

# PHARMACY TECHNICIAN JOURNAL

THE JOURNAL OF THE ASSOCIATION OF PHARMACY TECHNICIANS UK

APRIL 2017



## APTUK behind the scenes

### Inside:

- Branch Day Events
- Identifying roles of pharmacy technicians
- Virtual meetings



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# Editorial

As I put pen to paper on this April edition, I want to welcome everyone into the new year and say hello to our new members of APTUK.

The beginning of this year was very interesting for myself, having undergone surgery and being the first in my region to be fitted with a state of the art pacemaker, I'm sure some of you have seen the embarrassing video floating around on the BBC website!

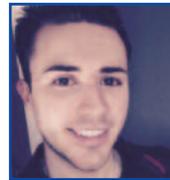
As we bring in the new year its often a time for people to set themselves new goals and challenges, and being a quarter of the way through the year I hope we are all reaching these and continue to challenge ourselves. I personally wanted to complete more of the programs and courses provided by CPPE and what better way to do this than with the new learning campaign that hit everyone's doorsteps a few weeks before this issue!

For those of us that work in community pharmacy more light has been shed on the quality payment scheme and details have been published on the gateway criteria and what needs to be achieved in order to reach these. Looking at the publication it seems like a lot of planning and work to complete, but ultimately it comes down to patient safety and what we can do to improve patient outcomes at a local level in our communities, which I believe will help to really

promote the great work pharmacy technicians are already carrying out.

Throughout this edition there are many great articles about what APTUK have been doing behind the scenes and how our members have been involved, as well as their thoughts on what we do. You'll also find all of our regular content such as 'Skills for Success' and our quiz corner.

Look out for our page on the next APTUK conference being held this July in Wales and encourage your colleagues to submit a poster highlighting the great work they have been involved in.



**Josh Taylor**

Editor

Association of Pharmacy Technicians UK

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# Presidents Address: April 2017

## Dear Members,

### Consultations for Exploration

Reflecting back on my President's column from this time last year, I started by anticipating what 2016 would bring. So, what did it bring? Throughout 2016, I have referred to the changes that are before us as methods are employed to re-direct the use of business, finance and resources to transition individuals, teams and organisations.

This has brought about much discussion, debate, consideration, agreement and disagreement politically, not only on the future of pharmacy services and our profession but for the UK and society. There is no doubt that the profession, both pharmacy as a whole and the pharmacy technician profession, is still amidst of this and this will continue into 2017.

However, we have made some progress and we need to recognise this to support and guide us through 2017.

George Bernard Shaw (1856-1950), an Irish playwright, whose contentious views often influenced culture and politics during his 94 years of age, said 'Progress is impossible without change, and those who cannot change their minds cannot change anything.'

Discussion and debate is part of engagement. Consultation supports the major challenges facing many public, regulatory and public bodies, in seeking change in a turbulent and resource-constrained environment. It is an active process in which organisation management opens formal and informal communication channels between the organisation and its stakeholders.

As I mentioned in my last journal column, December 2016 saw a plethora of consultations released and much of APTUK's work, in this relatively short space of time, has been formulating and responding to these.

We believe that responding and giving advice, information, expert knowledge, professional views and our opinions is a crucial professional leadership activity. To that end we have responded to:

The General Pharmaceutical Council's (GPhC) consultation on standards for the initial education and training of pharmacy technicians: deadline 1st March 2017. To respond to this, representing of our members and the pharmacy technician profession, APTUK held a number of events throughout January and February, through virtual meetings and our branches, as well as holding a specific professional committee meeting. I would like to thank everyone for their engagement with this as this was a truly significant consultation for the profession, as the pharmacy technician role moves forward, into a more clinically focused environment to complement that of pharmacists.

I would also like to thank our Education Workstream and Dalgeet Puaar, Professional Practice Development Officer, for organising, carrying out the activities and formulating our response. We, along with the pharmacy profession as a whole, eagerly await the outcome of the consultation.

The GPhC's consultation into the revised threshold criteria: deadline 7th March 2017. This consultation related

to the threshold criteria that are used by decision-makers within the GPhC. They are involved in investigating concerns, to decide whether a case should be referred to the investigating committee. I would like to thank our vice president Julie Mathieson for leading and formulating our response to this.

The GPhC's consultation into the religion, personal values and beliefs in delivering person-centred care in pharmacy: deadline 7th March 2017. I would like to thank members and the APTUK professional

committee for their responses that helped me formulate our response to this consultation.

The GPhC's consultation into supervising independent prescribers in training: deadline - 1st February 2017. Although this consultation was not specifically directed to pharmacy technicians, APTUK judged that the principles on training supervisors that were consulted on aligned with principles within the initial education and training standards. These related to whether pharmacy technicians can supervise the training of pre-registration trainee pharmacy technicians. Again, thank you to the professional committee for helping me formulate our response.

The England Pharmacy Apprenticeship Trailblazer Employer Group consultation into the Pharmacy Services Assistant Apprenticeship Standard: deadline 11th January 2017. This consultation related to the first standards drafted by the trailblazer employer group and asked if they were fit for purpose for both the job role and for use across all pharmacy sectors. Again, I would like to thank the APTUK professional committee for their commitment in formulating the APTUK response. The trailblazer chair and facilitators are currently reviewing the draft standards as a result of the survey feedback and have sought advice from Department for Education, Skills for Health and Health Education England.

As indicated APTUK believe that consultations are an extremely important concept in the context of managing an organisation. This refers to the two types of consultations, those that we consult on and seek the views of others and those sought by other organisations that we respond too.

