



## President's Introduction to the 2024/25 Annual Report

There have been monumental milestones achieved for 2024/2025 for both the organisation and the pharmacy technician profession. The organisational focus for the executive committee this year, as well as the theme of the APTUK 2024 conference, was *Shaping the future*.

Reflecting on the past year, this focus has been successful, indicated significantly in three key areas - government policy & legislation, pharmacy professional leadership & collaboration, and APTUK organisational development & additional member benefits.

### **Government policy and legislation activity:**

Legislative milestones for pharmacy technicians: consultations and updates to legislation.

- Patient Group Directions – amendment to legislation to include pharmacy technicians
- Take home Naloxone – amendment to legislation to include pharmacy technicians
- *Health Education in Wales (HEIW)* commission: phase 1 of 3 – post-qualification frameworks and pathways for pharmacy technicians.

### **Pharmacy professional leadership and collaboration:**

- Council Partner for *Department for Health and Social Care (DHSC)*'s 10-year health plan and engagement with the [Change NHS](#) campaign.
- Ex officio member of the *UK Pharmacy Professional Leadership Advisory Board (UKPPLAB)*
- Policy and guidance work with organisations such as the *Royal Pharmaceutical Society (RPS)* including medicines shortages, end of life guidance
- Overseas mapping of pharmacy technician qualifications with the *General Pharmaceutical Council (GPhC)*

### **Organisational development and member benefits:**

- APTUK conference 2024
- APTUK Research register announcement
- APTUK Factsheets: member resources
- Establishment of the APTUK education team
- Establishment of the APTUK Fellows Forum
- New branches

There have been changes to our Executive Committee and Directors during 2024/25. With thanks to the following outgoing members of the APTUK Executive Committee:

Joe Myers - Membership Director

Andrew Woods – Business Director

Donna Bartlett – Professional Lead for England

Melanie Bryan – Professional Lead for Scotland

Emily Guerin- Professional Lead for Wales

Laura Harrison – Social Media Executive

Shamma Baig- Equality, Diversity and Inclusion Executive

Atif Akhtar & Leighton Thompson – Member Observers

I am delighted to welcome our new incoming members to the Executive Committee:

Kyle Winn – Professional Lead for England (maternity cover)

Linda Hendersen – Professional Lead for Scotland

Elsbeth Clarke – Member Observer

Melanie Barnett – Member Observer

Rebecca Bastable – Membership Director

I must acknowledge the APTUK executive committee and the Board of Directors. They are an incredible group of volunteers and their hard work, commitment, and the relentless advocating for our profession in all rooms is so inspiring. Their dedication, adaptability and advocacy truly shape the future for pharmacy technicians.

As the UK wide professional leadership body for pharmacy technicians, we look forward as an Executive Committee to the next year. With the establishing of the *UK Pharmacy Professional Leadership Advisory Board* in 2024/25, APTUK will continue to work in collaboration on a transparent leadership journey to strengthen the pharmacy voice in the multi-disciplinary healthcare landscape.

Thank you for your ongoing support of your professional leadership body and our profession.

Nicola Stockmann, MA Pharm T, APTUK President



*Shaping the future: APTUK executive committee and an editorial team member at the 2024 conference*

*“Through strong, influential, and professional leadership we will ensure that the voice of the pharmacy technician is heard. We will develop a valued profession recognised in its own right, extending scope of practice to improve pharmacy services to benefit patients’ lives.”*

- APTUK mission statement

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

### 1.1. Clear communications articulating the role of the pharmacy technician to patients and employers to drive value and recognition for the profession.

APTUK have engaged with employers such as *Boots*, to explore options of collaborative working, for the benefit of both pharmacy technicians and the potential for patient and public education on pharmacy roles and services. Conversations remain ongoing as we recognise the value of the employer as a key partner in advancing pharmacy technician practice and their influence in patient and public education.

The organisation celebrated International Pharmacy Technician Day 2024 on 15<sup>th</sup> October 2024, with over 50 social media posts across multiple platforms. APTUK celebrated the everyday activity and recognise and promote the vital contributions of pharmacy technician roles and included two featured stories, from a Pre-Registration Pharmacy Technician Anca Horvat, and showcasing of the APTUK 2024 award winner for community pharmacy technician of the year, Kate Gardiner.

APTUK have been working with APTUK honorary member, Professor Mahendra Patel OBE, the University of Oxford and Centre for Research Equity to support the world’s largest community based [Genes and health study](#) in British Pakistanis and British Bangladeshis. This is utilising the expertise of pharmacy technicians in community pharmacy settings to support investigating the genes involved in health and disease by understanding the differences in function. There are currently 10 pharmacy technicians who have been recruited and remunerated for their impact to this study. Additionally, APTUK are in the process of developing a research register to support pharmacy technicians who would like to support research. The anticipation for the pharmacy technician pilot is to support pharmacy technicians and the wider pharmacy team to become recognised for their potential in clinical research delivery. This will form a blueprint that can replicated across the UK and across a range of studies suitable to be run in community pharmacies.

### 1.2. Driving legislation changes to ensure the profession can support pharmaceutical and patient services utilising the full scope of practice. In particular, Patient Group Directions and supervision

2024/25 welcomed the inclusion of pharmacy technicians and patient group directions (PGDs) in the 2024/25 [Community Pharmacy Contractual Framework](#) following the positive outcome of the [Patient Group Directions \(PGDs\) consultation](#) in 2023/24. There were also organisational updates on legislative updates through presentations at pharmacy conferences. APTUK provided factsheets to support with the expanding scope of practice for PGDs, and input into the development of the *Centre for Pharmacy Postgraduate Education (CPPE)* training programme, pharmacy technicians- using patient group directions in practice. APTUK were also part of a national webinar chaired by NHS England on the amended legislation.

Nicola Stockmann attended the NHS Change launch event in October 2024 and spoke with political figures, influential healthcare leaders and policy makers including the Right Honourable Wes Streeting MP, to highlight the value of pharmacy technicians as part of the multi-disciplinary team, well placed to support the future of the NHS for the patients and public. Please see section 4.4 for the support APTUK provided to the profession.

