

PHARMACY TECHNICIAN JOURNAL

THE JOURNAL OF THE ASSOCIATION OF PHARMACY TECHNICIANS UK
SEPTEMBER 2017



Are you working at the top of
your licence?

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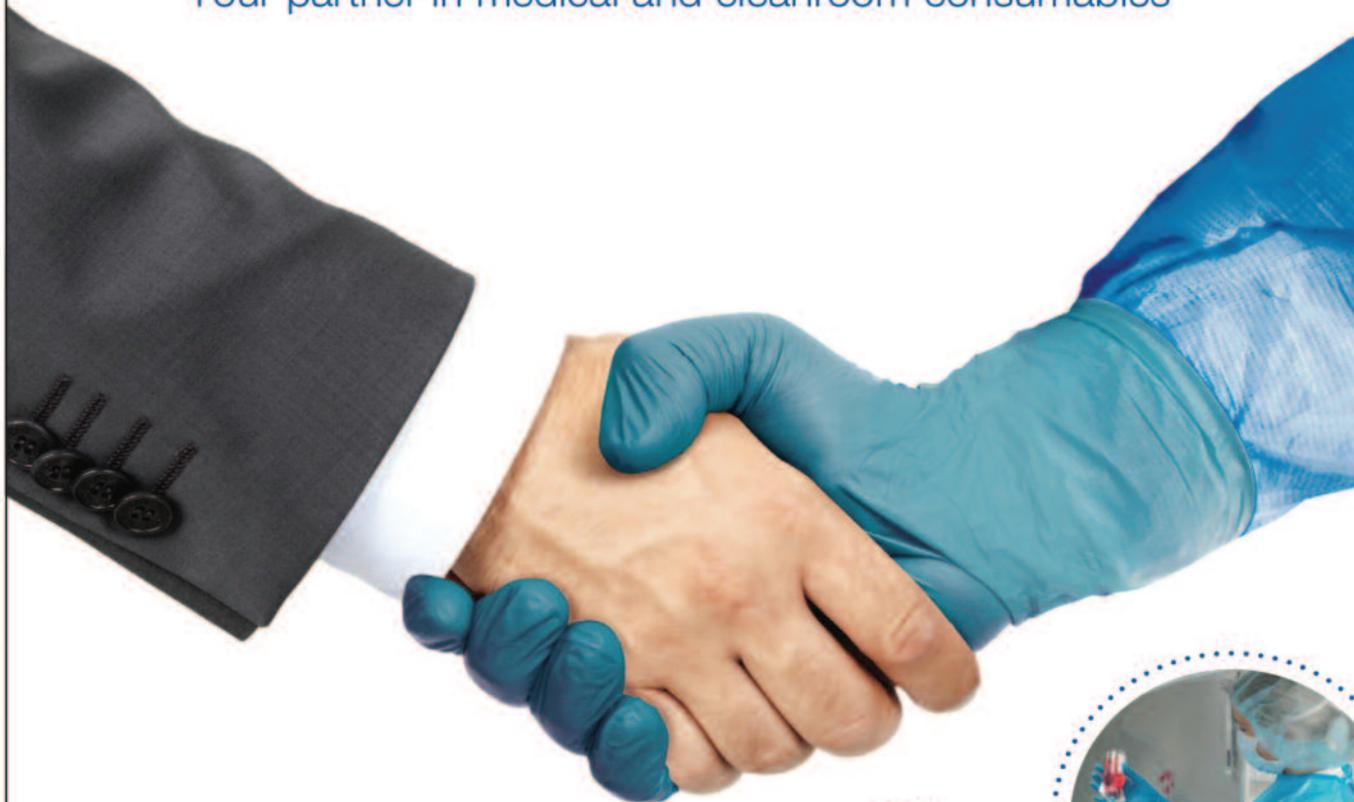
- Updates from APTUK General Meetings
- Coverage from our conference
- This year's award winners
- Meet your new National Officers



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Editorial

With a new edition comes a new challenge for myself.

I have recently, (since Easter) become the store manager of an outsourced outpatient pharmacy at Basildon and Thurrock University Hospital, which coincidentally, is the hospital where I undertook my pre-registration pharmacy technician training. So, I suppose in a way I have now come full circle, back to where it all began.

Since qualifying as a pharmacy technician, I have spent six years in community pharmacy in various roles and settings, such as a newly qualified pharmacy technician, an ACPT, then care services assistant manager, ACPT store manager in a local pharmacy and to where I am now.

Community pharmacy has always been my strong point and safe haven, so to come back to hospital pharmacy has been a complete shock to my system! Everything from the day to day running of the store, to the dispensing process and patient interaction is a new challenge but a rewarding one with so much I am still learning. Pharmacy seems to consume my life at the moment, not that I'm complaining, it's all I know and I do absolutely love it. I have the running of my new store, three PTPT's working here, one of which I am a nominated tutor, my national officer role as editor of this wonderful body of work, plus I have just enrolled on Bradford colleges' 'Pharmacy Clinical Services Professional Diploma Level 4, so very busy times ahead!

But less about me and onto this issue, which I am sure you can see by the size of it, is our biggest of the year, meaning only one thing... Conference 2017!

This year APTUK were delighted to host their annual conference in Cardiff, where we had an excellent turn out in sheer number of members and non-members.

As I collated all the articles, photos, winners and awards for this edition, it's clear to see that the work of APTUK and our members is definitely something to shout about! The

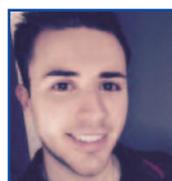
dedication our members put into their daily roles is a tremendous accolade to our profession and what APTUK really stands for.

As usual, this issue is filled with the contents from the conference, for attendees to look back and reflect on, and also for those who were unable to attend so you can see what happens when we get together as a profession, collaborate together through shared learnings and work towards our future.

Please take the time to thoroughly read about all the hard work our members have put into showcasing their extraordinary work, and see how this could shape your role. Remember, it's never too early to think about what you could submit to us next year!

We also say goodbye to past national officers whom have done some tremendous work whilst being with APTUK, and warm welcome to people that have newly taken up roles within the organisation.

It goes without saying that the conference could not happen without the hard work from all of our National Officers and Directors, so a huge thank you to everybody behind the scenes who helped put this event together. Also to all of our members, who submitted posters and entries for the awards and remind us why we continue to strive for excellence within our profession and why it is we carry out our APTUK roles.



Josh Taylor

Editor
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PTJ 2017/2018 Timelines

Edition	Deadline for news & articles
December 2017	04/11/2017
April 2018	17/02/2018

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Keep up with all the news and info on APTUK's 2018 conference and awards by using the Twitter hashtag #APTUK18

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President's Column

A celebration

Dear Members,

Celebration, celebration, celebration is the theme for my President's column in this journal, as we focus on our excellent Annual Professional Conference held in Cardiff this year. I can truly say it was a real celebration of pharmacy technician achievements showcasing how we, as a profession, are impacting on patient care and better health outcomes.

I am sure that many of you have read press articles and have seen tweets celebrating the conference but, also, other articles that have questioned the pharmacy technician role. I believe that showing and 'shouting out' about our pharmacy technician role with clear examples of the work we do is of upmost importance for the whole pharmacy profession to understand, and wow, were we good at this at conference.

This year, as you will see as you read this journal, we had a record number of posters submitted that demonstrate the important role that pharmacy technicians are carrying out day in and day out. It was wonderful and inspiring to read these and they gave the judges a challenge to whittle them down to the first, second and third winners. I would personally like to thank Helapet Ltd and Chris Steng for continuing to sponsor our Katherine Miles poster award. If you would like to see this in the Helapet news, as well as our journal, you can find it here:

<https://www.helapet.co.uk/news.php?type>. I would also at this point, like to thank all of our sponsors and exhibitors, without whom we would not be able to run conference.

The whole conference was buzzing with energy and motivation for the role of the pharmacy technician and this was seen even more at the awards ceremony. I won't list out all of our awards as you can read about them further into the journal. However, again I would like to say congratulations to all of the winners and the highly commended, very well done.

To continue the celebration of pharmacy technician achievements, it has been my absolute pleasure, again this year, to judge two other separate awards; the Training Matters Recognition of Excellence Awards and the C+D awards. Again, all the submissions and nominations were outstanding and acknowledgement of their work was thoroughly deserved.

I would also like to say, having read all of the entries, that all of those who were nominees are winners. It's a testament to their daily work, that they often do without realising, how important it is to the pharmacy services they deliver. This can be seen wherever they work; community, hospital, community services, primary care, etc. It's all about how we are helping patients to know about and take their medicines correctly.

I was lucky, recently, to talk to a patient representative on an advisory board that I was attending. He said to the advisory board, that although the discussions were focused

on fantastic work and high-level operations and systems, none of it meant anything unless the patient takes the medicine, knows what it is for and has confidence in it. This really resonated with me and we need to get this right, to give meaning to everything else we do. I took great pleasure in seeing, at conference, how pharmacy technicians interact with patients and support their medicines and healthcare needs. So, I take my hat off to you all and give hearty congratulations.

As APTUK enters into another active year, post conference, what can we do to help and support you to continue to be the best you can? It has been reported recently that there is much reference to 'working to the top of our licence'. So, what does this mean, where is this coming from, why is it being said and why is it important?

Working to the 'top of your licence' means practicing to the full extent of your education and training, instead of spending time doing something that could effectively and safely be carried out by someone else who is suitably trained and competent.

It's stating the obvious to say that the pharmacy team has many roles; pharmacy owners, superintendent pharmacist, chief pharmacist, responsible pharmacist, pharmacists, senior /advanced practice, medicines optimisation pharmacy technicians, accuracy checking pharmacy technicians, pharmacy technicians, pharmacy assistants and medicine counter assistants. Teams working to the top of their licence have each player within a different scope of practise. So, a pharmacist can do more than a pharmacy technician, a senior experienced pharmacy technician can do more than a pharmacy technician and a pharmacy technician can do more than a pharmacy assistant, and so on.

Why are healthcare policy makers and pharmacy professionals talking about this now, and not just in the UK, but globally? Although it is true that it is important to make the best use of the financial resources we have and spending them on the highest skilled work that each in the team can do, it's also about providing care in the best way it can be. I believe that we should be encouraged to practice to the full extent of our training and education. I believe this because I feel that the patient will receive better care, more information about their medicines and have it delivered with expertise; medicines optimisation and person-centred care in action. By providing the right information to the right healthcare professional at the right time, you empower all pharmacy professionals to practice at the top of their licence and implement interventions that can affect outcomes.

However, working at the 'top of your licence' means sometimes you have to say no. It means that you recognise when you need to refer to another. This clearly sits with the new GPhC professional standards that were launched on the 1st May 2017. Standards 4 & 5 both link with your



professional knowledge, your responsibility to keep up to date and to make effective professional decisions along with knowing what the limits of your competence are and when to refer to others. You need to be clear that you understand what the limits of your role are and which tasks you are authorised to carry out. It doesn't mean, however, for us as pharmacy technician professionals, that everything needs to be referred. This links with standard 9 that indicate 'pharmacy professionals must demonstrate leadership'. This also relates to your own ongoing professional development and ensuring that you have been properly trained and that you are able to assess the risk for patient care in all of the tasks you carry out.

I am sure we are all aware of the new professional standards; but have you read them thoroughly? Please do as it's your professional responsibility. Did you also know that you can download the GPhC standards app, so you can refer to them when you need to? It works on both pc's and mobiles. Here is where you can find out about it: <https://www.pharmacyregulation.org/spp>

The Nuffield Trust in May 2016 published a report into 'Reshaping the workforce to deliver the care patients need'. This makes very interesting reading and puts into context why we need to urgently 'reshape the NHS workforce and equip it to meet the changing and growing demand from the population it serves'. It talks about extended roles, advanced roles and opportunities for developing the non-medical workforce. If you would like to read this it can be found here: <https://www.nuffieldtrust.org.uk/files/2017-01/reshaping-the-workforce-web-final.pdf>

We can see that recommendations from the Nuffield report are already being actioned in the wider healthcare environment and in pharmacy. You may remember that I have talked about this and reported that there is a commitment to a '£100m of investment to support an extra 1,500 clinical pharmacists to work in general practice by 2020/21'. This is in addition to over 490 clinical pharmacists already working across approximately 650 GP practices as part of a pilot, which was launched in July 2015.

So, what about pharmacy technicians? Health Education England (HEE), within their workforce planning strategy, are looking at and benchmarking workforce numbers. On the 2nd August 2017, it launched its first survey into community pharmacy workforce development needs. 'The Community Pharmacies Workforce Survey' is designed to inform the commissioning of clinical education and development for community pharmacists, pharmacy technicians and the wider team'. HEE have said that results will inform a 'significant programme of education and development' and that this includes 'Clinical leadership development for pharmacy technicians' as part of the monies from the Pharmacy Integration Fund. So, if you work in an independent pharmacy and haven't already, please do complete this important survey.

https://www.hee.nhs.uk/pharmacy_workforce_survey the closing date is the 30th September 2017.

There are so many opportunities for pharmacy and pharmacy technicians, as we, as pharmacy professions, work alongside our colleagues to deliver healthcare of the future. Change though is often feared. I recently read an article where Margaret King, the director of a Philadelphia

think tank called the Center for Cultural Studies & Analysis said "One of the most de-motivating things for human beings is uncertainty, and we avoid it at all costs. In fact, we will just do nothing if we're not certain,"

Dr Marc Lewis, a neuroscientist and professor of developmental psychology, looked at the science behind this. Based on the assumption that as human beings we like to have control, when consequences are unpredictable, dopamine floods a relatively primitive part of the brain that he calls the "action centre". This activates a "motor script that's ready to swing into action," with your pupils dilating and your attention narrowing. Lewis added "You're going to expend the most energy when the outcome is least predictable" and this is more stressful because, for survival reasons, the brain is evolved to pay a lot of attention to uncertainty.

So, we have to remind ourselves of this, that we will be anxious, and to focus on the outcomes we want and need to achieve. You may have seen that we have added another position statement on the website about 'Supervision' and our stance on this. As the second phase of the Rebalancing Programme Board continues to look at legislation which is considered to restrict the full use of the skills of registered pharmacists and registered pharmacy technicians, the debate on 'Supervision' is bound to continue. In our position statement, we have said 'We believe that changes to supervision can be an enabler to empower safe and effective patient centred pharmacy services, wherever they are delivered.' I will continue, as a Rebalancing Board member, to provide an influential voice and leadership to ensure that pharmacy technicians can be utilised to deliver person centred services that they are competent to provide.

