that can support members in their training. We are committed to investing initiatives such as this to help us grow and strengthen our membership.

5.2. Increased funding through sponsorship

In a developing post-COVID landscape, the 2022 APTUK conference and awards were the organisation's first steps back towards business as usual. The event was a single day event, rather than the usual two-day conference, and due to ongoing considerations of social distancing, there were no exhibitor stands at the conference, which presented challenges in terms of maximising income. All awards were sponsored but unlike previous years, by a variety of corporate sponsors instead of one.

For the APTUK conference and awards 2023 we will be visiting Bristol, and returning to the normal two-day format, although maintaining the new model of awards corporate sponsorship. Revenue from corporate partners is already the highest ever achieved, with 4 months remaining. This has enabled us to maintain 2019 registration fees and freeze early-bird pricing to support members to attend, in a world of rising costs and financial pressures.

5.3. Operating systems that really work

An efficient and sustainable organisation needs to have standard operating procedures (SOPs) and policies. Whilst APTUK has a number of these in place, we have been reviewing and updating the SOPs where necessary to ensure procedures remain relevant. In doing so, we reviewed the human resources (HR) policies and sought expert advice to ensure compliance with current legislation and provide APTUK with a robust platform on which to grow employment. A few policies require updating and several new ones have also been identified including Health and safety; Privacy; Grievance; Disciplinary; Homeworking; and Leave policies. Work is ongoing in this area but is expected to be completed by the autumn.

In completing the HR review, several inconsistencies between the current employee contracts were identified. To be transparent and consistent going forwards, the contracts have been reviewed and updated to ensure they are aligned. A new employee contract template has also been created for future use.

5.4. Integration of digital technology

The Executive Committee have continued to embrace digital ways of working using Microsoft products to store, share and collaborate on pieces of work. We have recently adopted two-factor authentication which helps to safeguard APTUK information and networks.

Email communication: this year we sent a record number of emails to members, with 207,447 emails sent over 119 campaigns with 49.7% of emails being opened, an improvement of 13% on last year and a click rate



(of links) of 13.15%. 94.47% of emails are delivered to members however there is a small percentage not reaching members due to email provider barriers.

The APTUK app underwent Beta testing in summer 2022. The app was put through its paces by the Executive Committee and as a result we deemed the product not fit for release. Feedback for improvements were provided to the supplier and the app has been put on hold for the time being.

5.5. Responsible organisational management

5.5.1. Finance

The 2021/2022 end of year accounts were submitted to HM Revenue & Customs (HMRC) and Companies House on time, ensuring we remain compliant with our legal obligations.

The formal end of year accounts for 2022/23 will be prepared before the end of 2023, in advance of the HMRC submission deadline of January 2024.

A draft of the finances for 2022/23 are shown in [Appendix 1: APTUK Finance update 2022/23](#).

Income from membership fees has grown by 13.7% in line with increasing membership numbers.

Sponsorship money was less than the previous year; however, this was due primarily to timing of the conference (held in April 2022 at the end of 21/22 financial year and in September 2023 in the 23/24 financial year leaving a gap for 2022/23). However, sponsorship for 2023 conference is significantly higher than in previous years.

We continue to look for savings on expenditure, through contract reviews, undertaking due diligence and negotiation when looking for new suppliers. E.g., four different teams submitted proposals for the communications project, with the final chosen supplier identified through evaluation of their offer and value for money.

Finances are tracked and reported regularly to the Board of Directors. A new approval process has been introduced for new spend, which includes a documented proposal and sign off process by the Board.

5.5.2. Environmental sustainability

As a team we are very conscious of environmental sustainability. Travel restrictions during COVID-19 highlighted opportunities for video conferencing and helped us to introduce working practices which we continue to employ. However, we are very conscious of the impact of printing and posting the PTJ at a time when more and more journals are moving to digital delivery. Therefore, we are investigating the opportunity to move the PTJ to a digital platform. It will be important the PTJ is easy to read and readily accessible to members; we will update members on developments accordingly.