At point of publishing, the following consultation outcome remains pending:

- [Supervision](#) – a consultation setting out proposals to amend the *Medicines Act 1968* and *The Human Medicines Regulation 2012* with significant proposals regarding pharmacy technician scope of practice.

### **1.3. Supporting pharmacy technician registration in Northern Ireland.**

APTUK are engaged with and are continuing to support the NI regulator, Pharmaceutical Society of Northern Ireland (PSNI) with the introduction of registration for pharmacy technicians in NI. Our Professional Lead for Northern Ireland, Warren, has been able to be present and support ongoing engagement with key stakeholders and organisations to promote and progress this key APTUK priority.

An NI branch continues to be explored with our branch liaison officer and professional lead for NI.

## **2. Lead and represent the profession**

### **2.1. Active representation at country and national levels**

APTUK continue to represent as the professional leadership body and will actively challenge the systemic lack of inclusion of pharmacy technicians. APTUK had challenged that pharmacy technicians that we were unable to report directly to the Medicines Healthcare products Regulatory Agency (MHRA) using the yellow card reporting system and would have had to refer to another listed healthcare professional to report on their behalf. In September 2024 confirmation was received that this had been updated. In the year when the medicine safety week campaign (4-10<sup>th</sup> November 2024) was themed *the importance of using medicines in the right way to prevent side effects, and to report side effect when they do occur*, this was a welcome and overdue update to their reporting system.

There was civil unrest with multiple riots taking place in cities during July and August 2024, and APTUK along with the General Pharmaceutical Council (GPHC), National Pharmacy Association (NPA), Royal Pharmaceutical Society (RPS) and Pharmacists' Defence Association (PDA) collaborated on a [joint statement](#) recognising the direct and indirect impact this may have on pharmacy teams. Although organisations may have differing perspectives and priorities, there are clear moments of alignment and unity too - and racist, intimidatory and inflammatory behaviours cannot and will not be tolerated.

APTUK also were invited to a multidisciplinary & multiprofessional healthcare forum at the House of Commons in October 2024 Nicola attended the forum, which was hosted by Rt Hon Matthew Turmaine, organised by honorary APTUK member Professor Mahendra Patel. Discussions included professional leadership in healthcare, shaping a sustainable NHS system and prioritising inclusive and effective research across the UK.

APTUK also continue to input and support national priorities, including co-signing of a letter in November 2024, with 19 other organisations to the Secretary of State for Health and Social Care regarding the growing impact of medicines shortages on patient care and the NHS, in line with the RPS report "Medicines Shortages: solutions for empty shelves" that Trudy Krysta, Professional Lead for England, contributed to.

Additionally, the professional leads for each of the home countries represent and attend national meetings supporting work including workforce plans, strategic development and policy:

#### **2.1.1. England**

Trudy Krysta and Kyle Winn (interim) held the role of Professional Lead for England during 2024/25 and represented APTUK at the NHS England *Chief Pharmaceutical Officers' (CPHO) Pharmacy Technician Advisory Forum*.

Kyle Winn along with our branch liaison officer Kristy Garton led the APTUK member webinar on the NHS Change consultation, to formulate the organisational response to the consultation which can be found [here](#).

### **2.1.2. Wales**

Emily Guerin, Professional Lead for Wales attends the *Pharmacy: Delivering a Healthier Wales delivery board* which is held quarterly. The Board is made up of several organisations who update on their key areas of work. The delivery board also has themed working groups who track progress against the goals within the Pharmacy Delivering a Healthier Wales – the 2030 pharmacy vision for Wales. These working groups all feed into the delivery board on emerging priorities.

- 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 and Improvement Wales (HEIW)*. APTUK attend the initial induction days and present face to face and virtually to inform PTPTs of the benefits of becoming APTUK members. In addition to initial induction days APTUK also attends support days throughout their journey ensuring a consistent approach and a constant visibility to support our PTPTs. It is a pleasure to see them developing throughout their course and coming to the end of their journey whilst getting ready to prepare for registration.
- APTUK attends the *Welsh Pharmaceutical Committees meetings* and *Welsh Pharmacy Partnership groups* to ensure that the pharmacy technician voice is heard in collaborative forums for joined up approaches to pharmacy priorities.
- APTUK also attend a *subgroup of Welsh Pharmaceutical committee* which focuses on responding to consultations, together with other organisations viewpoints are heard and taken on board to formulate official responses to consultations on behalf of pharmacy teams and services in Wales.
- The Professional Lead for Wales also sits on the *Health Education and Improvement Wales Pharmacy Advisory Board* which is made up from various organisations. Here *HEIW* give key update on the strategic pharmacy workforce plan and an opportunity to discuss progress.
- APTUK work collaboratively with *Royal Pharmaceutical Society Wales*, meeting on a regular basis to discuss professional priorities and current issues building even stronger working relationships.

### **2.1.3. Scotland**

Linda Henderson, Professional Lead for Scotland represents APTUK at:

- *National Pharmacy Technician Group Scotland (NPTGS) meetings*. Within Scotland, NPTGS provides professional leadership and develop professional practice for PTPTs and pharmacy technicians across Scotland and act as a consultative and expert advisory resource for matters relating to pharmacy technicians and pharmacy support staff to the *Directors of Pharmacy group*. This includes working with the Chief Pharmaceutical Officer and other key stakeholders/organisations such as the *Scottish Clinical Leadership Fellows*, *NHS Education for Scotland (NES)* and *Community Pharmacy Scotland*.
- *Pharmacy Technicians Education & Training (PTET) Strategic Group* - Through engagement and consultation with members and key stakeholders, the Strategic Group have developed a vision for education and training of pharmacy technicians and pharmacy support staff, considering regulatory and professional standards.

- APTUK work collaboratively with *Royal Pharmaceutical Society Scotland* alongside *NPTGS*, meeting on a regular basis to discuss professional priorities and current issues building even stronger working relationships.
- Attendance at the *National Workforce Group* and linking in with the *General Pharmaceutical Council (GPhC) Director for Scotland* to discuss professional priorities and current issues building even stronger working relationships.

#### **2.1.4. Northern Ireland**

There is representation by Warren Francis, Professional Lead for Northern Ireland at the following:

- Pharmacy Technician Regulation and Development Oversight Board
- Pharmacy Technician Regulation and Development Workforce Subgroup
- All Pharmacy Advisory Group
- Pharmacy Workforce Review Steering Group

The key areas of focus at these meetings fall under education, legislation, regulation & public consultation and workforce development.