**Nothing is impossible, the word itself says I'm possible**



It is written that 'Organisations exist to create value for stakeholders and consultation is a process by which the management of the organisation aims to better understand the needs, wants and expectations of stakeholders, so that value can be created'. Within the current constant of change it is important that we, as a profession in our own right, are able to be heard. So, I encourage all of our members to take all opportunities that arise and provide their opinions, not only at a national level but also on how you would like your professional leadership body to be run.

If you would like to review our responses, they are published on the website:

<http://www.aptuk.org/consultations/>

Alongside the consultation responses APTUK has been conducting 'business as usual' and this has been a busy time for attending meetings and speaking at conferences.

I was delighted to be invited to speak at the Royal Pharmaceutical Society, 12th January 2017, on Pharmacy Workforce Summit: Right place, right time, right number: positioning the workforce for patients. The summit focused on hospital pharmaceutical care and how it permeates out into the community. I was able to present on current and emerging new pharmacy technician roles and how this is supporting integrated care. To truly understand what integrated care means and is, I urge you all to watch the enlightening short video called 'Sam's Story' on the Kings Fund website <https://www.kingsfund.org.uk/audio-video/joined-care-sams-story>

As a result of this presentation, APTUK were invited to the Health Education England: Thames Valley event on 'The journey of patient care through pharmacy services: how can pharmacy support Sustainability and Transformation?' The event took place on the 14th March 2017 and Daniel Dicker, APTUK Engagement Officer, presented on pharmacy technicians and their role in complementing pharmacists and the pharmacy team to achieve sustainability and transformation deliverables.

As a result of judging the Chemist and Druggists awards in 2016, I was invited to speak at the community pharmacy Sigma 2017 conference, 13th – 15th February 2017, 'Raising the Bar'. This gave me the opportunity to inform on the community pharmacy technician role and the outcomes from the UEA/APTUK research in 'Identifying the Roles of Pharmacy Technicians in the UK'. The community focused conference, specially related to independent pharmacies, gave me the opportunity to discuss future roles with many pharmacy owners, superintendents and responsible pharmacist as well as the National Pharmacy Association (NPA). I felt privileged in representing our profession as this was the first time a pharmacy technician had been invited to the Sigma conference. Following this APTUK have been invited to the NPA to further discuss the community pharmacy technician role and how we can support the Community Pharmacy 5 year forward view.

As would be expected, the conference referred to the Secretary of State's October 16 decision to implement cuts to community pharmacy funding. At the time of writing my column, the High Court is to consider the Pharmaceutical Services Negotiating Committee and National Pharmacy Association Judicial Review into this decision the week commencing March 20th 2017.

As reported on the PSNC website <https://psnc.org.uk/our-news/psnc-judicial-review-to-be-heard-alongside-npa-case-in-march/>

*PSNC sought permission from the High Court to apply for the Judicial Review in December, on the grounds that it believes the Secretary of State failed to carry out a lawful consultation on the proposals for community pharmacy.*

*The NPA's case is focused on arguments that the Secretary of State failed to properly discharge his Public-Sector Equality Duties and failed to appreciate community pharmacy's wider healthcare role.*

APTUK will be keeping a close eye on this and will be evaluating the impact on community pharmacy technicians. As previously stated, we continue to consistently message that utilising pharmacy technicians as regulated, registered, accountable and responsible professionals, can contribute to the delivery of integrated pharmaceutical care. We continue, at every opportunity, to address any impact that threatens to destabilise the community pharmacy technician workforce.



As shown by Vice President Racheal Lemon at the recent APTUK Branch Day held in Birmingham on 11th March 2017, much of APTUK's work and success is like an iceberg with only 10-15% visible. We strive to remedy this and inform our members as much as possible, so you know what your professional leadership body does for you, and that you know about the 85-90% of the work that is carried out by your hard working and dedicated national officers.

Looking at some New Year quotes in January I came across this "I hope that in this year to come, you make mistakes". The quote went on to say if you are making mistakes it's because you are trying new things. You are learning, living, pushing and changing yourself to change your world for the better. You are doing something new and most of all you are DOING something. The Chinese New Year 2017 is that of the Rooster and this symbolises fidelity and punctuality. APTUK strives for this. However, we cannot do it alone; so we need our members and your support. So please spread our messages to your colleagues and encourage them to join us.



We are coming to the time of year when we are seeking new volunteers to help us be as successful as possible, to help us carry out our aims and commitments to our members, pharmacy technicians and the pharmacy profession, to help us realise our vision.

<http://www.aptuk.org/about-us/>

Would you like to develop and enhance your leadership skills and knowledge? Would you like to change things? I urge you to reflect on this. Many of our national officers have voiced that their APTUK role, although demanding but fulfilling, has helped develop their knowledge and skills and this has progressed their pharmacy careers. Could this be you? If so please do contact me, I am always happy to talk to you. [president@aptuk.org](mailto:president@aptuk.org).

So, I give you my very best wishes as we continue our journey and we look forward to seeing you at conference 2017. Our conference committee have secured an amazing venue and conference programme.

Don't miss out. <http://www.aptuk.org/events/conference-2017/>



**Tess Fenn MPharmT**

APTUK President  
[president@aptuk.org](mailto:president@aptuk.org)

## Could you be a National Officer for APTUK?

As conference approaches, it's the ideal opportunity for APTUK to promote our work and celebrate all that we have achieved as an organisation over the last twelve months.

APTUK would not be able to continue its work without the dedication, commitment and enthusiasm of the Professional Committee consisting of the National Officers and Directors as well as the sub-committees which sit under these.

Being at the forefront of the profession is a stimulating, worthwhile yet demanding role to be involved with, and each National Officer role brings an important contribution to the Association and means that collaborative working is vital. Posts therefore, can obviously be an extension of a particular aspect of your day job or can be a totally new learning opportunity, depending on the nature of the role. The choice is yours!