Following conference and our recent recruitments, we now have a new Professional Committee under our new structure, to work on our strategic goals. These continue to be focused on providing leadership through working collaboratively with the pharmacy regulator, professional organisations and education providers to influence and promote clinical workforce skill mix and the utilisation of pharmacy technicians' skills, knowledge and expertise.

I gave a warm welcome to our new National Officers in my President's address at conference and I would like to say this again now. So welcome to Lee Cogger and Oliver Jones. My address is printed in this journal and here you will be able to see the posts of our new officers. Since conference we have also recruited into the Pharmacy Technicians Foundation Practice Officer and the Pharmacy Technicians Pre-Registration Officer Posts. So, I would like to welcome Joanne Nevinson and Samantha Collins to our team.

Also, I would like to welcome Andrea Ashton to our Board of Directors as Andrea has been recruited into the Director of Communications post. You can see our full structure further into this journal.

As in previous years, we recently held our Strategy event, 21st & 22nd July 2017, where we have set our key priorities and objectives for the coming year. Last year I informed on these in my column, but this year we are going to publish a strategy document for our members and key stakeholders. This is being worked on and we will let you know as soon as it is available.

Before I move on, I would also like to say a huge thank



you to our out-going officers who have stood down throughout 2016/17: Leanne Beverley, Karen Haynes, Kate Postle, Claire Mills, Becki Major, Kieran Casey-McEvoy, Diane Blunden, Rebecca Chamberlain and, last but not least, our previous Secretary and Director Joanne Taylor.

Over the years they have given their time freely to APTUK for the benefit of you as members and to the wider pharmacy technician profession. We are truly grateful for such dedication and commitment and offer our very best wishes for their future. I would like to also say a huge thank you to Joanne for her support as Secretary over the past years and for guiding the association in its new position as a legal company. This has been a huge amount of work and Joanne's expertise and dedication were testament to her commitment to this task.

As always, I also thank you for your continuing support and to help us help you, urge you to spread the word about the work of APTUK that we do on your behalf, in all sectors of pharmacy. One of targets this year is to continue to increase our membership.

As mentioned, this edition of the PTJ traditionally focuses on the conference to provide our members, who were not fortunate enough to attend, with some valuable information

and learning from aspects of the exciting programme that was delivered. I do hope this is useful and inspires you to attend next year. The planning has already begun.

So I leave you now but as always with a thought. This time it is from C.S Lewis and resonates with the Association, and our profession, as we look forward to our next APTUK year *'There are far, far, better things ahead than we leave behind'*.



Tess Fenn MPharmT

APTUK President
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APTUK JOURNAL

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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

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Membership Business Meeting

Membership Business Meeting President's Address

Members, Fellows, Honorary Members, National Officers and Guests

Reflecting on this past year and on all of my President's Pharmacy Technician Journal columns to members, I believe it's fair to say, and an understatement, that there is a constant in the overwhelming amount of change that we as a profession, and as UK citizens, are facing. Whilst our entire pharmacy profession is aligning to the healthcare demands of the future, it is of upmost importance and in our role as the pharmacy technician leadership body, that APTUK keeps abreast of current national healthcare developments, policy changes and regulatory requirements. It is our role to ensure that we respond constructively to any change before us whilst ensuring that the pharmacy technician profession is heard as we continue to evolve as key members of the pharmacy team.

To continue to address this we have responded to a plethora of consultations on behalf of our members and these have been major outputs for us this year. We have represented the views and opinions of pharmacy technicians in no less than ten consultations, some of which have been more significant than others. To ensure that we represent our members fully, and to develop our responses, we have held consultation engagement events, through webinars, providing resources for our Branches and face to face meetings. Whilst all of the consultations are important and impact on pharmacy technicians, we enhanced our focus on the General Pharmaceutical Council's (GPhC) initial education and training standards for pharmacy technicians and GPhC revalidation consultations. The amount of work and resources needed to gain our members' views cannot be underestimated, and I would like to thank the Education Workstream for running these events and collating the feedback.

Another significant output this year was the launch of the School of Pharmacy at the University of East Anglia's (UEA) research into 'Identifying the Roles of Pharmacy Technicians in the UK' that was conducted in collaboration with APTUK. Key pharmacy stakeholders and APTUK members were invited to a launch event 'Pharmacy in Healthcare – Pharmacy Technician Models of Practice Leading the Way'. The event, held in October 2016, was hosted by the Royal Pharmaceutical Society and informed on the research outcomes and recommendations. A series of presentations showcasing pharmacy technician emerging models of practice and their role in delivering person-centred care were also delivered. A number of the research final report recommendations linked with the continuing development of the pharmacy technician role and APTUK's professional leadership role; ensuring both pre, and post registration training is fit for purpose, developing a pharmacy technician career framework and

enhancing inter-professional working relationships between the two pharmacy professions utilising appropriate skill mix to optimise patient outcomes.

APTUK have started to work on the recommendations and some already link to our 2016/2017 strategic objectives. However, these will cross over to 2017/2018 and will be agreed at our strategy event on 21st /22nd July 2017.

Other research that APTUK are supporting by distributing survey links to our members is being conducted by Christian Thomas, of the Manchester Pharmacy School at The University of Manchester. This is looking at 'Exploring influences on how procedures are followed in community pharmacies' and we eagerly await the results of this interesting topic.

To continue to support our vision 'Leading pharmacy technicians to deliver professional excellence for patient centred care', once again, you will see by my list of meetings attended that I have engaged significantly with government from all of the four countries, the pharmacy regulator, other key stakeholders and organisations from all sectors to ensure that the pharmacy technician profession is fully utilised. I have continued to meet regularly with the GPhC, the Royal Pharmaceutical Society (RPS) and NHS England, as well as Education providers.

This year, I have been invited to speak on a variety of topics, mainly related to workforce development and skill mix, at a number of different events. These have given me the platform to explain the pharmacy technician role and the value we can bring, improving patient care. Events that I have presented at include the Sigma Community Pharmacy Conference 'Raising the Bar'; the Welsh Pharmaceutical Committee; Northern Ireland Heads of Pharmacy and Medicines Management Meeting; NPA practice and policy committee; PCPA conference and the RPS Pharmacy Workforce Summit right place, right time, right number: positioning the workforce for patients. Presenting at the RPS led to our APTUK ENGAGEMENT OFFICER speaking to Health Education England Thames Valley on 'the journey of patient care through pharmacy services: how can pharmacy support Sustainability and Transformation?' This was also the first time that a pharmacy technician had been invited to speak at the Sigma Community Pharmacy Conference. All of these events provided many opportunities for networking, sharing and raising the pharmacy technician profile.

As in previous years, I have continued to represent the Association, and pharmacy technicians, on a number of strategic high level national pharmacy projects including, to name but a few, the GPhC Continuing Fitness to Practise Advisory Group, the Pharmacy Reference Group for Out of Hospital Urgent Care, Summary Care Records Stakeholder Group, CPPE Executive Operational Board, CQC External Advisory Group for Medicines Optimisation, Community



Pharmacy Clinical Services Review Advisory Group, Pharmacy Public Health Forum, NHS Digital Forum, and last but not least, the Rebalancing Medicines Legislation and Pharmacy Regulation Programme Board. As indicated last year this includes the ongoing important work around 'Supervision'.

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

Ever since the initial ministerial announcement on 17th December 2015, that informed of the intention to reduce the community pharmacy contractual funding, APTUK have been proactively, at every opportunity, safeguarding the current and future role of pharmacy technicians. Our response to the department in February 2016 considered the potential impact of funding cuts on the skill mix of the pharmacy team going forwards and the effects this may have on pharmacy services for patients and the public. With the final announcement on Community Pharmacy in 2016/17 and beyond, in October 2016, confirming that the contract was set with a number of efficiency savings due to be implemented in December 2016, APTUK have been listening for the effect this is having on staff and skill mix. This will also form part of our strategy discussions held in July 2017. Alongside the October 2017 announcement was the information on the Pharmacy Integration Fund. The fund will support community pharmacy as it develops new clinical pharmacy services, working practices and digital platforms to meet the public's expectations for a modern NHS community pharmacy service. The announcement stated that from April 2017, funding would be ring-fenced for a programme of pharmacy technician clinical leadership development.

Next year I will strive to build upon the partnerships we already work within and seek to forge new partnerships as I believe that to deliver the scale of pharmacy services needed it is essential that we work together. As I said last year, it's extremely important that the pharmacy team utilises the skills, knowledge and expertise of its entire staff and continues to gain confidence in each other's abilities as it evolves together. I believe that we have started this journey albeit at a slower pace than we would have hoped.

This year we have renewed our partnership with Centre Postgraduate Pharmacy Education and look forward to continuing to work with them, particularly to provide support for our ever increasing numbers of Branches. It's appropriate at this point to thank the Branch officers for their commitment and support for delivering the Associations' aims. The Branches play such an important role in engaging with our subscription members, providing benefits and continuing development at a local level. We really do appreciate all the hard work and effort it takes, again on a voluntary basis. We really do offer our gratitude and thanks. We aim in the coming year to enhance the support that we offer you and to work more closely

together so that we can promote a unified presence.

Currently I am also in discussions with Wales Centre for Pharmacy Professional Education, Pharmacy Technician Scotland National Group and Pharmacy Management. During the last year I have also worked in partnership with the Primary Care Pharmacists Association on developing a guide for GPs employing pharmacy technicians in primary care. In May, we announced that we have entered into preliminary discussions, with the aim of working together, with UK Clinical Pharmacy Association (UKCPA) to promote and support inter-professional learning within the pharmacy profession. This is work in progress and we hope to see outputs of this early next year as plans mature for delivering a joint education event on the therapeutic area of pain.

This month we have also seen the launch of the on-line CPD module on 'Quality, Safety and Sourcing in Unlicensed Medicines' that has been developed in partnership with ULMedicines. Early indications suggest that ninety pharmacy technicians have already registered for the course.

In November 2016, the joint work of the 'Professional Standards for the Reporting, Learning, Sharing, Taking Action and Review of Incidents' undertaken by the Royal Pharmaceutical Society, Pharmacy Forum NI, and APTUK, were launched. Work is ongoing to support the implementation of these standards in practise, as this is integral to the impending change in legalisation on 'Dispensing Errors in Community Pharmacy'.

From my address so far, I am sure you can see that the workload of the professional leadership body has significantly increased and I am in no doubt will continue to do so.

This work has been ongoing throughout the year and at this point I would like to take the opportunity to sincerely thank the APTUK Directors and Professional Committee of National Officers for their time they freely give to support our Pharmacy Technician profession. Without their tireless efforts on behalf of our members and the profession, our strategic objectives would not be realised. Their continued commitment, dedication and hard work ensure we are a modern legal organisation that is fit for purpose. As I said last year but it is truer than ever, it has been an exceptionally busy year and I am sure that you will see from the Director and Workstream reports how much we have engaged and achieved successful outcomes. I encourage you all to read the Workstream reports to understand the range, depth and volume of the work and the initiatives we are engaged with.

It is an honour and a responsibility to offer, voluntarily, services as a National Officer and without such dedication the Association would not exist. Neither would it be recognised, as it is, as the Pharmacy Technician Leadership Body, by government, the regulator and other key stakeholders.

At this time of year traditionally some National Officers step down from their posts.

So once again this brings me to, personally and publically, thank the out-going officers. I would like to thank Leanne Beverley, Karen Haynes, Kate Postle, Claire Mills and Becki Major for their hard work and dedication in their Workstream roles. During the year, a number of National Officers also stood down mid-term, so I would also like to thank Kieran Casey-McEvoy, Diane Blunden and Rebecca Chamberlain.

Also stepping down is our Director and Secretary Joanne



Taylor and I would particularly like to thank Joanne for her personal dedication and support to me as a new incoming President back in 2014. Joanne took up her post at the same time and was instrumental in ensuring that APTUK was compliant as a new legally registered Limited by Guarantee not for profit organisation. For this mine and APTUKs heartfelt thanks are given. I would like to give APTUKs sincere good wishes to all the out-going officers for their future careers and ventures.

Our current membership coordinator, Lynn Ali, took over the post in May last year and has made a tremendous difference to our membership data. So, I would like to also give Lynn our thanks for all of her hard work and her attention to detail. We are truly thankful and fortunate to have her on board.

As we say goodbye to our outgoing officers, I would also like to personally welcome, our new National Officers joining the Professional Committee.

Before I do this however, it would be appropriate to make reference to our APTUK internal organisational restructure. As recorded in the 2015 meeting minutes, it was agreed that, under the Limited by Guarantee Memorandum and Articles, APTUK would alter the Association's governance as required to ensure we are an efficient, productive and modern organisation. This work has been ongoing since then and has resulted in streamlining and smarter ways of working. This year, for a number of reasons and linked to increased workload and workplace pressure both inside and outside of individuals 'day jobs', we have lost a number of APTUK National officers, both mid and full term. As already indicated the opportunities for pharmacy technicians are increasing with the current changes occurring in pharmacy and healthcare. Hence it is vital that APTUK provides professional representation on behalf of our growing diverse membership. Continuing the modernisation theme that I pledged at the start of my Presidency and as part of the Director's and Boards responsibilities, this needed to be recognised and addressed to ensure business continuity, succession planning and sustainability for the future of the professional leadership body. Thus, the organisational structure was reviewed to ensure it was fit for purpose and changes were made. A full internal consultation was carried out and evaluation of this was supportive of the change. Current National Officers were offered the opportunity to move into posts within the new structure. To also ensure that Directors and National Officers have the skills and attributes it was necessary to move to a recruitment process to fill vacant posts. Members were informed of this change electronically by email and were asked to provide feedback as appropriate. The responses received were positive and supported the change. However, a minority of member's required further information and APTUK published a newsletter which was placed in the members area of the website. Members were informed of this and emailed the newsletter link.

The vacant posts were advertised and a good response was received. Two applicants have been successfully recruited to the following posts:

Media Officer: **Lee Cogger**

Business Development Officer: **Oliver Jones**

We believe this approach increases productively whilst, at the

same time, is mindful and supportive of the health and wellbeing and work life balance of our volunteers. It is important that the Association continues to evolve and embrace the different perspectives that new officers can bring, so we extend a warm welcome to the team.

Some posts remain vacant; the Education Foundation Practice and Branch Liaison Officer have been advertised with a closing date of the 11th July 2017.