##### **Education:**

An initial review document to understand the range of qualifications held across Northern Ireland has been produced and there is work ongoing to understand the projected number of pharmacy technicians expected to register in the next 2-5 years. Discussions continue on what the registration qualification/practice requirements for pharmacy technicians will be in Northern Ireland, and the process to achieve this.

##### **Workforce Development:**

Further engagement with *PSNI* regarding development of a Pharmacy Forum led to an ‘Attract Recruit Retain’ campaign for recruitment and retention of pharmacy technicians and pharmacy support staff. Two draft career pathway models for hospital practice, covering pharmacy technicians and pharmacy support staff are to be finalised for consultation and comment by Trust Heads of Pharmacy. A draft paper has been developed to help define the projected workforce requirements for pharmacy technicians and pharmacy support staff over the next 1 year, 3 year and 5 year milestones. This reflects an aim to update the projection data detailed in the *Pharmacy Workforce Review 2020*. Initial input is being sought from Trusts, with the intention to subsequently engage community pharmacy and general practice staff.

##### **Legislation, Regulation & Public Consultation:**

Initial *Office of the Legislative Council (OLC)* instructions have been shared with *Department Solicitor’s Office (DSO)* for comments. The instructions will be presented to the Oversight Board once complete. *PSNI* have confirmed that Fieldfisher have been tasked with scoping all *PSNI* regulations. APTUK remain engaged with all legislative and regulatory activity.

#### **2.1.5. National celebration and recognition**

APTUK have provided constructive challenge for the lack of recognition in awards events for pharmacy technicians and their impact, and there were changes during 2024/25. Subsequently, Emily Guerin, Professional Lead for Wales worked with organisers of the Welsh Pharmacy Awards event to create an award specifically for pharmacy technicians and in September 2024 the first pharmacy technician award was awarded.

Similarly for the *Scottish Health Awards*, Linda Henderson, Professional Lead for Scotland was involved in the selection process for the winner of the pharmacy technician award. Additional awards APTUK have been involved in the judging process and/or celebrations for include *RPS Women 2 Watch*, *Independent Pharmacy Awards*, *Chemist & Druggist Awards*, *Training Matters Recognition of Excellence* and *Pharmacy Business Awards*.

We are looking forward to holding our first APTUK conference day in Northern Ireland for pharmacy technicians to network and come together. This will be in partnership with the British Oncology Pharmacy Association whom, we provide thanks to for sharing their conference space. More information will follow but this will be held in Belfast ICC, Northern Ireland in October 2025.

## **2.2. Developing strong, impactful relationships with key stakeholders who impact pharmacy technician roles, education, and career pathways**

APTUK is represented nationally at the *Chief Pharmaceutical Officers' (CPHO) Pharmacy Technician Advisory Forum* the professional lead for England to ensure APTUK as the professional leadership body impact and engage in national activity relating to the advancement of the pharmacy technician profession.

APTUK worked closely with colleagues in the *Royal Pharmaceutical Society (RPS)* on the refresh of the *Daffodil Standards* and contributions to RPS Palliative Care *End of Life professional standards*.

APTUK have strong, impactful relationships with key stakeholders who impact pharmacy technician roles, education, and career pathways, and we recognise the value in maintain these through collaboration and regular meetings. In 2024-25 under the new President and Vice President term, the APTUK Fellows Forum was established, with the following feedback from one of the Fellows and past President, Darren Leech:

*"The purpose of this newly constituted group, which is overseen and organised by the President, is to provide an opportunity for informal soundings and helpful strategic oversight for the President and Executive Committee. The utility of the forum is particularly evident, when the Association needs to develop a position or policy on a particular issue at pace...This 'new' arrangement mirrors similar governance practices seen in other professional bodies and organisations. A year in, on reflection, it seems like a pragmatic way of engaging and using some of the experienced and influential members of our profession."*

The Partners Engagement Group (PEG) is another stakeholder group, providing an opportunity to ensure collaborative working between APTUK and over 20 key stakeholder organisations. We would like to reinstate these meetings to provide the opportunity to gain external oversight on key priority work with representation for all members, pharmacy technicians and the wider pharmacy workforce, to ensure alignment and governance is upheld.

## **2.3. Representation in decision-making forums which is not tokenistic, where our view is wanted and respected**

### **2.3.1. DHSC 10-year health plan**

APTUK were invited to become a council partner for the *Department of Health and Social Care's* 10-year health plan and are working with other health and social care organisations and the government to shape the future health and social care landscape. The NHS Change campaign is part of this workstream and as the professional leadership body for pharmacy technicians, APTUK will continue to represent our members and the pharmacy technician profession in influential decision-making forums.

### **2.3.2. UK Pharmacy Professional Leadership Advisory Board (UKPPLAB)**

The development of the *UKPPLAB* was a result of the outcome of the CPHO Commission into pharmacy professional leadership [report](#) (Welsh version of the report available [here](#)).

There are 12 ex officio places on the Board, and the post-holder of APTUK President holds one of those ex-officio place. APTUK are committed to ongoing collaboration for the strengthening of the voice of the pharmacy technician in consideration of the future of pharmacy. Through transparency and role-modelling high professional standards and collaboration, we will continue to support this work. Examples of this include the series of *Big Conversation* webinars where members of the UKPPLAB chaired and participated in to engage with

colleagues and stakeholders in the future of pharmacy professional leadership. APTUK hosted the 24<sup>th</sup> February 2024 and was noted for the largest attendance and engagement of the series - which demonstrates the value that pharmacy technicians and colleagues place on providing views and shaping the future.

The Board co-created a [Vision and common purpose](#), the spirit of which will be reflected in the APTUK 2026-30 strategy. APTUK are delighted to be collaborating on the shared vision and common purpose of the UKPPLAB and will continue to professionally lead on behalf of pharmacy technicians, ensuring parity of esteem in future-facing pharmacy strategy and workstreams. Board activity is shared on the [UKPPLAB website](#).