APTUK also supported the RPS Climate Change Charter which was co-produced with Pharmacy Declares and launched in June 2022. The idea was to get pharmacy teams to start having conversations about how they can make small changes to reduce their environmental impact at work. To get everyone talking, each member of the Executive Committee made a personal pledge which was shared on social media #PTClimateChange.

5.5.3. Promoting equality, diversity and inclusion (EDI)

As partners of the NHS England Inclusive Pharmacy Practice Programme, we contributed to the IPP bulletin in July and December 2022. Please follow these links to see our contributions: [Diversity in senior leadership](#). [A pharmacy technician's role in primary care](#).



APTUK has conducted an internal analysis of diversity within the Executive Committee recognising that diversity is of paramount importance and will take positive steps over the next year to increase diversity within the Executive Committee. We are exploring working with other voluntary organisations to gain knowledge through lived experiences and understand the barriers for people from ethnic minority backgrounds being able to volunteer. We have met with colleagues from PTOC and they will be presenting at the APTUK 2023 Conference and Exhibition.

NHS England are currently developing the Pharmacy Workforce Race Equality Standard (PWRES) and we anticipate the findings of the data will help us to proactively improve the EDI within pharmacy teams. It is estimated that approx. 1/3 of registered pharmacy technicians work within an NHS trust in England.

Whilst the Standards are English centric, it is hoped that PWRES will provide impetus to the existing work for other home nations.

To celebrate Black History Month, we held a webinar in October with Stuart Lawrence, considering Time for Change, actions not words. It was a very informative session that helped the audience think about racial equality from a different perspective. A recording of the webinar can be seen on our website: [Webinar - Time for change](#).

We continue to explore the issue of health inequalities both for the pharmacy workforce and the communities we serve. We are hoping to take this further in the coming months and identify opportunities for pharmacy technicians to get involved with health inequality projects.

We have recently developed an inclusive recruitment statement to encourage applications from all suitable candidates through clear objective criteria, and gender-neutral language. The statement was created based on the Executive Committee's recognition and desire to encourage and attract a diverse pool of applicants to roles. APTUK values diversity in lived experience, cultural awareness and celebrates differences. We intend for the statement to act as a catalyst, to reduce overrepresentation of certain groups and empower individuals to join our Executive Committee in senior leadership positions.

APTUK recognises the positive value of diversity, promotes equality and challenges discrimination. Our commitment to celebrate and promote diversity enhances our inclusive approach, which we endeavour will attract a diverse pool of talent and experience. It's really important we thrive on being different, validate our varied experiences, and express how we think with a valued voice. We welcome and encourage applications from people of all backgrounds.

A full calendar of EDI events can be found on the website here: [EDI calendar 2023](#). Please get in touch if you have any ideas or would like to get involved with any APTUK EDI activities.