If you would like to find out more about being a National Officer, we would be keen to hear from you. Further information on the posts available will be posted very soon on the website but if you would like to ask any questions and find out more about how you can become involved, just let one of the National Officers know.

### Fellowship and Honorary Membership nominations 2017:

Soon to be advertised on the APTUK website will be a request for nominations for Fellowship and Honorary membership. Do you know a colleague who you feel deserves such an award?

Fellow membership is the highest level of APTUK membership and recognises advanced expertise and sustained professionalism. Being awarded this is one of the highest honours that can be bestowed upon our members.

The membership category of 'Fellow' is open to all members of the Association, who demonstrate loyalty to APTUK and the pharmacy profession and are well respected. It is in recognition of exceptional professional performance or outstanding service contribution to pharmacy or the Association either locally or at national level.

Nominations may be received from any full member or fellow of APTUK. Following receipt, the application will be considered by the Board of Directors.

An honorary membership category, ratified at AGM by members, was introduced in June 2011, to enable APTUK to acknowledge exceptional service, given either to the association or to The Pharmacy Technician profession generally, by a person who is not eligible to be a member of APTUK.

The Honorary Member is a distinctive membership bestowed in recognition of the efforts of the nominee who has made a profound difference by either:

- championing and upholding the professional role of pharmacy technicians
- publically supporting the continuing development of pharmacy technicians
- advancing the roles, knowledge, skills and behaviours of pharmacy technicians
- working consistently hard on behalf of pharmacy technicians.

The awardee will be entitled to lifetime membership of APTUK and eligible to attend the AGM, however they will not be entitled to any voting rights. Only one 'honorary membership' will be awarded each year.

Nominations may be received from any full member or fellow of APTUK, the application will be considered by the Board of Directors, as directed under the Memorandum and Articles of the Association.

So, keep a look out on the Website and other social media in the next few weeks and get your nominations ready. It'll be great to hear from you.



**Joanne Taylor MPharmT**

Secretary  
[secretary@aptuk.org](mailto:secretary@aptuk.org)



# Education Team Update

## GPhC Initial Education and Training (IET) Standards Review

APTUK have submitted a response to the GPhC's IET Standards Consultation. The response incorporated feedback from:

- 3 virtual meetings; members were invited to provide their views.
- Local branch responses; some branches held meetings to discuss the standards and formulate their own response. Materials used to facilitate the meeting were provided by the Education Team.
- An all-day National Officer meeting; on Saturday 04 February 2017, the National Officers met to discuss the consultation and formulate the final response.

*Please look at the APTUK website to see the final response that was submitted.*

## S/NVQ for Pharmacy Assistants

Scotland are reviewing the S/NVQ, they have been looking at the Level 2 and have a purposed draft. APTUK have representation on the working group and have been actively involved in the development.

## APTUK Annual Professional Conference and Exhibition 2017

The Education Team have been working on the programme for the 2017 Annual Professional Conference and Exhibition. The Annual Professional Conference and Exhibition will be taking place at Hilton Hotel, Cardiff on Sunday 02 and Monday 03 July 2017.

The Education Team have been busy updating and finalising the details for all of the following awards and bursaries.

Look at the APTUK website for details on how to nominate a follow Pharmacy Technician for one of the AAH Awards:

- Outstanding Contribution
- Leadership
- Innovation
- Patient Safety

For the first time this year AAH have sponsored a PTPT of the Year Award. **Deadline for all awards is 24 April 2017.**

Also, the Katherine Miles Poster Award (sponsored by Helapet) guidance has been updated. If you have introduced a new service, carried out an audit or have any research to share why not present a poster at the Annual Professional Conference and Exhibition? You never know you might even win a prize. Look at the APTUK website for more details. **Deadline for poster abstracts is 24 April 2017.**

If you want to attend conference and are unable to get funding why not try applying for a bursary. This year there are two ways of applying for a bursary: you can apply as an individual or through your local branch. See our website for more details.

## Branches

The Education team have been working on the next Branch Meeting on 11 March, this has involved organising a venue, sourcing sponsorship and a programme. Branch days are key in providing branch committee members an update and supporting the branches.

## CPD Facebook Group

The Facebook CPD closed group is working well it includes CPD ideas with over 1000 likes. We would really like to encourage members the group to post ideas too. If you would like to join the group, please email [cpd@aptuk.org](mailto:cpd@aptuk.org)

## Supporting members with Continuing Fitness to Practice (CFtP)

The CPD pages on the website have been updated with CFtP information and a link to GPhC resources.



### Dalg Puaar MPharmT

Professional Practice Development Officer & Education Team Lead  
[Professional.practice@aptuk.org](mailto:Professional.practice@aptuk.org)

This space could be utilised by you or your colleagues to promote the work you do, share new practice or new initiatives you are involved in, or to express opinions on the issues that affect pharmacy technicians just like you.

If you have something to share, or something to say,  
simply contact the editor of  
*Pharmacy Technician Journal* at [editor@aptuk.org](mailto:editor@aptuk.org)

# Quality payments information for pharmacy visits February 2017

The Quality Payments Scheme was introduced by the Department of Health (DH) as part of the Community Pharmacy Contractual Framework in 2017/2018. DH has said it will allocate £75 million to fund the Quality Payments in 2017/2018, which will be come from the overall funding for 2017/2018 of £2.592 billion.

Payments will be made to eligible contractors depending on how many criteria they have met (and therefore how many 'points' they achieved). DH expects the value of each point to be set at £64. This is set at a level that would deliver £75 million assuming 100 percent of pharmacies achieved all 100 points.