APTUK are holding webinars in collaboration with NHSE in relation to Pharmacy Technician professional leadership. This will guide APTUK, ensuring members have the opportunity to discuss and voice questions and opinions on the future of Pharmacy professional leadership. These webinars are upcoming in summer 2025.

## **2.4. Delivery of pharmacy-led and healthcare projects**

### **2.4.1. Infusions Special Medicines Workforce Groups**

APTUK continue to be represented in the *Infusions Special Medicines Workforce Groups* with Philip Jones, APTUK Education Director, who is involved in a sub-group which looks at gap analysis of training in Technical Services. Philip has also been involved as chair of another sub-group where the focus is on career pathways, for current opportunities and the identification of enablers for pharmacy technicians to continue in their development and competency.

### **2.4.2. Inclusive Pharmacy Practice (IPP)**

We continue to participate proactively in the IPP initiative and in encouraging the principles and priorities to be applied through the entire pharmacy workforce. The IPP is a significant policy driver that aligns to our strategic thinking as an organisation, and we are collaborating with all the esteemed organisations involved in this important programme of work.

## **2.5. Encouraging professional growth by providing opportunities for members to lead and represent the profession in areas of subject matter expertise**

The Education Director, Education Advisor and at least one panel member will review any applications for the current frameworks available, accuracy checking and primary care.

The Education team have also begun releasing factsheets for members, and in addition to the PGD factsheets, there are topics covered including *Interpreting National Policy* and *Professional Decision Making* available on the members' section of the APTUK website.

## **3. Enable access to education**

### **3.1. Visibility of personal development opportunities through career pathways**

HEIW commission. In 2024, the research into post-registration qualification frameworks for pharmacy technicians began with the first of three phases:

Phase 1:

- a) Scoping and evaluation of the evidence base for pharmacy technician roles for the next five to ten years
- b) High level description of the proposed post-registration qualification career pathway and refresh of existing post-registration frameworks.

Phase 2: Development of curricula for initial element of post-registration qualifications frameworks for practice.

Phase 3: Development of a programmatic assessment for the initial element of post-registration qualifications practice with associated credentialling or equivalent.

We have been able to complete phase 1 of the post-registration career frameworks commission. We provide thanks to HEIW for supporting the commission of this integral piece of work. We provide special thanks to the University of Bath team alongside the Pharmacy Workforce Development South team who have been able to carry out the research and produce the findings in a high-level report.

We are looking forward to publishing this report in due course.

This work highlights the significance of education for pharmacy technicians and ensures that on completion of phase 3, there will be frameworks and career pathways that will enable pharmacy technicians to identify self-development and further career opportunities through meaningful and robust education.

### **3.2. Promoting the use of robust education frameworks**

APTUK continue to promote education frameworks for all pharmacy technicians as there is increasing recognition of the need for structured pathways for pharmacy technician.

As mentioned APTUK were commissioned to lead Phase 1 of the post registration career framework for pharmacy technicians, and so the educational team is proactively working on frameworks tailored to specific areas of practice outlining the key competencies required, suggested training and qualifications, career progression routes and role expectations and scope of practice.

The educational team at APTUK are currently collaborating with the necessary stakeholders in order to develop frameworks in:

- Critical Care
- Cancer Services

### **3.3. Improving access to post registration education/training**

APTUK work with training providers on an ongoing basis across the UK, to promote awareness of the organisation and how we support pharmacy technicians as the professional leadership body. Over the last year we have seen an increase in membership from multiple areas of practice, and APTUK in response to this continues to promote webinars relevant to multiple areas of practice and monthly education on the website, available to all members.

By undertaking the work for career pathways and development of frameworks, APTUK will strive to collaborate further with organisations to improve the post registration opportunities for members.

Please refer to section 4.4 for further information on events held supporting continued professional development of members.

### **3.4. Supporting the profession with recognised education provision including robust quality assurance via APTUK accreditation processes**

APTUK currently have two frameworks available for accreditation. We are proud to announce that training providers have taken the opportunity to obtain the APTUK accreditation on their Accuracy checking programmes and also their primary care provisions. This process for training providers allows and recognises assurance that the programme submitted for panel review is of the appropriate national standard for pharmacy technicians to obtain a transferable certificate of completion. These frameworks and the career pathway as highlighted previously, is being developed to ensure pharmacy technicians have a robust and quality career pathway and appropriate education.

### **3.5. Offering professional development packages to pharmacy support staff including assistants, dispensers, and medicines counter assistants**

APTUK will continue to expand the offering of professional development for pharmacy support staff and the wider Pharmacy Team.

In line with the strategy, APTUK support the educational offering available to Pharmacy support staff. APTUK are continuing to work with Science Manufacturing Technicians whilst they are in training to allow for access to the Technical Services branch meetings and webinars to support with their training and continued professional development. April 2024 saw the launch of Science Manufacturing Process Operative programme which has an embedded qualification to support with service needs, which is a new apprenticeship for Pharmacy support staff working in Technical Services.

Prior to APTUK publishing any development packages, we are currently pending the review of the GPhC initial education and training reforms. This is expected to be out for public consultation from the GPhC in Winter 2025.

## **4. Provide value to our members**

### **4.1. Creating an aspirational membership with a sense of belonging and pride in the professional leadership body**

APTUK as an organisation haven't increased membership fees in over four years to keep membership affordable, especially during a challenging cost-of-living period — and to grow our community across existing and newly regulated pharmacy technicians.

Shamma Baig, the Equality Diversity and Inclusion (EDI) executive ran an EDI focus group whereby members were able to discuss what matters to them. It was also celebrated that the Executive Committee in 2024/25 were the most diverse in the organisation's history for protected characteristics and neurodiversity.

### **4.2. Providing easy access to local branches and networks**

We have joined Bluesky, as a new media platform to engage with those who may not be on other established social media. APTUK already have accounts on X, Facebook, Instagram, Linked In to showcase events and organisational activity. The Executive Committee took the decision in April 2024 to remain on all social media platforms currently.

The branches are a key area for the organisation, where we are able to foster both professional growth and networking opportunities for members to lead, represent and develop their profession in areas of subject matter expertise. See section 4.4 for further details.

The APTUK Branches [website page](#) has been fully updated to ensure accessibility to scheduled events and contact details to join Branches.