6. Develop high performing teams

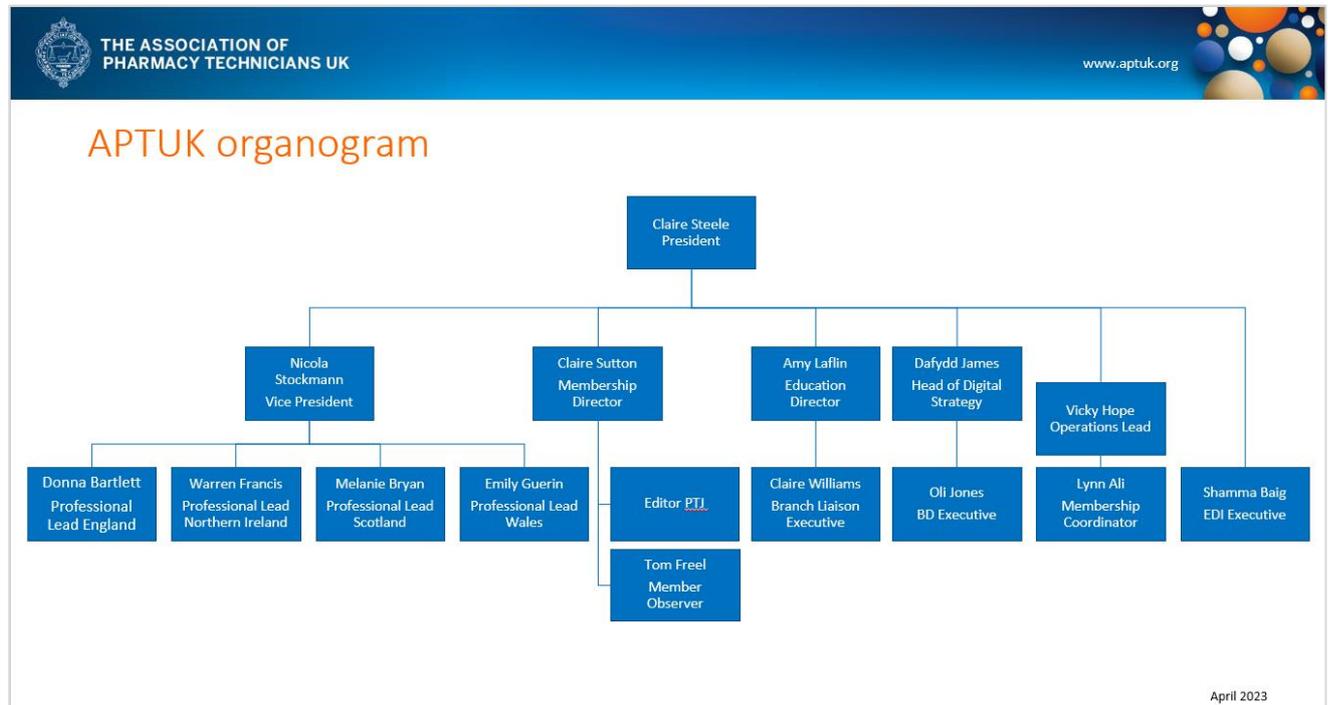
6.1. Providing mentoring and professional development opportunities

The Executive Committee structure has remained stable this year. We created a new post for a Professional Lead for England due to the increased demand for APTUK input. In addition, the Member Observers reached the end of their 12-month term, and Tom Freel joined the committee as Member Observer for the next 12-months. We have also removed the role of social media executive from the structure due to repeated recruitment failure.

To optimise personal development opportunities, every Executive Committee member now has a named line manager. Line managers are expected to have regular 1-1s and appraisals and provide mentorship. It is also

expected to improve understanding of each other's role, provide appropriate deputising arrangements, and facilitate succession planning. The structure will be updated as new posts are created.

Figure 6: APTUK Executive Committee structure



6.2. Increasing attraction to committee / project posts to align with career aspirations

Being part of the Executive Committee also has wider benefits. Emily Guerin has recently been appointed as Project Lead for Pharmacy: Delivering a Healthier Wales (P:DaHW).

"I am thrilled to take on this exciting opportunity as Project Lead to drive forward the pharmacy vision in Wales. To be at the forefront of implementing policy as a pharmacy technician is a privilege and one, I wouldn't have even attempted without the support, confidence and exposure that joining APTUK has given me."

6.3. Integration of functions

While the Executive Committee embrace meeting and working virtually, it is also important to have the opportunity to meet in person and deliver pieces of work that deliver best when everyone is in the same room, as well as get to know one another to strengthen working relationships. This is balanced with the need to be environmentally conscious and will not be more than twice per annum.

With several Executive Committee members newly appointed it is important a formal induction is provided to assist members in understanding the workings and business of APTUK, expectation of their role, understanding of other's role (and how that complements their role) and internal workings of the Executive Committee. We have developed an induction checklist to support this activity.

6.4. Increasing number of paid posts

We are currently recruiting for paid positions within education to support the Director in progressing our priority to enable access to education. These posts will support approval of programmes against our competency frameworks (panel members) and assist with the work required to facilitate pharmacy technician registration in Northern Ireland and other key projects (education advisor).