The scheme is voluntary – contractors do not have to engage with it, but PSNC recommends that all contractors should seek to meet as many of the quality payment (QP) criteria as possible. Contractors that successfully meet the QP requirements will receive QP funding from the £75 million budget that is part of the overall funding budget. Contractors that choose not to engage or do not meet the requirements will lose out on payments.

## Gateway criteria

To qualify for payments, contractors **must** also meet **four gateway criteria**:

1. the contractor must be offering one of the following services at the pharmacy:
  - medicines use reviews (MUR)
  - new medicine service (NMS)
  - NHS urgent medicine supply advanced service (NUMSAS)
2. the NHS Choices entry for the pharmacy must be up to date
3. pharmacy staff must be able to send and receive NHS mail at the pharmacy
4. the contractor must be able to demonstrate ongoing use of the electronic prescription service (EPS) at the pharmacy premises.

## Quality criteria

Contractors have to meet the gateway criteria and achieve some or all of the quality criteria set for the scheme to be eligible for payments.

There are two review points for the scheme: 28 April 2017 and 24 November 2017. All the quality criteria have been given a number of points, which add up to 100. Each point is worth £64 to the contractors. Some quality criteria can be claimed twice a year, and some only once a year, so all contractors are prioritising which areas they are working towards first.

The table on the associated A5 flyer shows the quality criteria details and the CPPE resources that we have to support the contractors achieving the criteria.

This is a summary table only and detailed information, including criteria record sheets, can be found on the PSNC website:

<http://psnc.org.uk/services-commissioning/essential-services/quality-payments/>

You should also signpost pharmacists to their local LPC for further information. LPC contacts can be found on the PSNC LPC page: <http://psnc.org.uk/lpcs/>

These criteria are in addition to the four gateway criteria.

Criteria	Suggested evidence to collect	CPPE resources
<p><b>Use of the NHS Summary Care Record (SCR)</b> Demonstration of having accessed the Summary Care Record and increase in access since the last review point</p>	No evidence required	<p><i>Summary Care Records in community pharmacy (SCR)</i> e-learning and e-assessment</p> <p><i>Summary Care Records – making the most of them</i> workshop</p>
<p><b>Dementia Friends</b> At least 80 percent of all pharmacy staff working in patient-facing roles are trained Dementia Friends.</p>	Certificates/letters	<i>Dementia Friends and focal point</i> workshop
<p><b>Safeguarding</b> At least 80 percent of registered pharmacy professionals working at the pharmacy have achieved Level 2 safeguarding status for children and vulnerable adults in the last two years.</p>	Certificates	<p><i>Safeguarding children and vulnerable adults</i> e-learning 2017 – this meets the competencies for safeguarding at Level 1 and Level 2. It is also accessible to non-GPhC registrants free of charge.</p> <p><i>Safeguarding</i> assessment Level 2 (2017)</p> <p><i>Safeguarding children and vulnerable adults</i> workshop</p>
<p><b>Clinical effectiveness – over use of asthma treatments</b> Asthma patients dispensed more than six short-acting bronchodilator inhalers without any corticosteroid inhaler within a six-month period are referred to an appropriate healthcare professional for an asthma review.</p>	Completion of data collection form from PSNC website	<p><i>Asthma</i> focal point workshop</p> <p><i>Medicines use reviews: improving patient outcomes</i> (all-day event)</p> <p><i>New medicine service - asthma and COPD</i> distance learning</p> <p><i>Targeting your MURs more effectively</i> guide</p> <p><i>Inhaler technique</i> workshop</p> <p><i>Inhaler technique for health professionals: getting it right</i> e-learning</p>

<p><b>NHS 111 Directory of Services</b></p>	<p>Currently no action can be taken by contractors to comply with this criterion. We await more information.</p>	
<p><b>Healthy Living Pharmacy (HLP) self-assessment*</b> Healthy Living Pharmacy Level 1 (self-assessment)</p>	<p>Declaration of compliance for HLP Level 1 and HLP certificate from the Royal Society for Public Health (RSPH).</p>	<p><i>Healthy Living Pharmacy - developing your services</i> e-course</p> <p><i>Leadership for Healthy Living Pharmacies</i> e-course</p> <p><i>Leadership for Healthy Living Pharmacies</i> (all-day event)</p> <p><i>Being influential, Customer service, Delegating, Effective change, Managing people and Managing teams</i> guides</p> <p><i>An introduction to public health</i></p> <p>CPPE consultation skills resources</p> <p>CPPE NMS and MUR resources</p> <p>CPPE public health resources</p>
<p><b>Community pharmacy patient questionnaire (CPPQ) results*</b> Results of the community pharmacy patient questionnaire from the last 12 months is available to the public on the pharmacy's NHS Choices page.</p>	<p>No evidence is required. Contractors do not have to undertake this task by April 2017, as this only needs to be met at one review point.</p>	
<p><b>Patient safety report*</b> Written safety report at premises</p>	<p>Patient safety report for the pharmacy. Discussions are ongoing about the content of the report, so contractors do not have to undertake this task by April 2017.</p>	<p><i>Risk management</i> guide</p>

The three criteria marked with a \* only need to be met at one of the review points and so can only be claimed for once.



# Birmingham Branch Day



**A**PTUK Branch day took place on Saturday 11th March in Birmingham at the Hilton Garden Inn Hotel.

The aim of the APTUK branch days is to provide a networking and support platform for all of our APTUK branches. This is also a good opportunity for new branches to attend and find out how branches are run, and how they form and progress. This participation from branches helps shape the model for how APTUK is run and its evolution and success.