The Director Secretary role remains vacant and will be advertised along with the Finance Officer post shortly after conference.

Whilst we continue to operate in the constant of change, one object for APTUK is the same as last year, namely, the continuing support from our members. As I continually voice in my journal column, you are why we exist, you are our purpose. The number of members continues to rise and as of April 2017, again we have increased our membership by about 10%. This is pleasing and has met a key performance indicator for 2016/17; However, increasing our membership is an ongoing key priority. I would like to take this opportunity to welcome our new members and look forward to any feedback from all members to enable us to go from strength to strength.

Yet again as APTUK develops the coming year's business plan, our strategic themes will continue to focus on making the best use of the pharmacy technician as responsible and accountable professionals within the pharmacy team, wherever we work. I will repeat from last year that we will continue to influence and promote utilising the pharmacy technicians' skills, knowledge and expertise to help pharmacy better deliver patient/person centred care. We will continue to do this through our role as key and valued stakeholders. We will continue to uphold professionalism and excellence in all that pharmacy technicians do.

I am hugely encouraged that the Association is in an excellent place going forward. I do, however, urge you all to be advocates for your profession and spread the leadership messages encouraging your colleagues to join as members.

Although there are challenges ahead, there is also the promise that the immediate future has many opportunities and I am passionate about seizing these to continue to develop pharmacy technicians and the profession.

During the coming year, I will continue to drive working collaborative working with many of our professional pharmacy colleagues by taking forward discussions already in progress.

Lastly, I thank you all sincerely, for your support, and as said within my report, you are the Association of Pharmacy Technicians UK. I am inspired by all of the excellent work of pharmacy technicians and how this improves patient's wellbeing. I am thrilled, in my last year in this term of office, to be taking us into 2017/2018.



Tess Fenn MPharmT

President

president@aptuk.org



Membership Business Meeting

Results of Fellowship and Honorary Membership nominations

There were six nominations for the Fellowship award received this year and five nominations for Honorary membership

The Board of Directors of APTUK had unanimously agreed and supported the following nominations. Those present at conference received their Certificates of award at the Awards dinner. Congratulations were given by the President to all those successfully nominated.

Fellowship Award

Name of Nominee: Liz Fidler

Nominated by: Pam Bahia & Laura McEwan Smith

Pam Bahia & Laura McEwan Smith write:

Fellowship membership is the highest level of APTUK membership and recognises advanced expertise and sustained professionalism.

Liz Fidler is an outstanding, inspiring and respected pharmacy professional. She is a role model and mentor to many pharmacy technicians and pharmacists alike. Liz completed her training within community pharmacy. She has been a member of APTUK since 1998, which coincided with her first hospital post as a rotational pharmacy technician. Since that point Liz has supported the vision and values of APTUK and championed the capabilities of pharmacy technicians across a variety of roles.

In 2004 Liz joined Health Education England Kent, Surrey and Sussex where she was instrumental in the development, design and delivery of accreditations for pharmacy technicians and pharmacy support staff. Liz was also the chair for the NHS Pharmacy Education and Development committee, a role which enabled her to promote the development of pharmacy technicians and discuss the education and training required to support the extended roles that were developing.

Liz has also been an APTUK National Officer from 2013-2015, during which time she led on the strategic education agenda to enhance the education, training and development of pharmacy technicians. Notably, Liz chaired the Education Strategy Group which developed the APTUK Foundation Pharmacy Framework, and led the development of pharmacy technician champions to support implementation. She also championed the inclusion of free Pre-registration Trainee Pharmacy Technicians (PTPT) membership as a way of supporting new members to the Professional Leadership Body and pharmacy profession

She continues to support APTUK at local and national levels; she is a current committee member of the APTUK Kent branch, supporting committee and branch members with professional development opportunities as well as contributing to the social and educational programme to keep the branch modern and attractive to join. Liz also helped organise the annual conference whilst being on maternity leave and undertaking a CertEd. which clearly

demonstrates a passion and commitment to APTUK beyond the norm.

Liz is currently the Associate Head of Pharmacy at Health Education England London and the South East and the local office lead for Kent Surrey and Sussex. She is also the training programme director for PTPTs and leads on the strategy for education and training of Pharmacy Technicians and Pharmacy Assistants. These are key strategic roles that allow Liz to champion the role of technicians and APTUK at local, regional and national levels, and have allowed her to directly contribute to national policy and strategy to further enhance the profession.

In her national role. Liz has encountered many challenging situations where difficult conversations have had to take place. Liz has always used her leadership skills and experience to overcome these challenges and has, without question, kept the pharmacy technician workforce front and center in her thinking. Liz seeks opportunities to develop best practice roles for pharmacy technicians; she has challenged employers to increase the scope of practice of pharmacy technicians in the workplace and has facilitated this through the development of innovative Health Education England-accredited training pathways. Her support to other pharmacy technicians has been, and continues to be, exceptional. She has supported, coached and mentored many of us through current changes and made all of us realise our own potential at pushing through barriers and challenges; empowering us to contribute to and make important decisions about the future of our workforce.

The APTUK Fellowship Award is awarded to members who demonstrate loyalty to APTUK and exceptional professional performances are respected and made outstanding contributions to the profession and the cause of pharmacy technicians. I, and many others, feel Liz Fidler is more than deserving of this Fellowship award.

Fellowship Award

Name of Nominee: Ellen Williams

Nominated by: Mary Carter

Mary Carter writes:

I am pleased to write this letter of nomination for APTUK fellow membership for Ellen Williams

I have worked with Ellen in various roles since 2007 and I have always thought highly of her dedication and exceptional commitment to her roles and the pharmacy technician profession.

Ellen works passionately at local and national level always with the aim to promote and develop the pharmacy technician profession. She has contributed and led on the development of key national initiatives particularly relating to post registration pharmacy technicians accreditations.



Membership Business Meeting

Treasurer's Annual Address and Report for 2016/2017

She is always enthusiastic and determined in her approach and goes above and beyond in achieving outcomes.

As a National Officer for APTUK from 2011 to 2016 Ellen worked tirelessly as journal editor and events officer and gave much of her own time to support the organisation and its aims. I know how grateful our APTUK President was for Ellen's input into the APTUK and her dedication to this role was inspirational. So much so that she inspired me to apply for a National Officer post!

Ellen is an outstanding role model to the profession. Her years of dedication to the pharmacy technician profession deserve recognition and I believe that fellow membership would be a perfect way to achieve this. I know that she would be extremely honoured to achieve fellowship of APTUK and I would also be incredibly proud of her for achieving this.

If she won we might even see her 'spinning around'? ...*(Kylie Minogue pun! - Ellen is an avid Kylie fan)*

Honorary Membership

Name of Nominee: **Graham Stretch**

Nominated by: **Helen Pinney**

Helen Pinney writes:

Since beginning my career, starting as a dispensary assistant under Graham's management in February 2007, I have known Graham to be steadfast in his commitment to the development of pharmacy technicians; both the education, training and opportunities of his own staff and for the profession as a whole. His belief in the potential of pharmacy technicians within and beyond the dispensary environment has empowered me and my colleagues to take on greater responsibilities, new roles, and shape what I hope is to become the future of our profession.

Graham sees the merit in utilising the pharmacy team as a whole, and sharing roles appropriately between pharmacists and technicians to deliver better patient care and allow pharmacy technicians to achieve their full potential. His strategic vision for pharmacy technicians is clarified in every connection he makes; persuading peers, GPs, practice managers and all manner of health professionals to embrace the advocacy of pharmacy technicians in a variety of fields.

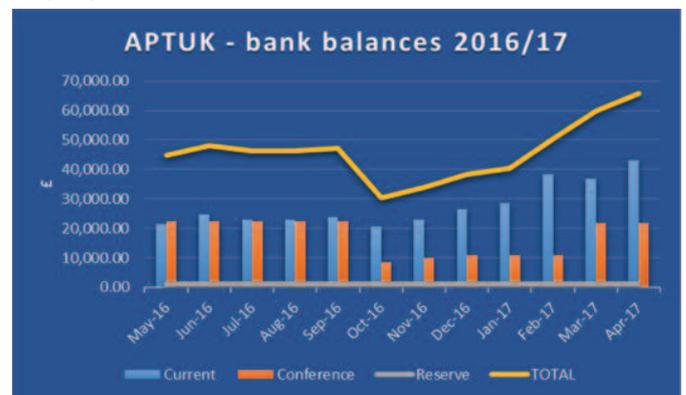
At every conference or meeting where Graham could quite reasonably present his own work to great acclaim, he will always push the role of the technician and share in his successes in order for us to better achieve the recognition we deserve in the pharmacy world. He is a leader in the truest sense; using his position in the profession to elevate those around him, and the advancement of pharmacy technicians is no small part of this.

While it's true that my own career would not have taken root without Graham's support, it is also my opinion that the recognition, respect and opportunity increasingly available to pharmacy technicians now is down, at least in part, to Graham and people like him. Therefore I have no hesitation in enthusiastically putting forward my nomination for Graham as an honorary member of APTUK in recognition of his continuous, consistent work for and alongside pharmacy technicians, and as a stalwart advocate of our benefit to the pharmacy profession.

President, Members, Fellows

This year I have a far more positive report regarding finances and membership numbers.

Last year I reported a gross deficit of just over £1000. I am pleased to announce that I expect a gross surplus of over £15,000, but await confirmation from the accountant.



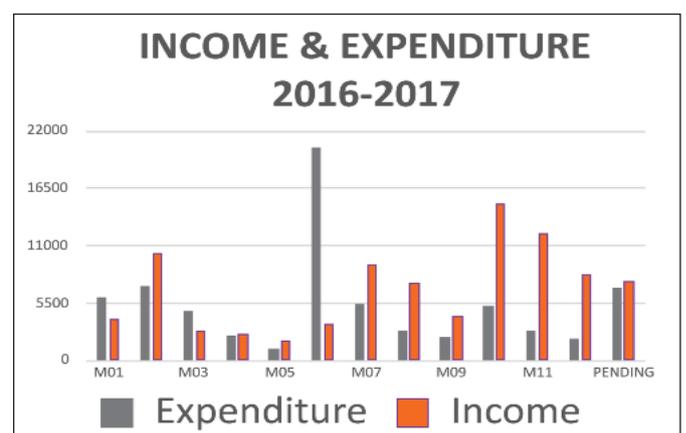
APTUK holds three bank accounts, a current, conference and reserve account. At the beginning of the year our bank accounts totaled just under 45K, but by year end our accounts closed at nearly 66K.

As mentioned in my report last year, it is essential that we reserve funds to ensure conference costs can be covered.

To be able to offer early bird and affordable delegate fees we need over £15K in sponsorship.

Many companies will now only pay sponsorship monies, once the event has taken place, hence the need for APTUK to hold reserves.

We also need to invest in the business, a key priority being the website.





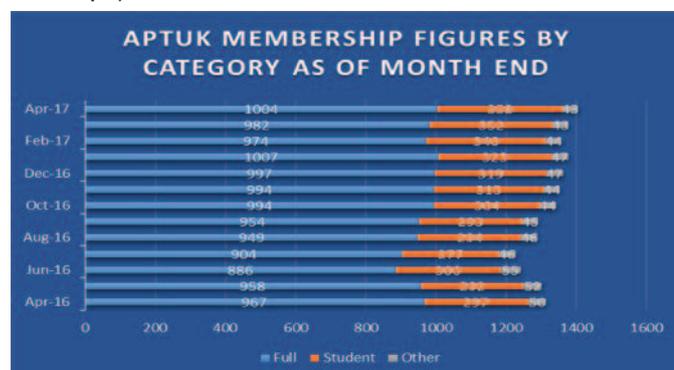
The increased income (see the grey bars) has been achieved by raising the membership fees, plus an increase in member numbers, which I will come to in a minute.

My thanks go to Lynn Ali, our Membership Coordinator, who has been persistent in contacting those members who underpaid due to not changing their standing order, when fees were increased in September 2016.

I must also thank Leanne Beverly, our Business Engagement Officer, who has worked hard to achieve an increase in sponsorship as well as securing over £4000 of advertising sales.

The graph demonstrates large fluctuations in both income and expenditure throughout the year.

The majority of our income is still received between February and April. The peak in expenditure, in October, is due to payment of conference costs.



Moving onto membership, you can see our numbers have significantly increased with full members totalling 1004 and students to 358.

At the year-end – our membership totalled 1405 and this trend has continued over the last two months.

At the end of June our membership had increased to 1454. This is a superb response due to the efforts of the officers manning the APTUK stand at the recent clinical pharmacy congress event in London.

Lynn has diligently attempted to contact all members to ensure the database holds correct information. Sadly, there are still a small number of members who have not responded to telephone calls, emails or a letter. These people have been removed from the database.

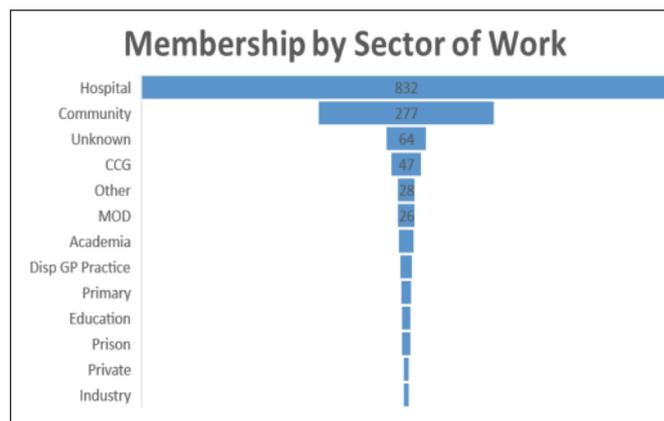
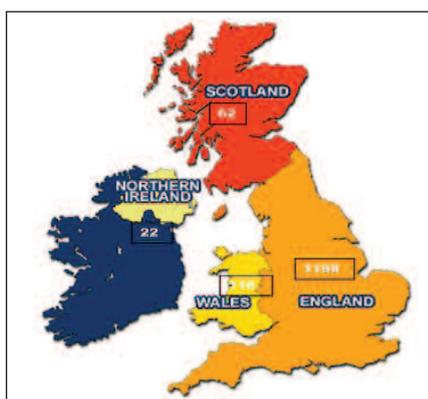
At last year's forum, I was asked for more information about the spread of members over the UK.

At our year end, there were 23,326 registrants with the GPhC, of which 5% are APTUK members.

However, in Scotland this falls to 2%. Wales is slightly higher at 5.4%. Ireland is in the lead at 25%.