### **4.3. Regular and effective two-way communications with our membership**

In 2024/25 APTUK were in attendance at over 25 conferences and events, ensuring the visibility and presence of APTUK was recognised in various specialisms, locations and areas of practice (Conferences and events included: British Oncology Pharmacy Association, UK Clinical Pharmacy Association, Pharmacy Business, Clinical Pharmacy Congress, Clinical Pharmacy Congress North, RPS, Primary Care Pharmacy Association and Pharmacy Show). Being present and visible at conferences allows valuable two-way communications with our members. APTUK will often provide sessions at conferences for updates on the profession and organisational priorities.

At the majority of conferences there will be an APTUK stand for members to discuss with us any priorities and to make our Executive Committee accessible and approachable. It also allows us to challenge and contribute as

required in other sessions where the pharmacy technician perspective is required, or the profession needs championing.

In addition to the physical presence at events, we have also continued with our monthly membership newsletter, inviting comments and questions through our website and direct contact with members of the executive committee as needed.

### **Pharmacy Technician Journal (PTJ)**

Over the last twelve months APTUK have published four editions of the pharmacy technician journal, both in digital and printed forms.

Digital editions are sent to every member via a password protected link, whereas the printed versions are only sent to those who request one. We currently send between 150 and 200 printed copies out for each edition.

The editorial team consists of the editor and editorial assistants which this year has expanded to six. With a bigger team we will be able to increase the number of editions we publish. We were able to send one of the editorial assistants to be our 'roving reporter' at last year's conference and plan to do the same this year.

Following on from feedback we have received, we will be reviewing the digital platform we use to allow easier viewing of the PTJ on smaller screens such as mobile or tablet devices.

We would like to thank everyone who has taken the time to contribute to the PTJ and encourage anyone to get in touch to share their stories and experience as a pharmacy technician.

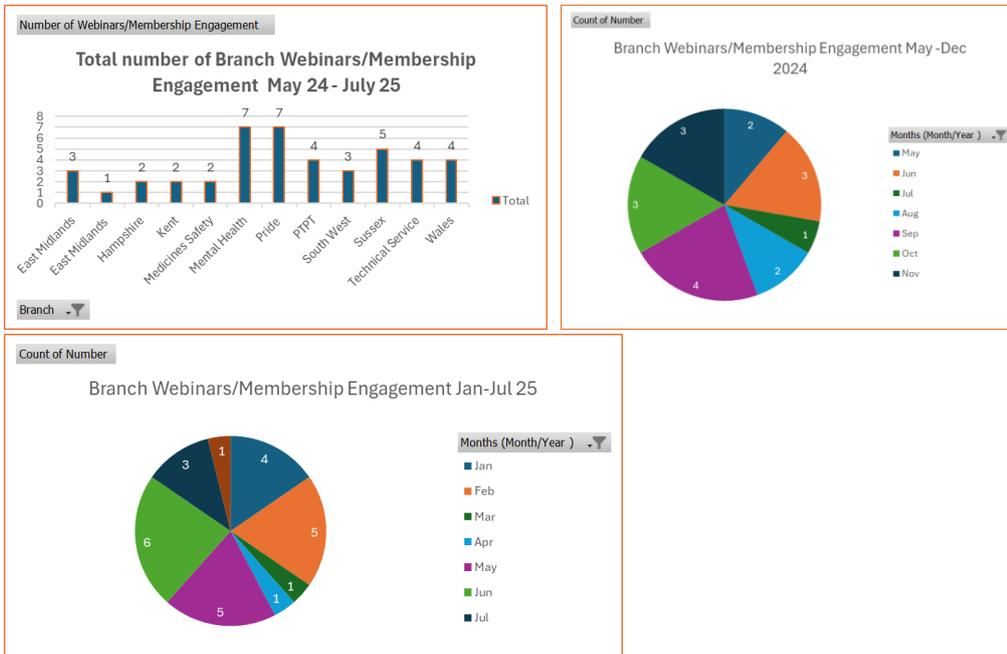
### **4.4. Delivering relevant, interesting events, seen as highlights and essential to attend**

APTUK supported the pharmacy technician profession with separate consultation events specifically for the NHS Change campaign as noted in section 1.2. APTUK provided a webinar to empower and support informed responses and to collate opinions to inform the organisational response.

The APTUK branches have organised and run 44 events between May 24 and July 25, topics including Chronic Pain, How Pharmacy Technicians can advocate for themselves Role of a Virtual ward Pharmacy Technician, Patient counselling- How to include inclusivity, Community Pharmacy – Advancing your role programme, Pharmacy Technician role in Ambulance service and How can PTPTs complete their training course within Aseptics. Growing the branches networks, 2024-2025 welcomed PRIDE & PTPT branch as well as the relaunch of some regional branches such as Hampshire and East Midlands Branch.

It is with deep sadness that we share the loss of Sophie Sheenhan — a remarkable individual, a dedicated patient representative speaker, and a cherished friend of APTUK Pride.

With the support and guidance of Kristy Garton, Branch Liaison, they have planned and delivered events to provide interesting engaging and topics of relevance to the pharmacy technician profession. Additionally, there have been sessions provided on wellbeing support and each session provides peer networking opportunities. The Executive Committee thank the Branch Chairs and Committees for consistently delivering relevant, interesting events, essential to areas of practice and professional development.



This data includes two Pride Webinars cancelled on the evening of event due to low attendance, both events will be now prerecorded and uploaded to the website to ensure all members wishing to engage but were unfortunately not available on the day.

APTUK have worked collaboratively with several stakeholders and organisations including *Pharmacy Technicians of Colour (PTOC)*, *RPS*, *British Islamic Medical Association (BIMA)*, *UK Black Pharmacist Association*, *Guild of Healthcare Pharmacists (GHP)*, *College of Mental Health Pharmacy (CMHP)* and many more, to deliver a variety of Equality, Diversity and Inclusion (EDI) events over the course of the past year. In August 2024, Shamma Baig, EDI executive collaborated to organise the *South Asian Heritage Month* celebration, followed by a *Black History Month* event in October 2024 and most recently *International Women’s Day*, March 2025. Given the civil unrest that took place during August 2024 the SAHM event evolved to be a hybrid event to ensure the safety and reassurance for attendees. We continue to explore new and exciting events for members to learn about and celebrate.