This day was well attended with 15 branch representatives being present. There were branch delegates from Bedford, Cornwall, Kent, London, Northamptonshire, North Merseyside, Swindon and West Midlands.

Branch day commenced with a warm welcome from Emma and Kate, the Branch Liaison Officers and Emma gave an update on the branches around the UK.

At this meeting we said goodbye and thank you to the Wirral branch, who have unfortunately terminated. We congratulated Northamptonshire, Aberdeen, North Merseyside and Yorkshire and Humber Branches for having their first meetings and welcomed new branches – Bedford, Warrington and Bristol that are starting up and West Midlands who are restarting.

Each branch was given an APTUK branch email address which will now be used as the main form of communication; the website will be updated with this contact information for each branch. We also reminded the branch committees to ensure they email the Branch Liaison Officers copies of branch meeting minutes.

Dalgeet Puaar, gave an update on the APTUK conference, which is to be held in Cardiff on the 2nd and 3rd July 2017 and explained how to apply for bursaries and the nomination process for the awards including posters and the Branch of the Year award.

There was an update from our APTUK vice president Rachael Lemon. Rachael gave the branches an overview of the work APTUK is involved in and current





progression of APTUK. There were also updates from each APTUK work stream (Admin, Education and Communications) and this included the Treasurers report. This update was important for the branches so they could understand the progression of APTUK and feedback this information to branch members. APTUK branches play a crucial role in cascading information down to our members.

Trudi Ward facilitated a workshop to scope thoughts on Pharmacy Technicians' involvement in medicines administration. It was a thought provoking session with lots of discussion. This information will aid CPPE.

The rest of the day was spent sharing thoughts about branch topics and supporting branches by providing tips and hints on presenting and improving the branch network. Some brilliant ideas came out of these workshops.

Feedback from the branch day was really positive and the new branches found this day useful in supporting them to make the next step and hold their first branch meeting.

We strongly encourage pharmacy technicians to join their local APTUK branch and take advantage of the opportunities to develop and share best practice in the profession.

There is an up to date list of branches and branch events

on the aptuk.org website. If there are no branches located near you, why not launch your own APTUK branch? If you are interested in running or helping run a branch and have the time and commitment, then please contact Kate Postle or Emma Walker for further information.

We would particularly love to hear from any Welsh members who would be interested in setting up a branch.



**Kate Postle MPharmT and Emma Walker MPharmT**  
Branch Liaison Officers  
Branchandprojects2@aptuk.org and branchliaison@aptuk.org

## APTUK MEMBERSHIP INFORMATION

### CURRENT FEES

To Join APTUK follow this link  
<http://www.aptuk.org/about-us/join-aptuk/>

The current annual fees are:  
Full £48

Associate £14 (for retired members)

Students are free of charge

PLEASE ENSURE YOU HAVE AMENDED YOUR  
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THE NEW FEES

### APTUK JOURNAL

Autumn and Spring editions of the journal are printed and posted to all full, fellow and associate members.

The Summer and Winter editions are only available electronically via the member's area on the APTUK website.

All members, including students can access previous and current editions via the member's only area.

### YOUR CONTACT DETAILS

Please inform Lynn Ali, the Membership Coordinator if you have recently changed any of the following details or not sure if we hold current details:

- Email?
- Address?
- Home or mobile telephone?
- Sector of work?

### APTUK WEBSITE MEMBERS ONLY AREA

Please ensure you have access to the member's area to receive electronic journals and find details of other benefits of membership.

To request a username and password please contact Lynn Ali, the Membership Coordinator.

**Contact Details for Lynn Ali – APTUK Membership Coordinator**  
Email address: [membership@aptuk.org](mailto:membership@aptuk.org)  
Answerphone: 0121 632 2025



# Branching Out

Pharmacy Technicians from Barts Health NHS Trust – Michelle Sullivan (Lead Medicines Management Pharmacy Technician), Rahana Alom, Amelia Chowdhury, Rekaya Ibrahim, Stacey McHugh and Dipal Samuel (all Senior Medicines Management Pharmacy Technicians) have written a collective piece on why they started to attend the London APTUK Branch meeting, why they returned, and why other pharmacy technicians should attend their local branch meeting.

“I think we should all go to the APTUK London Branch meeting” was the comment over coffee from our manager Michelle to the medicines management pharmacy technicians at St Bartholomew’s Hospital. A collective “Why?” from most in the team and a ‘Because we should try it – and why not’ response from Michelle.

So off we went in July 2016 to our first APTUK London Branch meeting. As a pharmacy technician it is easy to get into the routine of the day job and clock off when the day is done. We felt excited about attending and after a hectic day at work, as a group, of we went along to the Royal Pharmaceutical Society to learn the role, we as pharmacy technicians, can play in polypharmacy. It was a great venue, a great chance to finally meet the pharmacy technicians we often ‘like’ or retweet on Twitter, lots of CPD opportunities and a great place to network!

The session on polypharmacy was delivered by CPPE and was enlightening and informative. Most of all, it was relevant to our role and it was great to return to work the following day and tell other Pharmacy Technicians and Pharmacists what we had learnt. Even better was seeing the benefit to patients as we began to identify many patients on multiple medicines – and felt we were impacting their care!

After our last visit we decided to venture to the next meeting. This time the venue was The Hospital of Tropical Diseases and looking forward to networking, catching up with some now familiar faces – plus the chance to have our input on the GPhC consultation on the initial education and training standards for pharmacy technicians. Getting lost on the way there; it was nice to bump into people we had met



at the previous branch meeting and finding our way together.