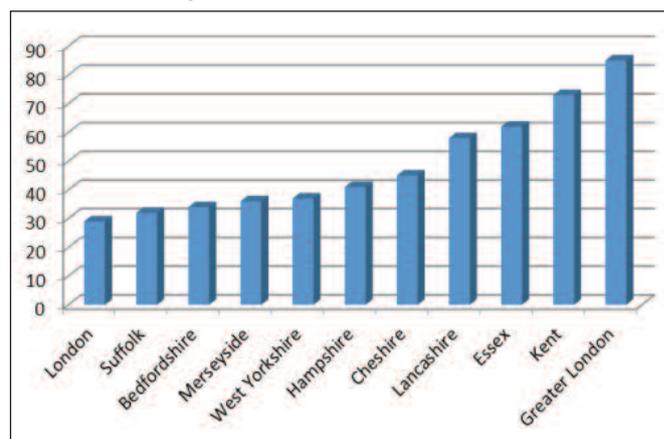
Our membership continues to be dominated by the hospital sector, but the variety of new and one-off roles is increasing.

There are still a



small number of members for which we have not been able to categorise but I know Lynn will succeed in tracking everyone down over the next few months.

I would encourage existing members to aim to recruit at least one pharmacy technician from the community sector - face to face conversations are the most effective method. Next time you are visiting a community pharmacy, talk to them about their professional leadership body and the benefits of being a member.



Membership by county

Finally, I hope you have had time to review the large poster and the number of members living near you. It is quite interesting to see where our members cluster and where there are opportunities to start up new branches. Please make use of the data, see if you can start a branch in your area.

Invites can be sent on behalf of those wanting to start up a branch via our communications team.

As you can see on the graph there are four counties with over 50 members.

I hope next year, to see more counties reaching this number.



Diane Meech
APTUK Treasurer
treasurer@aptuk.org



Membership Business Meeting

Membership Business Meeting Secretary's Annual Report

President, Directors, National Officers, Members, Fellows

Again, this has been a busy year for APTUK and the Secretary has maintained the Companies House official documentation. This includes 'Directors Declaration of Interest' forms and 'Director Statements'. Also 'Declarations of interest' and 'Statement of National Officer' document forms for all National Officer, covering responsibilities and obligations are required by the Association. These documents together with every copy of the minutes of each Director and PC meeting all constitute the statutory register. These are held in an additional registered premise with Companies House, and any changes to any part of the register have to be completed within a stated time scale as a legal requirement.

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

The returns for Companies House were updated following the resignation of one of the Directors mid-term.

Since AGM last year, the Association has had a number of National Officer Co-options. These were for the posts of Events Officer, Business Development Officer and Media (following the vacancy of the post mid-term). Once again, the Secretary has liaised with colleagues on the Professional Committee, to ensure that all information regarding co-option is relayed to our members as promptly as possible.

As already mentioned by the President, the selection of National Officers, this year, following the organisational restructure has moved to an interview process. Posts were advertised on the website and through personal emails to members. To ensure that members were included in the decision making, interview panels consisted of Directors, Fellows and Subscription Members.

As the selection of the new National Officers has been recent, all due processes will be followed to ensure correct

documentation is in place.

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

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

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

On behalf of the Secretary, the Fellow and Honorary membership process was coordinated by the Vice President. This year saw an increase in the number of nominations for both awards which is testament to the value of pharmacy technician's commitment and their supportive colleagues. The judging of the awards was against specific criteria and it is pleasing to confirm that two fellowships were awarded along with a highly commendable honorary membership.

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

**Report compiled by Tess Fenn, President & Julie Mathieson
Vice President on behalf of Joanne M. Taylor - APTUK
Secretary – June 2017.**

SPECIAL MENTION

Thank You Wendy Holloway from Reading for taking control of the situation and rescuing me when I was choking at the Conference Dinner. I am very grateful for your help and advice and for keeping me calm when I was panicking, and I would like you to have recognition for all your help.

Thank you once again

Judith



Membership Business Meeting

Meet your new National Officers



Oliver – Business Development Officer

Oliver started working part time for a large multiple pharmacy whilst studying for his A levels. He qualified in 2014 whilst working for an independent community pharmacy. In 2016, he started his current role for NHS NEL Commissioning Support Unit, based in Norwich. His work involves dealing with controlled drugs incidents in Norfolk and Suffolk on behalf of the NHS England accountable officer. His role also encompasses dealing with the primary care rebates for 4 CCG's in Norfolk. In September 2016, he also started working for the Centre for Pharmacy Postgraduate Education as an Events Tutor.



Lee – Media Officer

Lee qualified as a pharmacy technician with Dartford & Gravesham NHS Trust in 1998. The same year he moved to Greenwich District Hospital as a rotational technician and within a few months specialised in aseptic services as a Senior Technician. In 2000 Lee moved to Guy's & St Thomas' NHS Trust specialising further into chemotherapy production managing the satellite chemotherapy unit, still as a senior technician.

Lee is currently the Chief Technician Cancer Services – ePrescribing (ChemoCare) Network Manager at the Royal Free London NHS Foundation Trust. He holds the A1 NVQ Assessor Award, is a Medicines Management Pharmacy Technician and is qualified as a PRINCE2 Practitioner and he is currently undergoing his ACPT training.

Lee is proud to have successfully applied for the National Officer role and looks forward to being well placed to champion Pharmacy Technicians and the pharmacy profession.

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We are currently offering a financial package to Students in their 2nd yr of training in the form of a £3.7K (taxable) bursary that decide to join the RAF Medical Reserves. We are also recruiting fully qualified Pharmacy Technicians who are registered with the General Pharmaceutical Council (GPhC). This is an opportunity to apply and develop your skills in an environment of unique personal and professional challenge.

Your commitment can be as little as 27 days per year, for which you'll receive pay and an annual tax-free lump sum (currently over £1700 after five years service). You can join up to age 50 (or 56 with previous military service).

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APTUK 2017 Conference

The Katherine Miles Poster Award 2017

The annual poster award is named after the founder of the Association of Pharmacy Technicians UK; Katherine Miles OBE and is sponsored annually by Helapet.

The competition supports the development of pharmacy technicians by sharing best practice, innovation, research and development. The APTUK Professional Conference and Exhibition gives pharmacy technicians a platform to showcase their projects and achievements through posters. We are thankful for the support, involvement and sponsorship of the Katherine Miles Poster Award from Helapet. We are grateful for their continued support to the education and development of pharmacy technicians and this award would not be possible without them; thank you Helapet!

The number of abstracts submitted and accepted this year exceeded the number of entries from last year. There has been some fantastic work going on within the different sectors and specialities within pharmacy – and by pharmacy technicians! All posters submitted were exceptional and left impressions with many delegates and speakers alike. So many pharmacy technicians showcasing innovative ways to improve patient safety, save costs, implement new services and even enhance services already in place to ensure a better patient journey. The posters submitted were displayed throughout the two-day event; this allowed delegates, speakers and exhibitors an opportunity to view, ask the authors questions, network and vote for the APTUK Peoples Poster Prize.

Judging for the Katherine Miles Poster Awards took place prior to the conference and the APTUK People Poster Prize was selected by delegates, this was done by texting to vote for their favourite poster.

Christopher Steng, the Marketing Manager for Helapet was present at conference to award the prizes to each of the winners.



Gemma Purver accepting 1st Place at APTUK 2017

East Kent Hospitals University NHS Foundation Trust

Pilot Project of Pharmacy Staff in the Emergency Department (ED) at East Kent Hospitals University Foundation Trust (EKHUFT)

Gemma Purver, Lead Ward Service Pharmacy Technician
Gail Franklin, Acute Medicines Pharmacist
Rebecca Morgan, Lead Clinical Service Pharmacist

Introduction

The recent publication by Lord Carter of Coles highlights the need for Clinical Pharmacy Services to work closer to the front door in Acute Hospitals with 80% of all staff being ward based. In order to support this movement this project was undertaken at EKHUFT and the impact reviewed. This project also supports the Hospital Pharmacy Transformation Project (HPTF) in line with the recommendations of the Carter Report.

The project targeted the patients presenting to the ED at the William Harvey Hospital in Ashford, Kent and Pharmacy undertook patient centred Medicines Reconciliation (MR). The project also included integrating ourselves into the multidisciplinary teams, including the Integrated Discharge Team (IDT) in the ED to support patient flow into and out of the hospital.

A BMJ study noted – "Medication contributes to 5-20% of hospital readmissions, or which half are considered preventable". With this in mind, the importance of the MR in the ED is clear, as it is an ideal place for a pharmacy team to base themselves.

Health Education England also published a recent study¹ exploring the role of the Pharmacist in the ED and whether they could follow a training pathway, working as a 'specialist generalist', under the supervision of a doctor.

The other important point to consider is the current NHS crisis, where higher numbers of patients are attending EDs and the support that Pharmacy could offer an already pressured ED.

The project wanted to see what opportunities there were for Pharmacy teams in the ED, initially undertaking MRs and developing a service in line with the above before the patient is discharged home, or to a ward.

Results

Pharmacy staff recorded all tasks carried out and results showed that over the 2-week period the ED pilot team undertook 282 tasks and completed 183 MRs. 122 of those MRs of patients were admitted to hospital. There were 46 stock requests, an additional 35 requests from staff for advice and 5 episode of patient counselling was undertaken.

Patient Focused Tasks

Patient Movement from ED

Feedback received from the ED team was that the Pharmacy presence was appreciated as a helpful resource from both patients and staff. It was an excellent opportunity to have the important conversation with patients about their medicines. Accurate MRs completed before discharge will improve patient flow and reduce length of stay, which in turn reduces adverse effects and enables more effective prescribing.

A total of 66% of the patients seen in the ED were discharged directly to a ward and not only contributing to increasing the EKHUFT MR rates, but also getting medicines right early and providing the patient with a better experience.

Aims and Objectives

- Evaluate the effectiveness of Pharmacy staff in roles in the ED
- Undertake Medicines Reconciliation (MR)
- Counselling patients on medications if requested by ED staff
- Providing medicines advice to staff
- Providing a liaison between pharmacy and ED including screening prescriptions

Method

This project was undertaken at the William Harvey Hospital site for the 2-week period between 23rd January 2017 to 5th February 2017. The site receives an average of between 80 and 100+ patients daily into the busy Acute Hospital setting. Both a Pharmacist and a Technician worked on the ED unit during the week and at weekends undertaking a good mix of shift patterns between the hours of 8am to 7pm, both together and separately to determine the optimum level of service and the demand from the ED on Pharmacy services.

The ED was informed of our project and supported the Pharmacy team presence within the department before the pilot was due to take place. The Pharmacy Technician produced posters of contact details and times of presence on the ED and discussed with senior ED staff where Pharmacy were best placed. We agreed that given limited capacity for space we utilised their drug cupboard area and this was where we would integrate ourselves into the ED team.

Conclusions

Following this project Pharmacy have placed a Technician service on the ED between the hours of 9am and 4pm each day processing MRs on as many patients as possible before they are discharged either to a ward, directly home or to community services. The designated technician is also available on a bleep for any queries or supply issues the ED may have during this time.

Technicians have been integrated from other areas to the ED supporting the HPTF and movements in the Carter Report.

EKHUFT have also employed a Pharmacist to support the technician in the development of the service on the ED, screening of complex queries and urgent prescriptions. This pharmacist also supports the Clinical Decision Unit (CDU) and the Emergency Assessment Unit (EAU) – both areas used by the ED for patient flow. There is also on-going work to develop this service further as EKHUFT will be using electronic prescription charts in the future and therefore it is vital to look into further developments in recording MRs electronically.

References

- The Carter Report
- The Hospital Pharmacy Transformation Project
- BMJ Article – Impact of Integrated Medicines Management Service on preventable medicines-related readmission to hospital: a descriptive study
- Health Education England report "Clinical Pharmacists could have a major impact on patient care in A&E"



First Place!

Congratulations to Gemma Purver from East Kent Hospital University Foundation Trust. Gemma was presented with 1st prize for her poster entitled: 'PILOT Project of Pharmacy Staff in the Emergency Department (ED)'. Gemma and her team conducted a pilot to evaluate the effectiveness of pharmacy staff in the different roles within the emergency department. The pilot has allowed a pharmacy technician to be placed in the emergency department five days a week to conduct medicines reconciliation prior to being transferred to wards and to support nursing staff with queries using electronic resources which are accessible in the emergency department.

Second Place!

2nd prize went to Karen Manson and Olivia Palfreyman from NHS Sheffield Clinical Commissioning Group for their poster entitled: 'Innovation in Prescription Ordering for the Patients of Sheffield'. The aim of their project was to reduce the number of items prescribed and medicines waste, to increase the optimisation and safety of the medicines prescribed whilst ensuring that all the items ordered were



Innovation in prescription ordering for patients in Sheffield

2ND

Aims
To substitute medicines made and support patients to get the best outcomes from their medicines

Objectives
• Introduce the optimisation and supply of medicines prescribed while ensuring all items ordered are actually required
• Continuously improve services and outcomes of patients across Sheffield
• Reduce the number of items prescribed

Method
The multi-disciplinary POL team in technical led and include MPharm and MScAs equipping staff to fully support implementation of the service.
A central team will review medication requests following an algorithm, checking whether:
• The medication is due to be ordered
• The request is appropriate
• The medication is correct for the prescription type (e.g. acute or repeat)
• The dose is correct for the patient
• Medication related information is recorded on a template allowing quality aspects of the service to be documented and reviewed
• The POL team support other medication management initiatives:
• Supporting and advising patients, where medicines are being reviewed
• Identifying inappropriate prescriptions
• Identifying patients in medication optimisation
• Identifying complex clinical issues (based on knowledge and limitations of operators)

Results
• Safety fall in prescribed items and associated cost - see graph
• Establishing a new and sustainable rate of MMSAs within the MMT
• Utilising the POL team to optimize POL, sub-optimal ordering, history of quality risks concerning the number and types of interventions
• Introduction of support to staff name ordering
• Reduced high patient satisfaction with the service
• Working in partnership with GP practices and local pharmacies
• 312 5 patient referrals to GP for review. This equates to an average of 28 patients per practice
• 665 EPSSC pharmacy practitioners' support following patient request
• Supporting patients, GPs and pharmacists making the correct and disposing process more efficient and consistent
• Reduced 13 significant clinical observations resulting in harm
• Patient feedback indicating the best feedback related to handling enquiries and staff support and outcome was patient satisfaction
• 83 year old patient requiring hospital admission to the ward due to taking medicines but with patient medicine reviewed soon after to avoid ordering

Discussion
Practice points led to a gradual change in results have highlighted the impact of practice engagement and change in prescribing practice. Feedback to staff as a positive reaction to items ordered was seen across the 9 practices.
The POL as an established service with plans for expansion on a Sheffield-wide basis, allowing optimisation of medicines for patients across the city. The service has coordinated the delivery and service of a set of medicines. Through learning from previous work, the service is able to identify challenges and barriers that have been identified and are being addressed. The service is a significant pre-implementation work programme.
The POL sits within the MMT QIPP agenda:
• Greater accuracy of prescriptions generated to only items required by patients and required
• Reduced cost for medicines prescribed through direct contact
• Reduced risk for medicines prescribed through direct contact
• Reduction of medicines waste and pharmaceutical costs via reduction in prescribing
• Reduction in general practice repeat prescriptions workload
• Over 1000 of medicines by third parties

% Change in Items and Cost of POL and Non POL Practices Compared to Qtr 1 2016/17

Practice	Items	Cost
Practice A	10%	15%
Practice B	12%	18%
Practice C	11%	16%
Practice D	13%	19%
Practice E	14%	20%
Practice F	15%	21%
Practice G	16%	22%
Practice H	17%	23%
Practice I	18%	24%

Third Place!