#### 4.5. Creating an easy-to-use website with interesting up-to-date content providing key reference points

Following the responses to a questionnaire out to members to seek feedback on the current website to understand user satisfaction from members and ease of navigation of the content, the decision was taken by the Board of Directors to commission a new website. This workstream remains ongoing from 2024/25 to 2025/2026.

The process of finding a supplier for this project was quite extensive. It was important to find an established business, with relevant experience of membership clients who could provide a cost-effective solution which not only meets the member needs of an informative, easy to navigate website, but also has an integrated client relationship management (CRM) system to effectively manage membership data and payments.

For this reason, a website was more suitable for our needs than an app, but there is still potential to develop an app in the future should members require one. We are planning to launch the new website before the end of 2025.

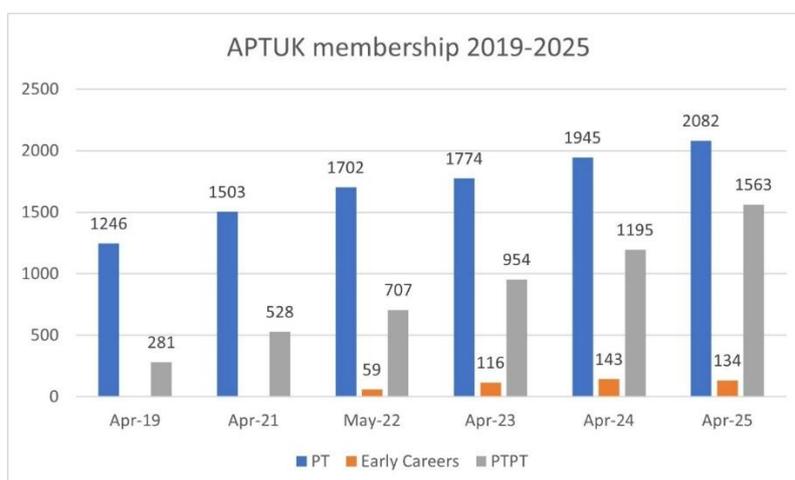
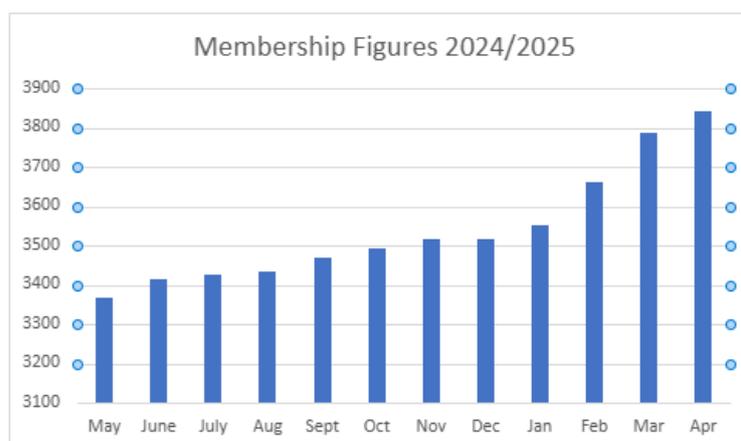
## 5. Run an efficient and sustainable organisation

### 5.1. Developing a membership growth strategy including pre-registration trainee pharmacy technician conversion to full membership, enabling reinvestment in member benefits and association sustainability

APTUK membership continues to grow, with a conversion rate of PTPT membership currently at 4.1%. We continue to promote membership to pre-registration training pharmacy technicians through introductory sessions delivered by APTUK and supported by education providers.

There continues to be a marked increase in community and primary care/GP pharmacy technician membership in 2024/25.

SECTOR	2024	2025
Secondary Care	1145	1194
Community	763	980
Other	633	672
Primary Care / GP Practice	496	699
Cross-Sector	83	84
Education	84	82
Health & Justice	60	57
MOD	19	15
Industry	19	23
	<b>3306</b>	<b>3841</b>





## 5.2. Increased funding through sponsorship for events and activities

The 2023/24 conference was very successful in gaining sponsorship and paid exhibitors, by using a more formal sponsorship brochure outlining the opportunities and benefits to potential partners. Nottingham worked well as a central location, and we also successfully targeted local exhibitors and delegates, adding a topical, regional perspective. As sponsorship is recognised as a key strategic target, and to support sustainability of the organisation, the Business Development role will be combined with communications and changed to a 12-month fixed-term paid post for 2025. At time of writing, the role of Business Development and Communications Lead was out for recruitment.



*Shaping the future: APTUK 2024 conference award winners*

## 5.3. Reviewing non-member terms for attending branch meetings

Kristy Garton, Branch Liaison Officer completed a review supporting active oversight of attendees both members and non-members, whilst managing data securely. There is a drive from branches to increase attendance from non-members to engage and promote APTUK member benefits and membership and we take the opportunity to thank them for this and their ongoing hard work in delivering membership benefits.

There is an ongoing review of conversion data of non-members to membership following attendance at branch meetings by our Membership Director Rebecca Bastable. Non-members have the opportunity to attend one branch meeting only and this is being monitored centrally by our Branch Liaison Officer.

#### **5.4. Operating systems that really work**

The APTUK executive are currently in the process of designing a new website and ensuring it is as accessible as possible for members to navigate, ensuring ease of navigation. The new provider was chosen after a comprehensive brief was given to 6 providers. The successful supplier offered extensive expertise specifically in membership website and database management systems, and a tried and tested solution at a competitive price.

Due to remote working, within the organisation the Executive Committee utilise MS products for shared documents in SharePoint. To reduce carbon footprint and maximise efficiency, Microsoft Teams is used for meetings and recording of webinars and meetings for wider accessibility for those who are unable to attend.

#### **5.5. Integration of digital technology wherever appropriate, including virtual working and introduction of a digital app**

The APTUK executive reviewed this in 2023 and have concluded that the digital app at this stage is to be put on hold, pending a new APTUK website with features – see 5.4 for further details.