It is a strategic goal to ensure organisational sustainability and we will continue to review opportunities for paid posts based on our income and organisational priorities.

6.5. Strengthening engagement with branches

With an ever-increasing demand for APTUK to attend meetings, we have extended opportunities for our members and branches to represent APTUK. Branches have been key in helping APTUK identify members with expertise in specific fields. Regular meetings with the Branch Liaison Executive have been planned on a bi-annual basis.

7. Looking to the future

There are a significant number of actions already under development for the next year, these are noted below:

- Conclusion of the supervision working group recommendations
- Delivery of commissioned work to support educational requirements for pharmacy technician registration in Northern Ireland
- Progression of the recommendations of the UK Commission on Pharmacy Professional Leadership
- Creation of Northern Ireland and Southwest England branches
- Attendance at Clinical Pharmacy Congress (London & North), The Pharmacy Show, European Society of Clinical Pharmacy Conference, RPS Conference
- Supporting UK Covid-19 Inquiry Listening Exercise (and submitting organisational response)
- Webinar on PGDs and what this means for pharmacy technician practice
- Supporting CPPE to create PGD e-Learning programme for pharmacy technicians
- Working with partner organisations to deliver a programme of events focused on female health (EDI)
- Working with GPhC and IPPP partners to explore EDI CPD requirements for pharmacy professionals
- Centre for Research Equity membership
- Attendance at GPhC advisory groups: initial education and training and post-registration assurance of practice
- Webinar on fitness to practice (with GPhC)
- Consultation on increase in GPhC registration fees
- Work with The Institute for Apprenticeship and Technical Education (IFATE) to review the Pharmacy technician (integrated) apprenticeship standard
- Recruitment of new, paid education posts
- Review of APTUK website
- Review of the PTJ (inc. introduction of a digital platform)
- Recruitment of a PTJ editor and editorial team
- APTUK animation to support PTPT induction and membership promotion
- PTPT and early career webinar series (to support membership growth for these groups)
- Dedicated PTPT conference
- Executive Committee videos to help members get to know the team



8. Closing President remarks

This report is presented to members to provide assurance the activities we undertake on your behalf are relevant and in the interests of the pharmacy technician profession. The past year has seen a flurry of activity as the valuable contribution of pharmacy technicians in delivering safe, efficient and inclusive patient centred care is gathering momentum. It is difficult to present the impact of the many discussions APTUK has with stakeholders and the influence we exert in advocating and championing for you; however, we will endeavour to build on the work undertaken on our communications in the past year and ensure you are kept fully up to date with APTUK work and have the opportunity to input accordingly.

Planning is well underway for the APTUK 2023 Conference and Awards Ceremony. This year the theme is 'Making an Impact' and it takes place on 22nd and 23rd September at the Mercure Grand Hotel in Bristol. We were inundated with poster abstract submissions, nominations for the APTUK Pharmacy Technician Awards (the highest we have ever had), and conference registrations to date have been exceptional (so much so we have reserved rooms in a nearby hotel). We have a full and interesting programme planned with inspirational speakers covering a wide selection of topics including pharmacy technicians in research; medicines management in education settings; equality, diversity and inclusion; professional recognition; and sustainability. We hope to see you there.