APTUK London Branch hosts welcomed those through the door alongside the twitter hashtag (#APTUKLND #PTechED) on the flip chart for those ready to share their experience of the evening. We were there slightly early – an excellent opportunity to mingle and network.

There was a presentation on the GPhC consultation by Damien Day (Head of Education at the GPhC) – with a full room, and all had the opportunity to propose or ask questions to Damien. The room erupted with pharmacy technician’s voices of opinions, questions and concerns. There was an expanse of experience, skills, knowledge, grades, hospital and community pharmacy technicians in the room – voicing in a comfortable forum. As a cohesive workforce – pharmacy technicians are passionate about this subject, the future roles and it is meetings like this, where we can get together, learn from each other and take that back to our work places to continue to spread the message.

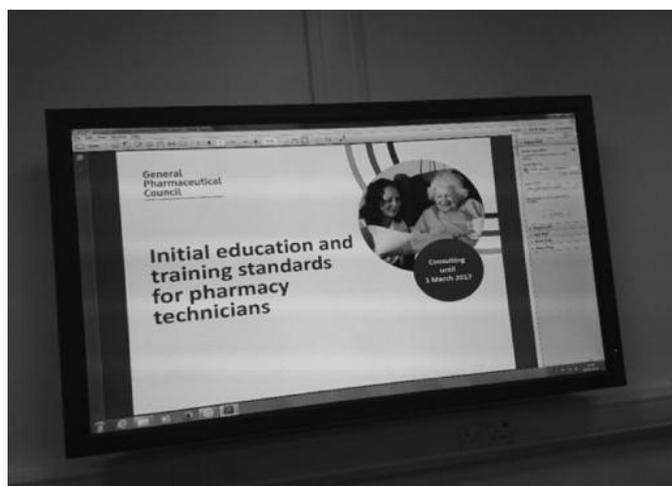
A mix up of seating arrangements – another networking opportunity and a division into small groups opened up the debate even further as we discussed each proposal in the consultation. Again it was great to hear a varied opinion in the groups – from aseptic staff, dispensary, community, education and training pharmacy technicians.

A final round up of the meeting by Pam Bahia, the branch chair and the evening was over! After lots of discussion and tweeting there was time to reflect on the event as we made our way home on the tube. Then a return to work the next day to encourage, engage and spread the word to others that need to respond to the consultation – and persuade other pharmacy technicians to join us next time!

Without being initially coerced to attend these meetings I’m sure an important thing such as the pharmacy technician consultation would have passed me by! I have often thought – ‘What is the point of being an APTUK member or attending these meetings?’. Throughout the country there are many locations where local APTUK Branch meetings take place and if there isn’t one near you, maybe you should start one!

Every pharmacy technician should attend and think ‘we should try it – and why not?’.

**Michelle Sullivan MPharmT (Twitter: @BHCpharmacy)**  
Lead Medicines Management Pharmacy Technician  
Barts Health NHS Trust





# Identifying the Roles of Pharmacy Technicians in the UK

**B**ack in October 2016, I was lucky enough to attend this inspiring event in London, at the Royal Pharmaceutical Society. It was regarding the role of pharmacy technicians and identifying how this role is continuing to progress, looking at the training and education of pre-registration pharmacy technicians.

Being a pre-registration pharmacy technician, it was inspiring to listen to other pharmacy technicians experience within the industry, and what they have done to help benefit patient care. This included a hospital setting, community pharmacy and in the ambulance service.

A large proportion of the day was focused on the training for pharmacy technicians and how this is changing and what factors

within the training will help with the expanding role, including ACPT and Medicines Management. It was also interesting to hear about the different pharmacy environments into which a pharmacy technician can progress both within community and hospital.

I feel honoured to have been chosen to attend this event, and I feel so inspired by all the presentations throughout the day, which has helped me realise that the role of pharmacy technicians is continuing to progress and I am looking forward to expanding my career within the pharmacy field.

**Jenny Maby**  
Pre-Registration Pharmacy Technician  
Weston Area Health NHS Trust

## APTUK Virtual Meeting: The GPhC's 'Consultation on Initial Education and Training Standards for Pharmacy Technicians'

**O**n the 8th December 2016, the General Pharmaceutical Council (GPhC) launched a consultation on the initial education and training standards for pharmacy technicians. The consultation closing date is 1st March 2017. This is the first major overhaul of the IET standards for pharmacy technicians, and the aim of the draft standards is to reflect on what is needed in order to register as a pharmacy technician and to prepare them for role and responsibilities that they may take on post registration. The draft standards reflect on some elements, which were initially seen as advanced practice for pharmacy technicians, and are now a key part of their role i.e. accuracy checking.

The standards are structured into two parts which link together;

- Part 1 focuses on the learning outcomes which include knowledge, skills understanding and professional behaviours, which are to be demonstrated by the Pre-Registration Trainee Pharmacy Technician (PTPT) by the end of their qualification leading to registration
- Part 2 is a set of standards and requirements for the course providers, to ensure that they deliver the learning outcomes in Part 1.

The consultation also seeks feedback on proposed changes to the criteria for registration as a pharmacy technician.

As a result of this, APTUK held three virtual meetings in response to the consultation with each one focusing on the different parts of the consultation.

Here, Gail Mannion talks about why she engaged with the virtual meetings and what gained from doing so:

As a Pharmacy Technician who has chosen to specialise in education, I am always interested in how groups communicate and work on a project. My current job role requires me to look at online learning and Communities of

Practice (CoP). These are groups that have a common goal / experience and work on a problem collaboratively to find solutions or gain opinions. When the APTUK online meeting came out I was interested firstly to see what the opinions were of the IET standards and secondly see how a group would collaborate online.