#### **5.6. Responsible organisational management – promoting sustainability, good practice, equality/diversity/inclusion, wellbeing, environmental sustainability etc.**

Environmental sustainability is prevalent in all organisational choices where possible. The APTUK conference team used the Pharmacy Declares sustainable conferencing checklist for the conference again in 2024, to make sustainable choices as an organisation and reduce the carbon footprint wherever possible. The conference gifts for delegates were reusable, with the pens made from recycled aluminium cans and the water bottles were from ocean recovered plastic.

We have also moved across to a sustainable model with the publication of the Pharmacy Technician Journal (PTJ) being issued electronically. We do still offer a printed version to those who require this for accessibility purposes, on a 'opt in' basis.

APTUK has moved its registered premises in 2025, this move was due to the closure of our premises, based in Birmingham. We took the decision to move the premises to London, this was costed the same but was more accessible to the APTUK team with most stakeholder and partner meetings being held in London.

### **6. Develop high performing teams**

#### **6.1. Providing mentoring and professional development opportunities at every level of the Association whilst facilitating succession planning for executive committee posts**

Along with reviewing organisational priorities with the structure of the executive committee and active workstreams. APTUK also provide support and individual professional development opportunities at every level of the Association, whilst facilitating succession planning for executive committee posts. There are regular 1:1s now embedded into roles for ongoing support and accountability. There have been three cohorts of member observers, welcoming the fourth cohort in January 2025. The member observer role has been a key opportunity to support development opportunities for members who would like exposure to the APTUK Executive Committee and activity.

Through networking and support, member observers along with the rest of the executive committee are encouraged to support outward facing workstreams and experiences as well as other policy and forum workstreams. Atif Akhtar from cohort three of the member observers presented for the first time at a pharmacy conference, on behalf of APTUK discussing neurodiversity and lived experiences.

Increasing attraction to committee / project posts so opportunities align with individual career aspirations.

We regularly complete skill mix workforce reviews of the Executive Committee roles to ensure the relevance to current demand/requirements of a professional leadership body in this climate.

## **6.2. Ensuring functions integrate and we work together well**

The monthly Board of Directors meetings and fortnightly Executive Committee meetings continue to run virtually, which supports sustainability and reduces carbon footprint. However, whilst the Executive Committee work remotely, APTUK recognises the value of face-to-face opportunities to build good working relations and use the opportunity to review key organisational priorities. There is a minimum of two executive committee member away days per year to support relationship building.

Whilst events such as conferences also provide opportunities for face-to-face working, this is not conducive for strategic planning, when the focus is on member interactions.

## **6.3. Increasing the number of paid posts so we are not solely reliant on individuals or goodwill, linked to membership growth strategy**

APTUK will continue to review the need for future paid posts to ensure full utilisation of investment from the organisation.

## **6.4. Strengthening engagement with APTUK branches to provide a sense of ownership and integration with the executive committee whilst enabling creativity from branch members**

The branch liaison role continues to provide executive meeting updates and information to branches to ensure organisational priorities can be supported in branch activity, and that support for branches can be provided from the executive committee via the branch liaison executive. Through streamlining the communications through the central APTUK social media accounts the executive committee are directly supporting the reachability of branch events.

## **7. Future plans**

- Building on our organisational values and reflective of the trajectory of the pharmacy technician profession, APTUK will be setting professional standards for pharmacy technicians. We will outline best practice and the high standards pharmacy technicians should demonstrate in their practice. The regulator sets regulatory standards, and the role of the professional leadership body is to set best practice behaviours.
- The APTUK executive will continue to review the existing 2022-2026 strategy in the latter half of 2025 ensuring it is reflective of the aspirational direction pharmacy technicians can expect from their professional leadership body. There will be a consultation on this to gather member views and priorities.
- The current arrangement of professional leadership for pharmacy is complex, and APTUK remain engaged in a collaborative, equitable and transparent approach to the future pharmacy landscape. Members will remain engaged at every opportunity by APTUK.
- APTUK have begun and commit to delivering career pathways for pharmacy technicians, showing development opportunities and clear routes for development and specialist roles. We have frameworks available for members, as well as new frameworks in development, all of which is alongside Phase 2 of the post-registration career frameworks commission. With Phase 1 complete pending publication of the report, phase 2 can begin. We look forward to supporting Phase 2 and this key work.
- In 2025/26 APTUK will continue to explore reciprocal/reverse mentoring for the executive team to understand experiences of pharmacy technicians from a minority ethnic background and/or share lived experiences as part of an expanded focus on equality, diversity and inclusion.

## 8. Finances

The 2023/2024 end of year accounts were submitted to *HM Revenue & Customs (HMRC)* and *Companies House* on time, before the deadline of January 31<sup>st</sup> 2025, ensuring we remain compliant with our legal obligations. The formal end of year accounts for 2024/25 will be prepared before the end of 2025, in advance of the HMRC submission deadline of January 2026.

A snapshot of the finances at time of publication for 2024/25 are detailed below:

Income from membership fees grew by 12.9% in 2024/25, to £132,205. The other major contributor to income (and as a result expenditure) was for the conference which was a reflection on the way finances were managed by conference organisers Stark events. Unlike in previous years, in 2024, sponsorship finance and some ticket sales were invoiced and paid directly to APTUK. APTUK then paid some of the conference suppliers directly, rather than the whole process being managed by the organisers. The difference between income and expenditure shown in the accounts reflects a contribution towards the financial commitment we made at the end of 2024 for APTUK 2025, although we anticipate that ticket sales will offset this cost so the conference will break even.

Other increases in costs this year include IT where we have allocated funds towards a new website. We have also increased the number of APTUK owned computers to ensure executive committee members can access APTUK resources where company or personal laptops have been inadequate. Postage charges continue to increase nationally, Professional services fees have increased, primarily to fund the GDPR project.

This year we moved our storage facility closer to the Membership Coordinators home address to enable easier access. This also resulted in savings due to a change in provider, reducing office and general admin fees.