3rd prize went to Sue Jones from East Kent Hospitals NHS Foundation Trust for her poster entitled: 'The Implementation of Pharmacy Assistants working in a Clinical Environment (ward setting) at East Kent Hospital'. The project was implemented to place ward based pharmacy assistants on a Clinical Decision Unit to help reduce the amount of Patient's Own Drugs (PODs) checked by the pharmacy technician allowing them to increase the medicines reconciliation rate. The project ran over a four-week period and the results showed that the pharmacy assistant saw 266 patients where 140 of the patients PODs were checked. This in turn increased the rate of medicines reconciliation conducted by the pharmacy technician from 127 to 160 within the four-week period. This project is now being rolled out across the trust and all pharmacy assistants completing this patient facing role will be enrolled on the Care Certificate programme.

The APTUK People's Poster

This year we asked delegates to vote for their favourite poster by text. The winner for the 2017 APTUK Peoples Poster Award was Nicola Horan from East London NHS Foundation Trust for her poster entitled: 'A Project to Increase the Number of Patients Receiving Medicines-Related Counselling from Pharmacy Staff'. The aim of this project was to increase the number of patients receiving medicines related counselling. A key performance indicator (KPI) communication sheet was generated, which could be accessed by all members of the clinical pharmacy team, and was kept up to date in real time. This ensured that members of the team were not constantly checking each patient's clinical notes to identify who had already received medicines related counselling. Eight months after implementing the KPI Communication sheet there was a 56% increase in the number of patients receiving written information about their medication and a 22% increase in the number of patients receiving one-to-one counselling from a member of the pharmacy team. Nicola had also identified that there was 14% increase in the number of patients receiving discharge counselling and the pharmacy team are working towards increasing this number.

Well done to all that showcased their posters this year and huge congratulations to this year's winners!

The posters are available for view within the members section on our website at www.aptuk.org

Don't miss out on a fantastic opportunity to have you and your team recognised as leaders in your profession! We encourage you all to share ideas, best practice and impact that they have on the service that it delivered to patients.

Do get in touch if you would like any further information on any of the posters at conference.

Further information for the Katherine Miles Poster Awards 2018 will be on the website soon.

The Implementation of Pharmacy Assistants working in a Clinical Environment (ward setting) at East Kent Hospitals NHS University Foundation Trust (EKHUT)

3RD

INTRODUCTION
East Kent Hospitals NHS Foundation Trust (EKHUT) is a world-class tertiary and quaternary care trust. The Pharmacy Assistant (PA) role was introduced in a Clinical Decision Unit (CDU). The PA role was created to deliver the role of a Pharmacy Technician (PT) on the ward setting and to support the role of the PT in the ward setting and to support the role of the PT in the ward setting.

AIMS AND OBJECTIVES
• Increase the Medicines Reconciliation (MR) rate of Pharmacy Technicians
• Identify the education and development requirements for the role
• Standardise the role of the PA on the wards

METHOD
Data was collected over a 4 week period. It compared the MR rate of a Pharmacy Technician (PT) and a Pharmacy Assistant (PA) on the ward setting. The PT checked and reviewed drugs against the patient's medication list. The PA checked and reviewed drugs against the patient's medication list. The PT checked and reviewed drugs against the patient's medication list. The PA checked and reviewed drugs against the patient's medication list.

RESULTS
266 patients were seen by the PA during a 4 week period. 140 patients had PODs which were checked. On 20 occasions, PODs were checked on the CDU and PODs were transferred to the ward. 3 missed doses were identified and reported. The MR rate of the Pharmacy Technicians increased over the 4 week period from 127 to 160.

The Role of a Pharmacy Assistant CDU

The 19 Care Certificate Standards

1. Understand own role
2. Own personal development
3. Duty of care
4. Equality and diversity
5. Work in a person-centred way
6. Communication
7. Infection control
8. Health, safety and security
9. Public health
10. Safeguarding
11. Safeguarding children
12. Safeguarding adults
13. Safeguarding children and adults
14. Safeguarding children and adults
15. Safeguarding children and adults
16. Safeguarding children and adults
17. Safeguarding children and adults
18. Safeguarding children and adults
19. Safeguarding children and adults

CONCLUSION
The impact of introducing an ATC into the CDU can be summarised as:
• An ATC has been successfully integrated at ward level which has reduced the demand on Pharmacy Technicians time, allowing a team approach to patient care.
• The Care Certificate will be used for all ward-based ATCs.
• This role has reduced Pharmacy Technicians time spent on checking patient care by checking repeat doses and returning PODs to the ward from the CDU.

FURTHER WORK
Due to the success of the project, it will now be rolled out across the Trust with additional ward-based ATCs in place. All ATCs will be trained in the Care Certificate standards. The Care Certificate will be used for all ward-based ATCs. The Care Certificate will be used for all ward-based ATCs. The Care Certificate will be used for all ward-based ATCs.

actually required. The Prescription Order Line (POL) is centred on repeat prescription ordering service and is technician led. Patients call the POL and trained staff go through an algorithm checking a range of items including if the medication is due, request is appropriate and supporting patients in medicines optimisation. POL is now an established service and there are plans for expansion on the neighbourhood basis, allowing access for up to 130,000 patients within Sheffield during 2017.



Pam Bahia MPharmT

National Officer for pharmacy technicians:
Advance Practice Officer
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APTUK 2017 Conference

Bursary places

On Sunday, 2nd July, pharmacy technicians from across the UK descended on Cardiff to attend the APTUK Annual Professional Conference.

It turned out to be busy days for all attendees, with a packed program; for me, it was an even busier day! Setting off from home for the drive from London to Cardiff at 5.30am.

Tess Fenn, APTUK's President gave an update on the work that our professional leadership body is doing to represent us behind the scenes; as well as providing an update on policy from Scotland, England and Northern Ireland. One of my favourite Charles Darwin quotes from the whole weekend, was delivered during Tess' presentation "It is not the strongest of the species that survive, nor the most intelligent, but the one most responsive to change"; which in this context was to show how versatile we need to be as pharmacy technicians, to be responsive to any changes needed as our pharmacy professional careers change.

The Chief Pharmaceutical Officer for Wales delivered a great bilingual presentation on the pharmacy policy in Wales, and opened with a few Welsh pharmacy facts including; 2500 pharmacists, 1700 pharmacy technicians, 717 community pharmacies, seven Health Boards. I found it very interesting to be able to compare the policy from Wales, and that of my home country of Scotland against that of England; where in the smaller countries there seems to be a lot more joined up work than in England.

One of the key sayings from the weekend was "working to the top of your licence". This was said numerous times, by several different speakers, and I found it very timely with the current role of the pharmacy technician being so fluid and diverse, but it does bring up the question of 'what is our professional identity?', and what are both the benefits and the challenges that this brings with it.

I am an avid supporter of pharmacy technicians administering medications, so I just had to go and hear Julie Powell from Mid Cheshire Hospital NHS Foundation Trust tell us about her role in medicines administration. It was great to hear a true-life role within administration and the challenges that Julie faced, but how she managed to overcome this, and have a very successful and, what sounded to me, a very rewarding role, highlighting exactly how much clinical involvement pharmacy technicians can have and how continuity of care provides so many benefits to patients.

The Sunday evening was the annual APTUK awards dinner and dance. Sadly, our London Branch didn't win Branch of the Year, but congratulations to all those who did win an award.

Monday morning kicked off with presentations, but it was so motivational to be able to hear Samantha Quaye (last year's Outstanding Contribution Award winner) speak

about her pharmacy journey so far. Showing the high times, the low times and everything in between.

All in all, a very motivational and inspiring conference which has allowed me to get deeper insight into the roles of pharmacy technicians, and policy. I only briefly covered some of the days so you really need to be there and experience it yourself. I would highly recommend going to next year's conference. I'm truly thankful I was able to get a bursary place as otherwise I'd have missed a fantastic 2 days.



Kieran Cassey-McEvoy MPharmT

Senior Pharmacy Technician, Medicines Finance
King's College Hospital NHS Foundation Trust
kieran.cm87@gmail.com

Having been a member of APTUK for the past three years I had become interested in attending the annual conference. When I found out it was to be held locally in Cardiff this year...how could I not? Unfortunately, circumstances meant it was not to be, until I was told to go and try for a bursary. I am so glad I did! Bursary offered, accepted (thank you APTUK) and away I went.

It was so refreshing to be at a Conference that was catering to the needs of 'us' pharmacy technicians. Any apprehension prior to arrival quickly disappeared.

Everyone was friendly and everyone was eager to talk; sharing where they worked and what their role was. This was to be a key theme of the whole conference: The diverse and evolving role of a pharmacy technician. From working in the MOD to administering medication on wards, there are too many to list!

Andrew Evans, Chief Pharmaceutical Officer for Wales gave a charismatic presentation from the Welsh perspective focussing on Prudent Healthcare and highlighting the role everyone must play in helping the NHS run more efficiently and to improve the overall wellbeing of the nation. There were also so many great posters presented at the conference showing that pharmacy technicians possess many skills and should indeed shout about it.

The workshops were many and all had great content that catered for all sectors.

The one that stands out for me was Osama Ammar's talk on the 'Consultation on revalidation for pharmacy professionals'. He was insightful and gave understanding on why these changes are needed. I personally welcome the changes to our CPD and feel that calling it 'revalidation' will hopefully bring us more in line with other more recognised health professionals. We certainly deserve recognition for

all the hard work we do in our registered pharmacy technician roles.

It was also an honour to be able to attend the APTUK Forum & Members Business Meeting. To experience this reinforced the reason I became a member of the association in the first place. Throughout the conference it was great to hear APTUK President Tess Fenn's enthusiasm when talking of all the hard work APTUK has done responding to many consultations in order to get our pharmacy technician voices heard; speaking out and for all pharmacy technicians across the UK.

Coming away from the conference I have been able to share my experiences not only with my team but with other technicians attending the same WCPPE Public Health course as I am. We discussed what went on during the two days and the variety of information and knowledge that was taken away. I am hoping they will attend next year and could even apply for a bursary or submit a poster. I was also able to explain what being a member meant and am looking forward to seeing our numbers increase.

Overall, it was refreshing to realise that I am also part of this wide, diverse and evolving group of pharmacy technicians; which left me a greater sense of achievement for the role that I do.

Emma Thomas MPharmT

Medicines Management Facilitator (Domiciliary Care)
Abertawe Bro Morgannwg University Health Board

Driving our profession forwards and why collaborate and not compete is the way forward.

Having taken the leap of joining APTUK three years ago I finally had a space in the diary to attend the annual conference. This year taking place in sunny Cardiff at the Hilton right next to Cardiff castle (the less said about drawbridges the better). Having previously only attended one-day conferences, albeit with a colleague at my side, it was a daunting prospect. So here I was outside the Hilton, a little nervous, on my own and not knowing anyone visually (if you're on Telegram then you'll understand!).

I couldn't have been more wrong, a warm and welcoming atmosphere greeted me, a coffee and quick look round the venue before the off. The welcoming address really set the tone and focus of the conference and Tess brought us up to speed with where pharmacy currently sits in the grand scheme of things. Although the picture's not too rosy in some aspects, as an association we are working on ways to manage this and protect pharmacy technician roles. It was great to hear from Andrew Evans how Wales have created their own joined up healthcare IT system and the improvement to patient care it has made.

During the break, it was time to mingle over coffee and a pastry, peruse the stands and find my 'telegram' friends. After a quick catchup it was time for the workshops. The workshops on offer covered a broad spectrum of topics from the new proposed CPD changes to CQC inspections, working in the armed forces to medication doses in children. Content from the workshops I attended was high

and I came away with nuggets of invaluable information each time.

The exhibition stands covered a range of things from new products, to recruitment and training. Of particular interest is the development in the training area for pharmacy technicians, the Level 4 diploma course run by Bradford College is definitely on my to do list along with the pharmacy technician courses that CPPE are proposing to support us across the sectors. And besides who doesn't love a free pen and post-it note?

By far for me the best part was meeting new faces, finding out what they are doing, projects they are working on, and discussing any struggles they may have had. Having worked in community pharmacy for 16 years before general practice I felt I was very much in 'a bubble', opportunities to network are limited and there is less scope to get together with your counterparts. APTUK bring you all together and I can honestly say the camaraderie amongst pharmacy technicians is phenomenal; we really are a force to be reckoned with!

I have come away feeling empowered and energised, a new drive to push forward the role of pharmacy technician in general practice and strive to provide my patients with an efficient service, yet for the NHS, a cost-effective service. With this, also the need to promote the roles that are opening up to pharmacy technicians in general practice and to show those colleagues and friends who are still 'in the bubble', what is available and help them to broaden their horizons. I have gained likeminded friends and contacts across the sectors, learned a great deal about projects others are working on, areas for scope to develop into, and ways to improve my own working that I would have otherwise not found.