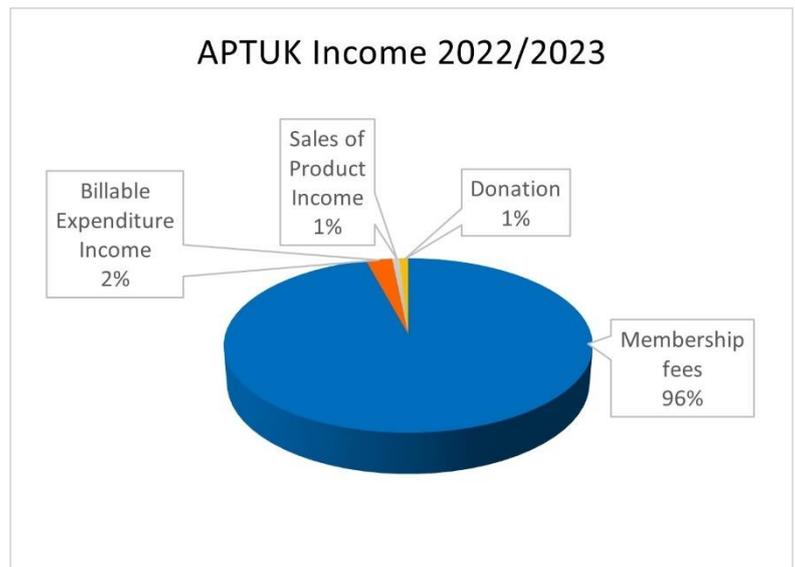


Appendix 1 – APTUK finance update 2022/23

Income 2022-2023

Income

| | |
|-----------------------------|-----------------|
| Membership fees | £110,495 |
| Billable Expenditure Income | £3,000 |
| Sales of Product Income | £833 |
| Donation | £1,000 |
| Total Income | £115,327 |



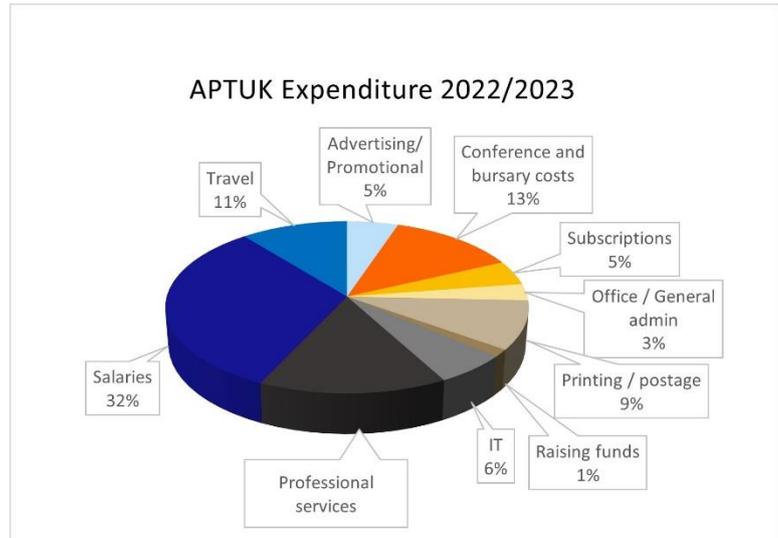
| Income category | Description |
|-----------------------------|--|
| Membership fees | Direct debit, standing orders, direct payment via Stripe |
| Billable Expenditure Income | Educational framework advisory panels |
| Sales of Product Income | APTUK 70 th anniversary badges |
| Donation | Bursary donation |



Expenditure 2022-2023

Expenditure

| | |
|--------------------------|-----------------|
| Advertising/Promotional | £5,915 |
| Conference and bursaries | £14,865 |
| Subscriptions | £5,252 |
| Office / General admin | £3,602 |
| Printing / postage | £10,603 |
| Raising funds | £1,557 |
| IT | £6,710 |
| Professional services | £17,229 |
| Salaries | £37,190 |
| Travel | £12,404 |
| Total expenditure | £115,327 |



| Expense category | Description |
|--------------------------|--|
| Advertising/Promotional | APTUK promotional materials including posters / banners / animation |
| Conference and bursaries | Bursaries and conference production fees |
| Subscriptions | RPS fees |
| Office / General admin | Indemnity insurance, general admin, rent, storage |
| Printing / postage | New member packs, PTJ print and postage |
| Raising funds | Direct debit fees |
| IT | Microsoft, Zoom, Eventbrite, website hosting & maintenance fees |
| Professional services | Accountant fees, Supervision group fees, HR support, Comms project, PTJ redesign |
| Salaries | Incl. pension & PAYE – Operations Lead and Membership Coordinator |
| Travel | Travel and accommodation expenses |