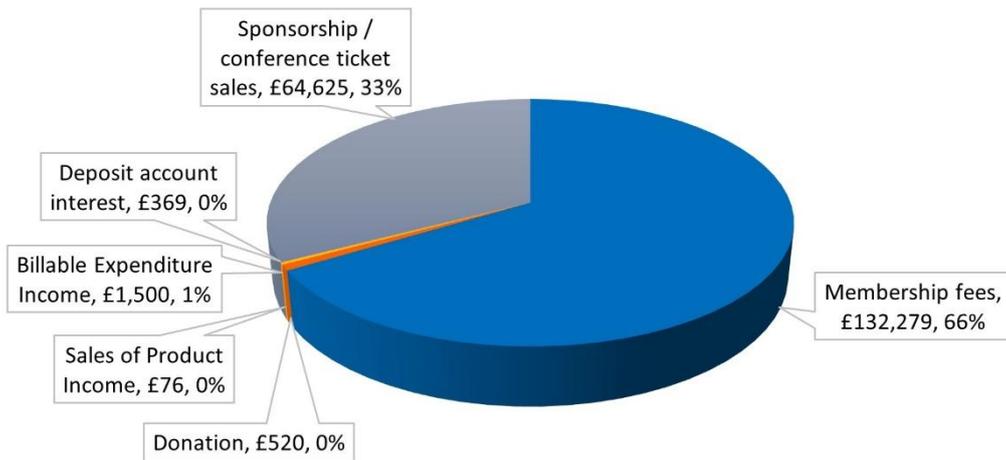
Finances are tracked and reported regularly to the Board of Directors. New requests for expenditure are presented, evaluated and signed off by the Board before commitment.

### Income 2024/2025

Income	2024/5	2023/4
Membership fees	<b>£132,205</b>	<b>£117,078</b>
Billable Expenditure Income	<b>£1,500</b>	<b>£1,500</b>
Sales of Product Income	<b>£76</b>	<b>£198</b>
Donation	<b>£520</b>	<b>£1,400</b>
Deposit account interest	<b>£369</b>	<b>£378</b>
Sponsorship / conference ticket sales	<b>£64,625</b>	<b>£30,459</b>
Education project		<b>£94,000</b>
Total Income	<b>£199,369</b>	<b>£245,013</b>

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 <sup>th</sup> anniversary badges
Donation	Bursary donation, Bank poor service compensation
Deposit account interest	Interest from the APTUK reserve account
Sponsorship / conference sales	APTUK 2024
Education project	Specific project monies for the HEIW post-registration skills analysis

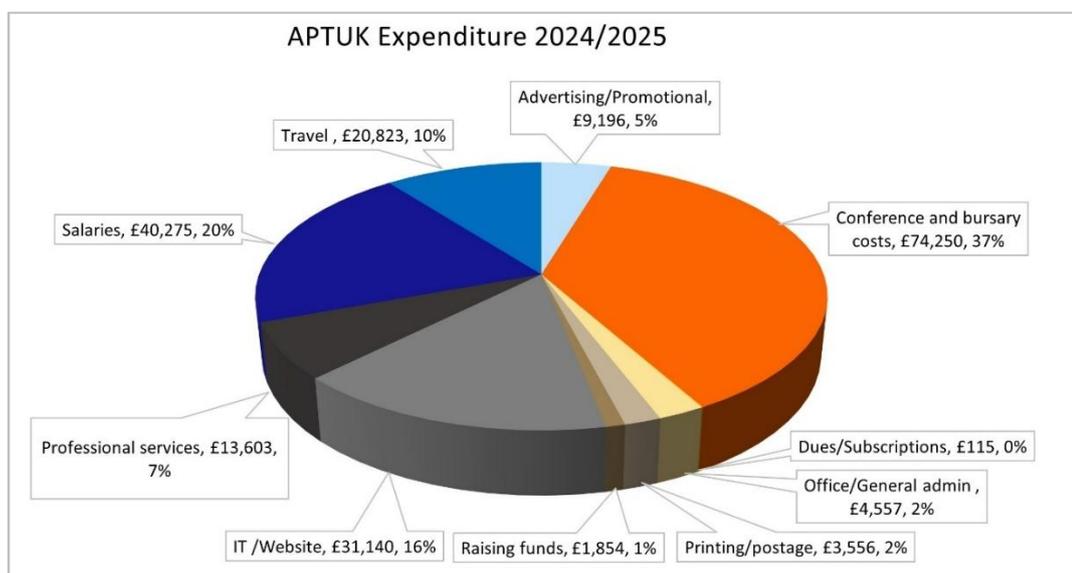
## APTUK Income 2024/2025



## Expenditure 2024/2025

Expenditure	2024/5	2023/4
Advertising/Promotional	£9,196	£3,776
Conference and bursary costs	£74,250	£30,404
Dues/Subscriptions	£115	£165
Office/General admin	£4,557	£6,643
Printing/postage	£3,556	£2,195
Raising funds	£1,854	£1,627
IT /Website	£31,140	£27,626
Professional services	£13,603	£11,000
Salaries	£40,275	£42,840
Travel	£20,823	£24,843
Education project	£0	£94,000
<b>Total expenditure</b>	<b>£199,369</b>	<b>£245,119</b>

Expense category	Description
Advertising/ Promotional	APTUK promotional materials including posters / banners / conference materials
Conference and bursary costs	Bursaries and conference production fees
Subscriptions	Companies House, NCVO, ICO
Office / General administrative costs	Indemnity insurance, general administrative costs, rent, storage
Printing / postage	New member packs, PTJ print, postage
Raising funds	Direct debit fees, Stripe fees
IT	Microsoft, equipment, phone, website hosting & maintenance fees, website development
Professional services	Accountant fees, Human Resources support, GDPR compliance
Salaries	Salaries, pension, PAYE
Travel	Travel and accommodation expenses
Education project	Development of a UK Post-Registration Career Pathway for pharmacy technicians



## Appendix 1

### LIST OF EXEC COMMITTEE & ROLES

Nicola Stockmann	President
Amy Laflin	Vice President
Philip Jones	Education Director
Rebecca Bastable	Membership Director
Vicky Hope	Operations Lead
Lynn Ali	Membership Coordinator and Secretariat
Warren Francis	Professional Lead Ireland
Emily Guerin	Professional Lead Wales
Linda Henderson	Professional Lead Scotland
Kyle Winn	Professional Lead England (Interim)
Kristy Garton	Branch Liaison Executive
Shamma Baig	EDI Exec
Diane Torry	Editor
Elsbeth Clarke	Member Observer
Melanie Barnett	Member Observer
VACANT	Business Development and Communications Lead