Attending APTUK has given me the confidence to put forward what I want to do and how it will benefit patients, to think outside the box for providing patient centred care, to evaluate current processes and see how a pharmacy technician can input or improve the current working. Since returning to work in general practice I am currently shadowing our practice nurses in INR, hypertension and contraception clinics with the view to joining these clinics. This team approach should help to reduce wastage and save money as we look to set patients up on electronic Repeat Dispensing (eRD), switch medicines in line with our current CCG guidance for cost saving, remove any medicines no longer required and ensure that patients receive the best experience in our care.

My advice, whether you're a community, hospital, general practice or industry pharmacy technician, join APTUK, their collaborate non-compete approach with copious amounts of learning and support is the best way for us as professionals to drive our profession forwards and together.



Sophie Ligat MPharmT

CCG Practice Support Technician
MAPCPharm MPharmT



APTUK 2017 Conference

Dear members,

I was very pleased and excited to have been awarded a bursary place to attend the APTUK annual conference in Cardiff this year. It was a fantastic two-day event giving me the opportunity to network with other professionals with different roles.

It was great to see how other technicians around the country perform in their roles and practise to the top of their licence. The master classes and workshops were varied and the ones I attended gave lots of thought and made me engage with others sharing ideas and working together, the atmosphere was full of energy and excitement.

Presentations given by speakers were of good quality who shared their experience and knowledge which answered many of my questions I had, and they were relevant to my job role. I particularly enjoyed the presentation on Care Quality Commission; this gave me an insight to what happens during a CQC inspection. During one presentation, it was good to see and discuss the GPHC standards and how there are free standards apps for Apple and Android devices.

Throughout the whole conference we were reminded of the essential role of pharmacy technicians in providing patient-centred approach, and for technicians to adapt to meet the growing demands being placed on the sector.

The highlight for me was to see so many show case posters on display from all around the country displaying the work that has been achieved by pharmacy technicians. It was good to hear that this year was the highest number of poster entries put forward for the Kathrine Miles award. It was good to hear that the membership numbers were up and how much invested time was put in by the national officers showing their commitments over the past 12 months.

The conference was very well organised, and the accommodation was of very high standards, I enjoyed the evening event and the awards ceremony. This encouraged me to put forward more candidates for awards from my Trust next year.

I will take back what I have learnt from this conference and share ideas and new experiences with my fellow colleagues and most certainly encourage them to attend next year as this is an experience they will remember.

It was good to be told that the APTUK conference will be held in all four countries and not just in England. This will give everyone the opportunity to attend.

Once again, I would like to thank APTUK for funding bursary places.



Seema Sharma, MAPharmT

Lead Technician Education & Training,
Bedford Hospital NHS Trust

Despite having spent a decade and a half working as a pharmacy technician, this was my first APTUK conference, and a positive experience. Submitting an entry to the Katherine Miles poster award was also a first for me; this year I collaborated with a colleague and produced a poster

which highlighted some of the education & training work which has taken place recently in our department. Working on a poster such as this is an excellent opportunity to take a step back from day-to-day working life and examine what exactly it is we do, and how it contributes to the bigger picture of the pharmacy service. The benefits of carrying out the work required for a poster like this can be felt long before anyone ever lays eyes on the finished document.

One of my favourite parts of this year's conference was spending time browsing the other poster entries. The poster exhibition provided plenty of inspiration for initiatives to consider in my own workplace and proof, if proof were needed, that pharmacy technicians across the land are pro-actively providing services to patients which are not only high quality, but also innovative.

Although I have been a member of APTUK for several years, until this year I had never attended a branch meeting - there was no branch within easy reach. Happily, this has now changed and earlier this year I was involved in the formation of a new branch in Bedfordshire (look us up if you're nearby) and have found that the benefits of APTUK membership really come into their own when your involvement stretches beyond flipping through the pages of the journal four times a year. At the time of writing, our next branch meeting is less than a week away and I look forward to reporting back from the conference to our members who weren't able to make it to Cardiff themselves.

The conference itself ran smoothly and provided content which covered a wide range of topics relevant to the profession. There were plenty of opportunities to engage with other pharmacy technicians over and above the usual bog standard "coffee & networking" sessions (although the coffee was plentiful). Every workshop I attended had some kind of interactive element and this usually led either to healthy debate or emphatic eruptions of agreement as multiple parties realised they weren't actually the only person who felt that way after all.

Next year: why not attend the conference? Why not apply for a bursary? Why not submit a poster entry? Why not nominate yourself or a colleague for an award? Why not join or form a branch? Why not try pilates? What's the worst that could happen?

Craig Currie

Lead Pharmacy Technician – ePMA,
Bedford Hospital NHS Trust

It was my first time at the APTUK conference but having seen the programme in advance I knew it would be a very full couple of days. Those of us lucky enough to be attending the whole event would be treated to a total of five workshops of our choosing, spread over Sunday and Monday, and these would be complemented by talks on subjects related to all aspects of pharmacy. Being unashamedly passionate about our profession I was excited to get to Cardiff and had been eagerly counting down the days to July 2nd.

Well the organising committee certainly didn't disappoint! Even before the opening address from APTUK president



Tess Fenn, there'd been time to circulate among the exhibitor stands, meet fellow delegates, pick a table to sit at for that evening's award dinner and grab a much-needed cup of (free!) coffee. Tess updated us on all the hard work APTUK and our national officers had been doing over the past year and then it was time to welcome the first speakers of the conference. Subjects covered in the Sunday morning talks ranged from Rob Darracott's informative take on the future of community pharmacy to the GPHC's Hugh Simpson giving us a beneficial update on regulation for pharmacy technicians. There was also plenty of information about what was happening in pharmacy in Wales, this year's host nation. It's a credit to the speakers that despite the sheer quantity of knowledge being shared the morning didn't drag in the least, with the talks proving to be genuinely engaging, enlightening and filled with a great amount of humour.

The workshops I chose from Sunday's selection were 'Children are not little adults', a brilliant session by Anna Burgess and Lucy Wheeler that greatly improved my understanding of what to consider when caring for paediatric patients; 'Pharmacy technician's role in medicines administration' by Julie Powell, a pharmacy technician who is undertaking the drug rounds on her ward and who discussed the challenges she's faced but also the rewards it's brought her, and finally 'Team Building'. This turned out to be a highly entertaining session where our table tried to survive a 'shipwreck' by assessing the usefulness of a set list of items first individually then in a group.

For me, Monday's workshops were 'The reality of a CQC inspection', which used the case of a single patient to show how failings in several organisations (his GP, hospital and nursing home) had impacted his care. We were invited to discuss where improvements and interventions could have been made and I found this was a different way to approach the subject of CQC than I'd seen before, but certainly one I found useful. Finally, it was 'The role of the pharmacy technician in the MOD', where we learned not only do military pharmacy technicians more often work with doctors than pharmacists they also need to do the same basic fitness and weapons training as their colleagues, proving once again there's a lot of variety out there for those looking to branch out!

But of course, I can't forget Monday's excellent talks,

which included an invaluable update on how medicines legislation is being rebalanced from Jeanette Howe. We were also treated to Mohammed Hussain from NHS Digital discussing 'Coding the Future' and how to ensure the pharmacy workforce was ready for an increasingly computerised health service where apps and smartphones would give patients and professionals more and more efficient access to information. We learned the challenges the devolved nature of the NHS brings with it, and even got to hear a little about the projects he and his team are working on. It was interesting to learn, too, that when his team have done projects with health care professionals, it's often pharmacy technicians that tend to be the most confident with I.T. systems. As he pointed out on the day, this in turn means that as the digital side of healthcare continues to evolve we could be uniquely placed to be at the forefront of the advances.

Mohammed was then followed by Samantha Quayle, last year's Outstanding contribution winner and an APTUK fellow. She shared her journey - professional and personal - to where she is today and spoke about how setbacks can sometimes pave the way for better opportunities down the line. Sam reminded us that talking to, and learning from one another was one of the most important ways we could progress both individually and as a profession. Now while I feel I haven't even covered half of the amazing activity from the conference in this article, for me, that was actually the most important part - meeting and connecting with pharmacy technicians from so many different backgrounds. Even in the few short weeks since conference I've found what I learned from my fellow professionals has changed how I approach my own work and has given me an even more optimistic view of our future.

Safe to say I'll be back for more next year!



Michelle Power MPharmT



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2017 APTUK

Annual Awards Dinner 2017

Members were invited to attend our annual Gala Dinner at the end of the first day of conference and this is what they were treated to.



Exhibitors

A huge thank you to all of our exhibitors over the weekend! Here is a snapshot of a few of the many stands where APTUK members could talk to company representatives. Members were also very busy networking with pharmacy technicians across all sectors.





Conference

2017 Award Winners



NHS Digital Award for Digital Innovation
Dafydd Jones



Honorary Member
Graham Stretch



PTP of the Year
Ben Smith



PTOY Leadership
Danny Palmer



Fellow Award
Ellen Williams



PTOY Outstanding Contribution
Liz Fidler



Branch of the Year
Susan Jones
receiving the award on behalf of the Kent Branch



Fellow Award
Liz Fidler



PTOY Innovation
Wen Zhang



APTUK 2017 Conference

Branch Awards

Kent Branch winners once more!

APTUK and AAH Pharmaceuticals are delighted to announce the winner of the APTUK Branch of the Year Award 2017. The award was won by the Kent Branch. Susan Jones who is the Secretary, accepted the award at the APTUK Conference Awards Dinner held at The Hilton Hotel, Cardiff on Sunday 2nd July. The award was presented by Andrew Morris AAH Director of Sales and APTUK President Tess Fenn.

This is the sixth year of holding this award and the second time in a row that the Kent Branch has won. Our massive congratulations go to the Kent branch, which re-launched in September 2014. Since re-launching they have consistently held educational meetings on a variety of topics, encouraged pharmacy technicians to join APTUK and run a virtual branch to help pharmacy technicians who struggle to attend face to face meetings.

Both London and Swindon Branches were also nominated for the Branch award. All of the committee members in these branches have displayed strong enthusiasm to the running of their branches and I would like to thank them for all of their hard work and dedication, and for helping increase our APTUK member numbers.

This award recognises the excellence, innovation and advanced thinking of the branch committee and its members. The branch award is judged on set criteria which includes details of the branch activity, initiatives used to encourage APTUK membership and maintenance of branch records and paperwork. Branches play an imperative role in the delivery of education and CPD to members, as well as networking opportunities across the pharmacy sectors and providing a communication exchange between APTUK and its branch members. Representatives from each branch

attend twice yearly APTUK meetings where branch progression is discussed and shared, and different ways of working are put forward to the board of national officers. This participation from branches helps shape the model for how APTUK is run and its evolution and success.

Myself and the committee of National Officers would 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 website www.aptuk.org. 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 please email branchandprojects@aptuk.org for further information. If you are not able to attend a face to face branch meeting why not join the APTUK virtual branch?

Once again, many congratulations go to the Kent branch on winning the Branch of the Year Award, and a big thank you to all branches for all your hard work and dedication to APTUK.

Your branch could be the winner next year, see the journal and website for details ready for the APTUK Conference 2018 #APTUK18.



Kate Postle MPharmT
Branch Liaison Officer
branchandprojects@aptuk.org

SAVE THE DATE...
Conference 2018
June 17th - 18th



APTUK 2017 Conference



APTUK Annual Awards 2017

The annual APTUK awards took place on Sunday 2nd July 2017 as part of the two-day annual conference in Cardiff. The awards celebrate the talents and contributions of pharmacy technicians and are presented annually. They recognise the outstanding performance and professionalism of individual pharmacy technicians, with the motivation to make a difference within the profession.

#APTUK17 saw the addition of two new awards; AAH Pre-Registration Trainee Pharmacy Technician of the Year and the NHS Digital award for Digital Innovation. The submissions this year have been overwhelming and nominations have been submitted from a range of sectors and specialties within pharmacy. Tess Fenn (President for APTUK) said that 'this year we saw the highest number of entries ever and all were of a high standard, so some huge congratulations go to all who entered and were shortlisted. Our awards recognise the positive contribution that pharmacy technicians provide to delivering patient centred care. It was an absolute pleasure to present our awards as recognition for an accomplishment or a job well done. I give my heartfelt congratulations to all of our worthy winners'. Dalgeet Puaar (Director of Professional Practice for APTUK) said 'the number of submissions superseded expectations, all of the submissions were of a high quality; demonstrating pharmacy technicians pushing the boundaries and ensuring patients were at the heart of their roles'.

The judges were all very impressed with all nominations and were filled with a sense of pride.



“This year we saw the highest number of entries ever and all were of a high standard”

Tess Fenn, President.

AAH Pharmacy Technician of the Year Awards 2017



Andrew Morris (Head of Healthcare Services, AAH Hospital Services, Celesio UK, pictured above) returned to present the annual awards. We are grateful for the support received from AAH Hospital services, without them these awards would not be possible.

'We are really proud to be associated with the Association of Pharmacy Technicians UK conference and awards, our involvement stretches over many years and is important to us. We recognise the huge importance of the pharmacy technician role, the potential for technicians to add even more value in the future and in so many different parts of Pharmacy and Healthcare. We definitely enjoy the buzz around the conference and awards, full of energy and a genuine excitement and pride in winning and competing. Bring on next year!' – Andrew Morris



APTUK 2017 Conference



Outstanding Contribution

Winner: Liz Fidler, Associate Head of Pharmacy Health Education England – London and the South East

Highly Commended: Simon J Bunting, Computer Systems Manager, Southport and Ormskirk Hospital NHS Foundation Trust

The Pharmacy Technician of the Year for Outstanding Contribution recognises the pharmacy technician who has shown outstanding contribution, represents the best of the profession and goes over and above their normal day to day duties. The Pharmacy Technician of the Year for Outstanding Contribution 2017 was awarded to Liz Fidler.

Liz has been among the ‘most visible advocates for pharmacy technician education review and development’. Laura McEwen-Smith (Pharmacy Apprenticeship Project Lead, Heath Education England) had nominated Liz with support from Gail Fleming (Head of Pharmacy, Health Education England) and both have said that ‘she demonstrates a tireless dedication to the growth and evolution of the pharmacy technician profession, with education at the core’. Liz is using her influential leadership to help shape and advance educational priorities for pharmacy technicians at a national, regional and local level. Liz is also an Accreditation and Recognition Panel Member for the GPhC and a committee member for APTUK Kent Branch.

‘This year, Liz’s focus has been on widening participation in training across all pharmacy sectors, through a number of dedicated regional projects. Now, community pharmacy technicians will be able to easily access fit for purpose, quality-assured and sustainable training which benefits individual professional development and directly supports the requirements of a future pharmacy workforce in this sector’.