Appendix 2 Communication survey results

October 2022



Respondent summary

- 459 respondents
 - 315 members
 - 144 non members
- 405 PTs; 42 PTPTs

| | | |
|----------------------------|-----|-----|
| Secondary care | 170 | 37% |
| Primary care / GP practice | 110 | 24% |
| Community | 79 | 17% |
| Education | 40 | 9% |
| Cross-sector | 26 | 6% |

| Membership length | | |
|-------------------|-----|-----|
| 0-2 years | 134 | 43% |
| 2-3 years | 50 | 16% |
| 4-9 years | 78 | 25% |
| 10+ years | 53 | 17% |
| | 315 | |

| Membership type | | |
|----------------------------|-----|-----|
| Registered PT membership | 239 | 76% |
| PTPT membership | 62 | 20% |
| Fellow | 3 | 1% |
| Early Career PT membership | 11 | 3% |

1



Reasons to join are similar across sectors

| Reason to join | All | Secondary care | Primary care / GP practice | Community | Education | PTPT |
|--|-----|----------------|----------------------------|-----------|-----------|------|
| To keep up with the latest news for pharmacy technicians | 219 | 81 | 41 | 37 | 20 | 43 |
| Professional development | 203 | 77 | 39 | 40 | 13 | 39 |
| To keep up with the latest news about the pharmacy/health sector | 187 | 67 | 35 | 36 | 14 | 38 |
| For networking and support from other pharmacy technicians | 177 | 72 | 32 | 27 | 11 | 27 |
| Join my colleagues as 'one voice' for pharmacy technicians | 141 | 61 | 18 | 21 | 16 | 16 |
| Career development | 122 | 46 | 25 | 23 | 6 | 30 |
| Share my experience about working as a pharmacy technician | 72 | 26 | 14 | 9 | 6 | 14 |
| To get the MAPharmT letters after my name | 70 | 20 | 15 | 14 | 6 | 5 |

2



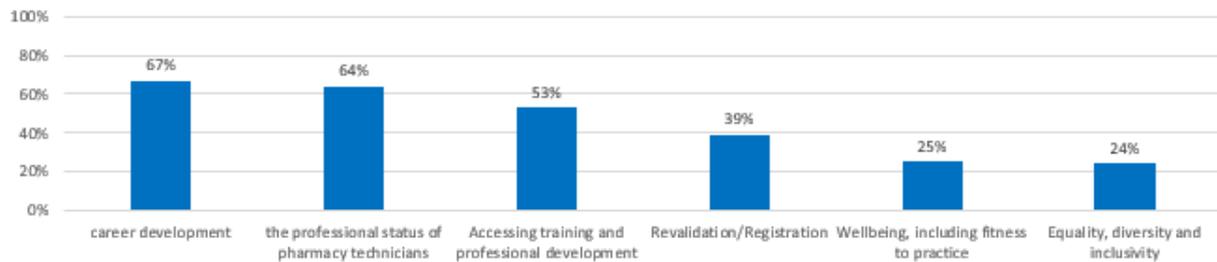
The top benefits are clear

| Top 3 benefits | | Secondary care | Primary care / GP practice | Community | Education | PTPT |
|--|-----|----------------|----------------------------|-----------|-----------|------|
| Having a strong voice for Pharmacy Technicians | 220 | 82 | 40 | 33 | 23 | 39 |
| Information and news about my profession | 180 | 61 | 25 | 34 | 20 | 36 |
| Education and training on the website | 136 | 45 | 27 | 31 | 7 | 41 |
| Pharmacy Technician Journal | 129 | 53 | 20 | 19 | 14 | 25 |
| Training events | 71 | 20 | 20 | 15 | 3 | 21 |
| Being able to contribute to consultations | 60 | 31 | 4 | 7 | 8 | 10 |
| MAPharmT post-nominal | 62 | 19 | 13 | 13 | 6 | 7 |
| Webinars | 55 | 21 | 9 | 13 | 5 | 13 |
| Branch meetings (in-person or online) | 41 | 14 | 9 | 4 | 7 | 4 |
| Conference | 31 | 15 | 3 | 2 | 4 | 4 |

3



Which professional issues are a concern for you as a pharmacy technician?