The use of Skype for business was new to me and it was a good experience! There was plenty of opportunity for collaboration and discussion. The IT worked well and Dalgeet managed the online group and discussions very well, I know from experience this is not an easy task!

There is a need to ensure that everyone is able to contribute to the IET and think about all standards and how they will affect the profession of pharmacy and the Pharmacy Technician future roles. As an education provider I am keen to ensure the standards meet the many varied roles that Pharmacy Technicians have now, and may have in the future. We support a variety of roles in pharmacy and therefore I felt I could contribute to the group. As an educator and qualified teacher I was also able to put across the views of how these IET standards could be implemented in an education forum and in the workplace.

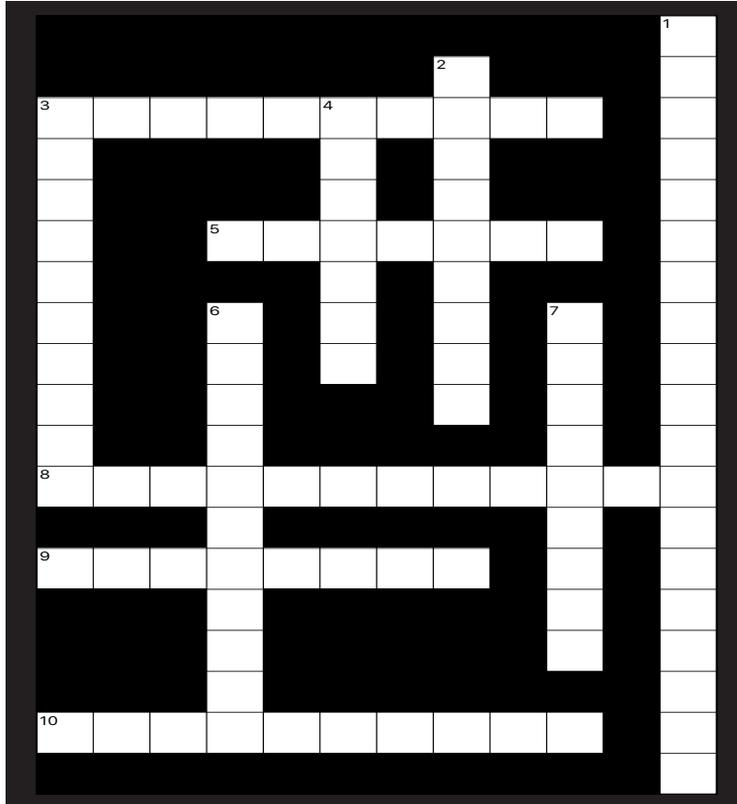
Overall I found the experience very successful. The CoP was valuable and some good discussion points were raised. I would definitely participate in an online group discussion again and would encourage everyone to get involved and give their views and opinions...this is your profession too!



**Shelley Mannion MPharmT**  
Pharmacy Professional Development Lead,  
Bradford College  
s.mannion@bradfordcollege.ac.uk



# Jil's Quiz Corner



EclipseCrossword.com

## Across

- 3. Shocking treatment (10)
- 5. A tonic for leg cramps? (7)
- 8. A macrolide (12)
- 9. Element found in walnuts (8)
- 10. Favoured by marsupial with a cold? (10)

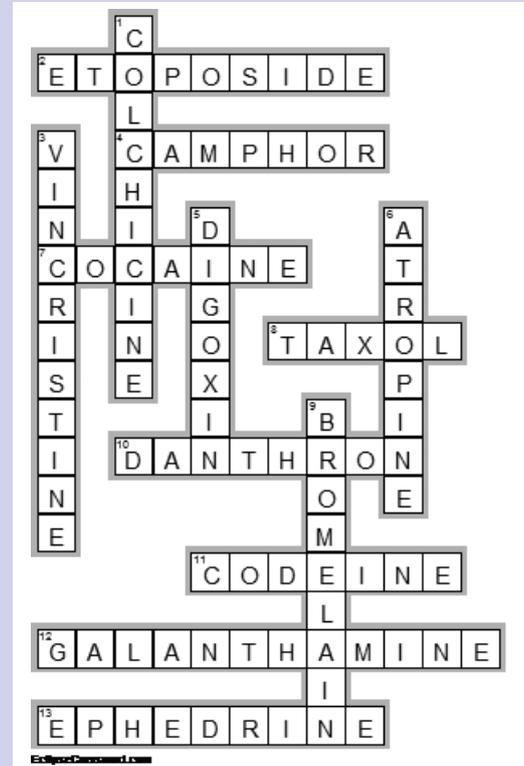
## Down

- 1. Mis-sold, perhaps? (19)
- 2. Clostridium (9)
- 3. Medicated manicure? (10)
- 4. Stroke of genius (7)
- 6. Abnormally low body temperature (11)
- 7. Takes the pain from a myocardial infarction (9)

Devised by Jil Betts MPharmT  
Weston General Hospital, Weston-super-mare.

Answers can be found on the member's only area of the website at [www.aptuk.org](http://www.aptuk.org)

## APTUK PTJ Crossword Answers – Autumn 2016



## Across

- 2. ETOPOSIDE – Mayapple (9)
- 4. CAMPHOR – Camphor tree (7)
- 7. COCAINE – Coca plant (7)
- 8. TAXOL – Pacific yew (5)
- 10. DANTHRON – Cassia species (8)
- 11. CODEINE – Papaver somniferum (7)
- 12. GALANTHAMINE – Magic lily (12)

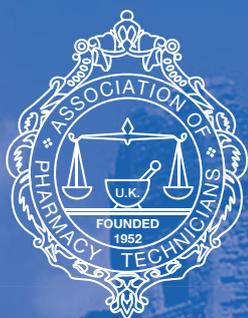
- 13. EPHEDRINE – Ephedra sineca (9)

## Down

- 1. COLCHICINE – Autumn crocus (10)
- 3. VINCRISTINE – Madagascar periwinkle (11)
- 5. DIGOXIN – Digitalis purpurea (7)
- 6. ATROPINE – Deadly nightshade (8)
- 9. BROMELAIN – Pineapple (9)

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## CALL FOR PAPERS

The Conference committee are delighted to announce that we are now accepting submissions for poster presentations. The deadline for submitting your papers is Monday 24 April 2017, please visit our website for details on how to submit.