Liz is a standard bearer of integrity, works hard, and is unfailingly supportive (morally and emotionally) of those around her. She has effectively developed a strong peer support network for Pharmacy Technician Education Programme Directors enabling sharing of good practice and the establishment of strong communities of practice. Liz is an exceptional role model to many senior professionals across the healthcare education and is an inspiration to those at the start of their pharmacy career.

Congratulations Liz; this award symbolizes pharmacy technicians who demonstrates the best of the profession, and you deserve this wider recognition for the work you do continuously do for the profession.



Leadership

Winner: Danny Palmer, Regional Medicines Procurement Specialist, University Hospitals Bristol NHS Foundation Trust

Highly Commended: Andrea Ashton, Pharmacy Technical Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

This award is made to the pharmacy technician who has demonstrated leadership throughout the profession, working to the top of their professional licence, pushing through those challenging boundaries and is an inspiring role model to others.

The Pharmacy Technician of the Year Award for Leadership 2017 was awarded to Danny Palmer.

Jan Kenington (Pharmacy procurement and Homecare Lead North Bristol NHS Trust) wrote that ‘Danny acts as a mentor for us, not only to technicians, but also as Procurement leads within the region, always giving valuable support and guidance which is very much appreciated by all as there is little support or expertise in procurement in the pharmacy community. In my opinion, Danny is an inspiration to all pharmacy technicians as to what we can achieve within our professional careers – he is continually committed to excellence and pushing forward the boundaries of pharmacy procurement’. Danny is an exceptional pharmacy technician who is hard-working and committed to the role. Stephen Brown (Director of Pharmacy) said that Danny ‘combines an extremely helpful, supportive approach, a high level of professional competence, excellent specialist procurement experience, and a hard-working commitment to the role. Danny is providing excellent leadership strategically in his specialist area’.

Sarah Griffiths (Pharmacy Procurement Lead, Royal Cornwall Hospital NHS Trust) has been encouraged by Danny to push her boundaries and work outside her comfort zone. He has encouraged and supported her to write a procurement case study and said that ‘Danny has been a great support to me for this project with never ending patience and guidance. He encourages all of the procurement leads to get involved in various national projects, giving us a greater awareness of advances in different areas of the UK and giving us the opportunity to voice the needs of the South West’. Kevan Wind (Medicines Procurement Pharmacist) stated that Danny ‘has broken the “glass ceiling” for technicians in becoming the

first technician to be appointed as a regional specialist and I know he has raised the bar and shown others what is possible'. Throughout his career Danny has acted as an example and an inspiration for other pharmacy technicians and has 'demonstrated a continued commitment to excellence in procurement throughout his career.

Congratulations on winning the Leadership award for 2017 Danny; a truly deserving award for a pharmacy technician that motivates and inspires others to lead.



Innovation

Winner: Wen Zhang, Pharmacy Technician, Information Technology Systems Manager, Royal Free London NHS Foundation Trust

This award is made to the pharmacy technician who has been involved in a project where an innovative idea or plan has come to flourish and has supported the pharmacy profession at either a local or regional or national level. The Pharmacy Technician of the Year Award for Innovation 2017 was awarded to Wen Zhang.

Wen works in a large teaching hospital, with increasing patient numbers across multiple specialities, databases, clinical and funding approval streams exist but no one system was available to monitor patients' reimbursable therapies. Wen worked with Abraar Syed (Principal Pharmacist – Clinical Commissioning) to develop PhRED. PhRED is the Pharmacy Reimbursable drugs Database. It is a centralised pharmacy-managed patient registry to cope with the requirements in monitoring payment by results excluded, or reimbursable drugs within hospital pharmacy. The greatest innovation of this platform is that it links transactions through pharmacy dispensing systems to clinical information to allow for automated reporting of information for various purposes. This link can be enabled with other systems to create more robust and detailed reports. The validation of reimbursable drugs can be done live and does not have to be done in retrospect. PhRED has been beneficial to the department and trust. It has provided a single and streamlined database for reimbursable drugs for screening of clinical funding approvals for all pharmacy team members, a possible day 1 submission of high cost drug reporting across all specialities, greater flexibility in reporting which is essential for medicines reconciliation, audits and Freedom of Information Requests and PhRED is a cross site system.

Congratulations on winning the 2017 award for innovation Wen! This innovative database has allowed the pharmacy team and the trust to have a streamlined approach for reporting.

Patient Safety

Winner: Kassin Yakhlef, Care Homes Pharmacy Technician, NHS Bristol Clinical Commissioning Group

Highly Commended: Nicola Webb, pharmacy technician, St Andrews Healthcare

This award is made to the pharmacy technician who has identified key areas for development which can give a positive impact on patient safety, and who goes beyond the normal day to day role to ensure patient safety is maintained.

The Pharmacy Technician of the Year Award for Patient Safety 2017 was awarded to Kassin Yakhlef.

Kassin was nominated by Jules Cutbert (Interface Pharmacist, NHS Bristol Clinical Commissioning Group) for his 'exceptional contribution to patient safety within Care Homes with Nursing'. During his visits to care homes Kassin had identified that the administration of covert medications to clients was an area of priority for patient safety. Kassin conducted a project titled 'Medicines Optimisation in Bristol Care Homes with Nursing 2016, Quality, Improvement and Prevention' with Sharon Sexton (Bristol CCG Medicines Management Dietician). He introduced 'Good Practice Guidelines' which gives guidance and informs care home staff of best practice in relation to covert administration of medicines. Kassin rolled out the guidelines by conducting targeted training sessions; this was with the support of local stakeholders. An outcome from this was an increase in compliance for covert medication compliance within care homes. 'Kaz has made an outstanding contribution this year by overseeing medication reviews for clients in Care Homes with nursing in Bristol; but also introducing new guidance to improve the administration of covert medications in Care Homes'. Kassin had also presented this excellent piece of work at the Primary Care Pharmacists Association Conference on Care homes, winning first prize for his poster.

Congratulations on winning the Patient Safety award for 2017 Kassin; the guidance you have developed has increased awareness and compliance. We look forward to hearing more about your project in coming months.

Pre-Registration Trainee Pharmacy Technician of the Year 2017

Winner: Benjamin Smith, PTPT East Kent Hospitals University NHS Foundation Trust

Highly Commended: Sam Booth, PTPT Lancashire Teaching Hospitals NHS Foundation Trust

This is a new award for APTUK 2017 and is sponsored by AAH. This award was made to the trainee who, in the opinion of the judges, demonstrated outstanding effort and



APTUK 2017 Conference

commitment during their pre-registration years. This was evident in the nomination made for Benjamin Smith. Susan Jones (Principal Education and Training Pharmacy Technician, East Kent Hospitals University NHS Foundation Trust) said that 'there are many words that describe Ben, but "dedication to the profession" really stands out. From his college and NVQ work of a high standard, to working above and beyond'. Ben was elected to become the Pre-Registration Trainee Pharmacy Technician (PTPT) representative for APTUK Kent Branch where he has contributed into many discussions and consultations that affect the future of pharmacy technicians. 'Ben has continued to demonstrate commitment to patient safety. For his NVQ unit "Enable Learning Through Demonstrations and Instructions" Ben planned, delivered and reviewed a training session of his choice. His chosen topic was Accuracy in Dispensing. As this was delivered to an excellent standard, Ben had been asked to share this learning with other colleagues within the department to influence and improve their understanding of this essential task'. Ben is also a role model for other PTPTs, one of the first year PTPTs stated that 'Ben always behaves with the utmost professionalism and I always know I can go to him with any questions during my rotations. He did a personalised training session for me on dispensing when I first started and it was one of the best sessions I've had so far which helped me out immensely when I was in my dispensary rotation. He's always slaving away at college work and sets a great example for both the NVQ and BTEC side'. Ben has demonstrated the trust vales and behaviours and has all the attitudes and behaviours of an outstanding healthcare professional. 'His conscientious and calm nature makes him a fantastic role model for us all'.

Congratulations on winning our first Pre-Registration Trainee Pharmacy Technician of the Year award; we look forward to welcoming you as a fully-fledged registered pharmacy technician!



NHS Digital Pharmacy Technician Award for Digital Innovation

We are grateful for NHS Digital sponsoring this award; Mohammed Hussain (Programme Head, Integrating Pharmacy across Care Settings, Digital Medicines, NHS Digital, pictured above) presented this award and said that 'The APTUK awards are always a fantastic showcase for pharmacy technician innovation. I was very honored to present the inaugural award for digital innovation'. This is a new award for APTUK and is sponsored by NHS Digital and was awarded to the pharmacy technician who, in the opinion of the judges, shows originality, improvement in best practice and significant benefits or impact.



Winner: Dafydd Jones, Renal Medicines Services, Senior Pharmacy Technician for South West Wales, Morriston Hospital

Highly Commended: Jeetender Dhap, Facilitator for @PharmacyHour

Highly Commended: Warren Francis, Lead Pharmacy Technician ICT and Robotics Royal Group of Hospitals Belfast Health and Social Care Trust.

The NHS Digital Pharmacy Technician Award for Digital Innovation was awarded to Dafydd Jones.

Dafydd Jones was instrumental in the development and implementation of the Renal teams eRecord system at Morriston Hospital. Highlights of this project includes a complete medicines management system, which gives a complete care record for all renal patients' treatment,

patient records available to any member of the multi-disciplinary team, patient access to their own records from home, reduced prescribing errors and have enabled the unit to go fully paperless. Christopher Brown (Consultant Renal Pharmacist, Morriston Hospital, Swansea) has said that Dafydd 'has been bold to push the boundaries of service delivery. He has delivered reform and innovation'.

Dafydd will have the opportunity to work with NHS Digital to showcase his innovation and will also co-present at next year's APTUK Annual Professional Conference and Exhibition.

Congratulation Dafydd, an amazing achievement! We look forward to hearing more about your project and the work you will be conducting with NHS Digital.

Congratulations to all our award winners and highly commended nominees; the work being undertaken by you and many other pharmacy technicians within the UK is inspirational.

Information on the APTUK Annual Awards 2018 will be available soon, keep an eye on the website and social media for more information!

See you all at #APTUK18



Pam Bahia MAPharmT

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Grab every opportunity during your Pre-Registration Trainee Pharmacy Technician training!

Every person has a dream they want to turn into a reality. Mine was a want to become a qualified registered Pharmacy Technician with the GPhC. I was excited at the idea of joining a new profession, where opportunities for new roles are developing, with great potential for career progression. When I was offered a Pre-Registration Trainee Pharmacy Technician (PTPT) position at East Kent Hospitals University NHS Foundation Trust, I made a promise to myself that I would work solidly, to the best of my ability and aim to achieve the best grade possible in my BTEC and NVQ qualifications. I knew this would require sacrifices. I worked countless hours outside of work to achieve this goal. I worked most weekends, Saturday and Sunday and even some bank holidays but it was worth it to make the most of the educational opportunity available to me and in turn I have loved learning about how medicines work on the human body.

I maintained a positive attitude to every opportunity that came my way for career development. I was part of the interviewing selection panel that considered the various providers for PTPT Education and Training for the South East of England. I have further been included as the trainee representative for various Pharmacy Quality Visits organised by Health Education England including Lewisham and Greenwich NHS Trust, and Chelsea and Westminster Hospital NHS Foundation Trust. I am also the PTPT Representative for the APTUK Kent Branch where I and the other student representative plan to create a virtual branch for student technicians in the near future where students can network and learn together.

In 2016, I attended my first APTUK Annual Professional





Conference and was the first PTPT to attend the awards dinner. This was a great place to learn more about pharmacy initiatives and a time to network with pharmacy technicians. I particularly enjoyed the workshops designed specifically for PTPTs which were relevant to my registration with the GPhC and even provided help with interview practice. I attended a workshop on inhaler technique which was relevant to my second year of training. The whole experience of the APTUK conference was thoroughly enjoyable and worthwhile.

During my second year of training, I designed and created a training session on 'Accuracy in Dispensing: The Importance of the Self Check' as part of my NVQ. The aims were to highlight the need to perform a self-check of dispensed items before passing for final check, as a missed error could directly impact patient safety. Initially this was just for the first year PTPTs in East Kent Hospitals, but following its success, my line manager requested that I should present this to pharmacy assistants throughout the whole of East Kent Hospitals Trust to directly address identified patient safety issues. I also widened my experience by learning from others including visiting the local hospice which the hospital supplies, shadowing the paediatric pharmacist, shadowing many nurse specialists including respiratory, dementia, and diabetes, and even observing orthopaedic operations for a day.

My hard work paid off, as in June 2017 I achieved my objective and achieved a Distinction* Distinction* overall grade in my BTEC. I was nominated for the 'APTUK/AAH Pre-Registration Trainee Pharmacy Technician of the Year 2017' where I was shortlisted, and then was delighted to win this title. I attended the APTUK Annual Professional Conference 2017 to collect this award in Cardiff where I celebrated this success with my Educational Programme Director and the Trust's Lead Clinical Pharmacy Technician. Following the conference, I presented my award at the pharmacy team meeting and appeared in the hospital Trust newsletter. Our BTEC provider Bradford College also

awarded me the PTPT of the Year for the dedication and enthusiasm I put into my coursework, and I visited the college recently in July to collect this award.

In summary, my two-year training as a Pre-Registration Trainee Pharmacy Technician has been the greatest experience of my life. I admit to people "I love my job" and I recommend this training course to fellow colleagues and friends who have a passion for pharmacy. I strongly advocate to all new PTPTs to 'grab every opportunity' that comes their way, as to participate will widen experience and prove very satisfying. These opportunities will enhance CVs, make students attractive for future employment, and prove to be a great start as a registered Pharmacy Technician. I would like to acknowledge the contributions of the many staff at Bradford College and at East Kent Hospitals University NHS Foundation Trust that have helped me in my training and have always been there to support and encourage me.

Benjamin Smith

APTUK/AAH Pre-Registration Trainee Pharmacy Technician of the Year 2017
East Kent Hospitals University NHS Foundation Trust

'Thank you for taking us through your journey Benjamin, Congratulations on winning the first APTUK / AAH Pre-Registration Trainee Pharmacy Technician of the Year award and for winning Bradford College PTPT of the year too! An amazing achievement and an inspirational role model for all!'



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The reality of a CQC inspection

Those that have had a CQC inspection will probably agree that the preparation involved can lead to a substantial amount of anxiety for healthcare services. As we know these inspections help to improve and champion services in order that our world class services can be provided for patients. What also needs to be considered is the transfer of care and the impact this may have on patients.