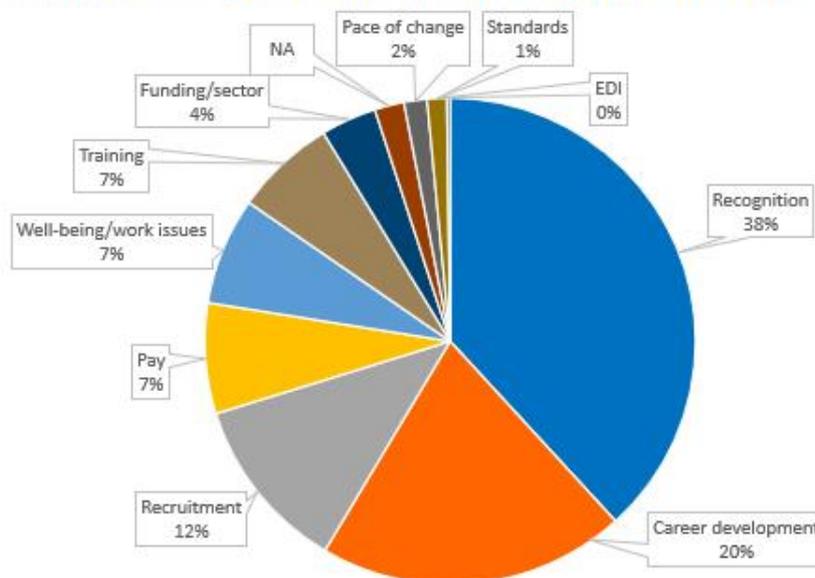


Status of PTs is important to everyone

| Professional issue concerns | All | Secondary care | Primary care / GP practice | Community | PTPT |
|---|-----|----------------|----------------------------|-----------|------|
| Career development | 307 | 116 | 60 | 44 | 29 |
| The professional status of pharmacy technicians | 295 | 100 | 56 | 53 | 20 |
| Accessing training and professional development | 243 | 90 | 44 | 45 | 20 |
| Revalidation/Registration | 181 | 60 | 39 | 36 | 19 |
| Wellbeing, including fitness to practice | 114 | 46 | 24 | 12 | 12 |
| Equality, diversity and inclusivity | 110 | 43 | 12 | 12 | 12 |

4

Biggest challenge facing the pharmacy technician profession?



5

The strength of feeling runs right across the sectors where pharmacy technicians work

"I think we are undervalued. We can do so much more than our colleagues seem to think."

PT in Primary Care/GP Practice

"Aptuk are the only people fighting to show how vital pharmacy technicians are and show every one how dedicated and hard working we are"

PT in Community

"It is really important for Techs to have a voice and be heard. There is too much focus on Pharmacists and the more Techs that unite, the stronger we are."

PT in Secondary care

"I have felt very under used in my community pharmacy and think this is the same for a lot of PT. So more awareness of our skill set."

PT in Community

"Being recognised for the work we do and for the skills we have. Especially when other membership bodies feel that they can speak for us. There are so many roles that PTs can fulfil, both inside and outside of a physical pharmacy and this often gets over looked."

PT in secondary care

"Not enough people understand the profession, they do not understand how much pharmacy technicians can do. We don't 'just stick a label on a box', there is so much more to being a pharmacy technician."

PT in Community

"I think it's really important to have a service like this for Pharm techs. We do so much and when a colleague described me as admin I knew for sure, we're completely misrepresented throughout the industry."

PT in Primary Care

"Being recognised as an autonomous profession and the skills we have to offer. We need to be included in the big conversations and our contributions valued rather than seen as bringing us to the table to tick a box."

PT in secondary care

"APTUK are the best voice for my profession. You have always spoken up for us and fought to get us recognised as registered health professionals."

PT working cross-sector

6