## APTUK ARE EXCITED TO ANNOUNCE THAT IN 2017 WE WILL BE COMING TO CARDIFF!

For the first time in over 10 years' the 2017 conference will be hosted in the centrally located Hilton Hotel, offering fantastic views of the famous castle in the heart of this bustling city.

So, put the date in your diary and plan to join 200 of your colleagues and peers, to network, debate, exchange and share ideas, as well as learn from some leading experts and policy makers.

Please keep an eye on our website for updates on the Annual AAH Awards and information regarding bursaries to help you attend conference.

## INVITED SPEAKERS INCLUDE:

**Suzanne Scot-Thomas**, Chair, Welsh Pharmacy Board

**Robert Darracot**, Chief Executive, Pharmacy Voice

**Duncan Rudkin**, GPhC

**Samantha Quaye**, Lead Pharmacy Technician,  
Centre for Pharmacy Postgraduate Education

**Rahul Singal**, STP Programme Lead, King's  
College Hospital NHS Foundation Trust

**Jeanette Howe**, Head of Pharmacy,  
Department of Health

**Margaret Evans**, Wales Centre for  
Pharmacy Professional Education

## TOPICS TO BE COVERED INCLUDE:

- Regulation
- NHS digital
- Paediatrics
- Sustainability and transformation
- Operational procurement efficiency
- GPhC registration
- GPhC changes to CPD

Any questions? Please call our conference secretariat on  
020 3725 5840 or email [aptuk@profileproductions.co.uk](mailto:aptuk@profileproductions.co.uk)



# Success skills



This is the final instalment of the success skills series; the previous titles are as followed:

1. Self-discipline
2. Organization of self
3. Assertiveness
4. Rapport building
5. Influencing
6. Creativity
7. Decision-making
8. Planning
9. Politics and career

In the bigger picture of success, as well as doing a great job you'll have to go for the right goals, and probably cultivate the right people along the way. What is a career anyway? Do they still even exist? The latest thinking is that, unlike in the past, we'll all have several complete changes of 'career' in our working lives.

1. So first of all, keep your boss informed and happy where possible, but don't put excessive energy into creeping to the boss – they may not be around in the future, and anyway, do they really care about you? Even if your boss does care about you, what about THEIR boss, and above that you're just a number. Successful people work for their own satisfaction, because they believe in what they're doing, not to please their boss.
2. Be multi-skilled, so that you are useful and not dependent on any one industry or employer – but also have at least one specialist niche, which gives extra security and probably better pay. Pick on small specific things that you are interested in and learn about them, and get really good at them. Be visible – the one they think of when jobs come up. Volunteer for challenges, speak up in meetings, be the one who does the presentation or takes the customers out to dinner, etc.
3. Always have a backup plan – you never know what's around the corner (whatever your employer might say, and however successful you are being right now). This isn't about being cautious; your back up plan might be something quite radical and risky. It's about security and inner strength, because if you have a backup plan then you have a stronger negotiating position in your current situation.
4. Take risks and be yourself – if you end up going somewhere else then so be it. To achieve your full potential you have to be yourself. Not being yourself will only diminish you and your performance. The challenge is to find an environment where you can flourish as yourself.
5. Have a goal and a plan – what's your ideal situation / employment / way to earn a living / way to live. Have a dream! Think big! It just might happen, and if you don't have the dream then it certainly won't. Don't worry about the how to start with; things will come along, things will happen. Your goal, however far away in the

- future it may be, needs to be specific (measurable) and you must be able to visualise it, so that you have a clear picture in your head of what it will look like. And it needs to be written down, since this forms a commitment to yourself that you're serious about it. Then your subconscious will make it happen.
6. Realise that money won't make you happy – this is liberating because then you can choose your job based on what you like doing rather than on how it pays. Of course, you need a minimum, but this may be lower than you think (we get accustomed to whatever level of earnings we have, and we mostly spend on things we don't really need). And if you're doing something that you love then you'll be great at it, and the money will follow. Anyway, life is too short to waste on a job that doesn't move you.
7. Whether you are working for someone else or going it alone, go on every training course you can – knowledge is power, and in the end all you have is what's in your head. Especially as you get older.



### Chris Croft

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www.chriscroft.co.uk

open courses: www.join-a-course.co.uk

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my free tip of the month: [www.free-management-tips.co.uk](http://www.free-management-tips.co.uk)



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The Professional Leadership Body for Pharmacy Technicians



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**APTUK CPD Facebook Group**

**The group has been created to share CPD opportunities for APTUK members. Once added to the group please feel free to contribute by posting CPD opportunities so we can all support our fellow members with their CPD recording.**

**If you wish to be added to the APTUKCPD Group please search for the group on Facebook using 'APTUKCPD' and click on 'Join Group' Happy recording!**

**Mary Carter, MPharmT**  
National Officer for CPD – APTUK

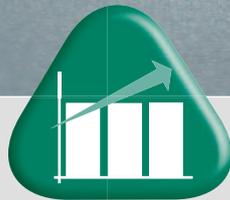




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