Hayley File, a medicine inspector from CQC held a workshop to help pharmacy technicians attending to understand what the key CQC questions are, and consider how pharmacy technicians can, and in best practice do, impact upon the care of patients to high standards.

The five key questions that CQC consider during an inspection: Are services...

Safe?

- Are there appropriate policies and procedures in place?
- Who handles medicines? Are they qualified and competent?
- What pharmacy support is offered within the service?

Effective?

- How is effectiveness measured?
- How are current evidence-based guidance, standards, best practice and legislation used to develop how services, care and treatment are delivered?
- How is people's pain assessed and managed effectively?
- How effective is the communication during transfer of care?

Caring?

Medicines administration

- Is patient's privacy and dignity maintained?
- Patient counselling
- Can people access the pharmacy team?

Understanding of people

- Are staff aware of people's social situation and what extra support they might need?
- Are people listened to?
- How is independence promoted?

Responsive (to people's needs)?

- Is the care person-centred?
- Can people self-administer?
- Is information about medicines available in different languages?
- What adaptations are made when dispensing to enable people to take their medicines?

Well-led?

How do staff ensure the service is safe, effective, caring and responsive?

- Promoting an open culture
- Disseminating information – meetings, forums etc.
- Encouraging improvement and innovation



- Are staff listened to and able to challenge management?
- Do staff feel supported/empowered to do their role?

Patient's Journey

Hayley's workshop focused on Ted's journey through Primary medical services, acute hospital services and finally Ted's experience of adult social care. Poor Ted had not had the best of treatment falling into services that either received a CQC standard of inadequate or needing improvement.

All the pharmacy technicians in the room were enthusiastic to demonstrate how they could have impacted upon Ted's care throughout his journey. What was interesting was seeing how people in different roles would use their skills to possibly affect Ted's journey through the healthcare services.

When Ted was in primary care one volunteer pointed out that Ted was on high risk medicines that could have been reviewed regularly and the pharmacy technician could have pointed this out. Ted's hospital stay led to missed doses that the pharmacy technician would have picked up during the medicines reconciliation. Finally, the medicines forms used in the care home could have been reviewed by a pharmacy technician and appropriately referred for change.

This was a very engaging workshop which again highlighted the wonderful work of pharmacy technicians and the CQC.



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APTUK 2017 Conference Session

Hospital Pharmacy Transformation Project

This workshop was presented by Andrew Davies & Amer Safdar and was aimed at hospital pharmacy technicians.

Andrew Davies is the Professional Lead for Hospital Pharmacy at NHS Improvement. Previous to this two-year secondment Andrew was a chief pharmacist for 17 years.

Amer Safdar is the Principal Pharmacist Lead for Education and Development at Guy's and St Thomas' NHS Foundation Trust where he has worked for over 20 years.

Learning objectives

- Describe the national priorities for the pharmacy workforce in relation to the Hospital Pharmacy Transformation Programme (HPTP)
- Identify and describe current progress with local plans
- Identify and describe local challenges for the pharmacy workforce
- Identify and describe local opportunities for the pharmacy workforce

Content

The workshop was very informative, summarised Lord Carter's recommendations and focussed on the key factor that we can change pharmacy workforce optimisation. Carter Recommendations:

- Hospital Pharmacy Transformation Programme (HPTP)
- 80% Pharmacist time on clinical activity
- Electronic prescribing and medicines administration
- High cost drugs coding
- Drug savings
- Drug procurement – CMU
- Supply Chain
- Specialised pharmacy service, procurement, NHS manufactured medicines catalogue

Pharmacy Workforce Optimisation

The goal is to release pharmacist time from non-clinical duties to support the following clinical activities and best utilise pharmacy technician's skills, driving overall workforce efficiencies:

1. Releasing time from other professional groups:

- Increase number of pharmacists as independent prescribers and potential for pharmacy technicians to use PGD's
- input to inpatient drug rounds
- Pharmacy team presence in Emergency Departments
- Pharmacist-led outpatient clinics

2. Focus on medicines optimisation/best practice in prescribing:

- Medicines reconciliation to reduce polypharmacy and deliver patient centred care
- Medicines reviews using STOPP/START tool
- De-prescribing
- Anti-microbial stewardship to ensure antibiotic usage is in line with clinical best-practice

3. Reducing patients' stay in hospital

- Faster dispensing of discharge medications
- Prescribing discharge medications
- Developing improved pathways between hospital and community services
- Homecare chemotherapy and IV antibiotics

Andrew stated that there is a £5 saving in patient care costs for each £1 spent on clinical pharmacy input. This seems like a substantial saving that we as the pharmacy team can help to achieve by increasing our skills and education.

Amer discussed developing the pharmacy team at Guy's Hospital by:

- Pharmacy assistants: apprenticeships, ward based roles, community pharmacy based roles
- Pharmacy technicians: ward based patient faced role, advanced roles
- Pharmacists: Ward based patient facing roles, Independent prescribing

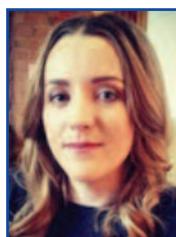
He discussed that the right person would undertake the right activity with the right skills underpinned by the right training and support. Staff development is key as it enables strong foundations to be built and ensures that the workforce is SCARF:

Sustainable
Capable
Adaptable
Responsive
Flexible

At the beginning of the workshop we were asked to tweet when we saw the elephant in the room. The elephant is a metaphor for the challenges that are faced when implementing change. This includes: Hearts and minds, money, collaboration and culture. Training helps when the system is under stress and reassurance is needed to combat the fear of the unknown.

Conclusion

This session received positive feedback & the attendees were kept engaged as the content was appropriate and relevant with plenty of time for questions at the end of the workshop.



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APTUK 2017 Conference Session

Interview skills to support your career development:

This workshop was presented by Claire Mills & Samantha Murray and was aimed at pre-registration pharmacy technicians.

Claire Mills is a Media Officer (job share) for APTUK and works for The Royal Wolverhampton NHS Trust as the Senior Technician – Training, Lead NVQ assessor with responsibility for student technicians.

Samantha Murray is a Media Officer (job share) for APTUK and works for Royal Wolverhampton NHS Trust as Senior Technician – IT Services and NVQ assessor.

Learning objectives

- How to prepare for an interview
- What not to do in an interview
- How to overcome interview nerves
- Constructing answers to example interview questions

Content:

The session was relaxed and discussed interview skills at a level that was appropriate to the attendees including how to prepare for the interview, making sure that they knew what is considered appropriate and that it is ok to ask for a question to be repeated. Looking at the person specification was covered as this is good practice to ensure that the interviewee has a good understanding of what is expected of the successful candidate.

The importance of maintaining a positive attitude throughout your interview even if you do happen to make a mistake when answering a question was addressed, Claire and Samantha gave them input from an interviewer's perspective so that they know that one mistake doesn't have to affect the whole interview.

How to overcome the dreaded interview nerves was on the agenda and strategies for dealing with them were by using simple breathing techniques, listening to music beforehand (either uplifting or soothing according to the

individuals taste) and using mindfulness techniques. For those that wanted to go one step further they were signposted to research CBT (cognitive behavioural therapy) and NLP (neuro-linguistic programming).

The attendees were split into groups of 4 and given a hand-out with four example interview questions. Each group was asked to do one question each & discuss within their group how they felt would be best to answer it. They were given 20 minutes to work within their groups during which time Claire & Samantha circulated amongst them, answering any questions that arose from the discussions.

Once the groups had completed their discussions they nominated one person within their group to feedback to everyone else, the rest of the groups were encouraged to add anything additional that they would have included. Claire and Samantha then went through the types of answers that could be used and why. One particular question had given a scenario asking how work would be prioritised, this generated a discussion within the groups and the outcome was that there is no particular way this question should be answered as the interviewer is looking for your process for deciding how you will prioritise work to ensure a favourable outcome is achieved.

Conclusion

This session received positive feedback & the attendees were kept engaged as the content was appropriate and relevant with plenty of time for questions.



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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



APTUK 2017 Conference Session

Project to develop Medicines Administration role for Pharmacy Technicians at the Mid Cheshire Hospital NHS Foundation Trust –

Julie Powell

Julie Powell spoke at the APTUK Annual Professional Conference about her interesting and novel pharmacy technician role in the administration of medicines to patients.

Julie came from a community pharmacy background and has a wealth of experience in a patient facing role. She decided to make the transition to a pharmacy technician role within secondary care and was given the opportunity to be trained in the administration of medicines to patients.

Julie's role is based on a rehabilitation ward where she spends the majority of her day. The pilot in medicines administration was carried out of this ward as it was felt that the turnover of patients in this area was slower, providing a better opportunity for Julie to develop the role and gain a better understanding of the patient benefit.

Training

Julie described the training she received to carry out the role. The training was very comprehensive and covered areas such as:

- Introductions to ward staff, allocation of a nurse mentor, shadowing and learning how to complete a medicine administration round.
- How to use emergency bell, patients can become unwell, and its important to understand how you will react in the situation.
- Learning key medicines management skills such as medicine reconciliation, supply, handling and calculations. IV training to act as second check for IVs with qualified nurse
- Understanding patient specific information regarding the status of patient's condition, indicators of illness and understand how to interpret charts
- Understand the legal and accountability issues of the medicines optimisation and medicines administration role.

In terms of administration of medicines, Julie can administer all oral medicines, inhalers, eye drops, ear drops, creams and ointments etc. (depending on where the application is required!) but does not undertake parenteral administration of medicines.

As a new role, Julie was giving out medicines under supervision of nurse and once confident she was able to increase numbers of patient she was able to administer to. It is clear that a key skill in this role is the ability to recognise one's limitations and making appropriate referral when faced with a situation in which fall outside of personal knowledge and limitations.



Julie Powell

Challenges

Julie came from a community background and clearly recognised that making the transition to a new role in a busy hospital setting was going to prove challenging. She admitted to feeling that there were days when she thought she could not make the transition. Julie provided some insight into the challenges in learning multiple roles, dispensary learning plus the medicines administration role. The role was completely new and clearly very experimental. She needed to develop growing confidence in communicating within ward based team and had quickly identified the huge difference in communication with patient in a hospital bed vs in the community pharmacy.

Julie recognised that there was a need for a change of culture from nursing staff. They needed to accept her for the skills she could bring to the team and how she could improve outcomes for patients and help reduce nursing workload. Julie spoke about her concerns that her role could deskill nurses and how she worked hard to be seen as part of team and helpful rather than as a threat to others roles and responsibilities.

Benefits to Pharmacy Technicians undertaking Medicines Administration

Julie identified many benefits to her role in medicines administration;

Patient Safety – whilst administering medicines she can identify any difficulties patients experience in using medicines, for example swallowing difficulties and inhaler technique etc. Supporting patients through education is a



key part of the role and have a positive benefit of reducing risk and improving outcomes. Julie gave a good example of an interaction with a patient where she noticed a change in her swallowing reflex whilst administering her medicines. Here she was able to provide an excellent example of the benefit of her role in reducing risk and escalation of issues requiring medical attention thus improving outcomes for patients.

Julie talked about the challenges in administering medicines when prescriptions are not clear. She provided some examples of poorly written prescriptions where medicines could be misinterpreted or ambiguous. There are clear risks to the patient when prescriptions are ambiguous. Julie has a responsibility to ensure that she only administers medicines to patients when the prescription is clear and legal

Patient benefits – continuity of care is provided as Julie is available on the ward every day from 8am till 4pm. Nursing staff change every shift, so if the patient sees the same face every day in the pharmacy technician then this can build rapport and prompt asking questions. The role supports the patient to self-manage, helping the patient to understand their medicines and get the best out of their treatment. Julie can also engage in communication with primary care regarding issues affecting the patient discharge

Reduction in omitted doses – a good example of this is where a medicine requested by a nurse was available in a patient's locker thus preventing a missed dose. This can prove particularly vital when high risk medicines are identified

and the pharmacy technician can triage their administration of medicines and tasks in relation to this

Summary

Reflecting on the question 'So what makes a nurse more qualified to administer medicines than a pharmacy technician?' – Nurses may be less clear on what medicines to look for and what they are used for. This is particularly challenging when the appearance of medicines is constantly changing and nurses have responsibility for so many other aspects of patient care! If trained appropriately pharmacy technicians are well placed to use their knowledge, understanding and familiarity of medicines and their uses to carry out medicines administration safely and effectively.

In the world of automatization in healthcare, we must recognise that the process of medicines administration is one of the only processes in pharmacy that we can't automate and this presents an opportunity to utilise pharmacy technicians' knowledge of medicines in direct patient contact and improve outcomes.



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Preparing to Support Cross Sector Training



Laura McEwen-Smith – Project Lead for NHS HEE London and South-East Pharmacy Education

Laura began the session by explaining the Integrated Healthcare Agenda; that to meet the needs of our patients, more care needs to be delivered locally

and organised to support people with multiple health conditions. NHS services are increasingly operating across traditional boundaries providing co-ordinated care for patients, therefore the NHS workforce will need to have adaptable skills to enable 'whole person' care. To take account of this, the training and education of the NHS workforce will need to adapt to ensure the development of a more flexible workforce, with greater skills in general healthcare that are transferable across all care settings.

By supporting cross sector training pharmacy staff will have increased knowledge and a wider experience of the 'whole patient', they will have skills that are transferable as newly qualified staff to work across boundaries, fostering a culture of collaborative working.

The group was asked to discuss how they thought a pre-registration student pharmacy technician could complete

their two-year training across primary and secondary care to include GP practice, hospital and community pharmacy. Initially the discussion concentrated on the negative aspects of cross sector training. "Who would fund a cross sector trainee?" "How would we fit in all of the NVQ units?" "We have too many areas to rotate through which takes the full two-year timetable".

Laura explained that the key to building collaborative partnerships was to identify potential partners who would be able to facilitate existing training requirements. That it was important to build trust with your partners and jointly define and agree clear objectives for the training partnership. To warrant clear roles and responsibilities for each of the training partners that guarantees accountability in each area providing specific measurable goals that ensures the student qualifies with transferable skills and knowledge across primary and secondary care settings.



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APTUK 2017 Conference Session

What You Need to Know: GPhC Plans to Change CPD – Presented by Osama Ammar

Osama Ammar, Head of Continuing Fitness to Practice at the GPhC, spoke at the APTUK Annual Professional Conference in Cardiff about the proposal to change and the introduction of new ways to assure that pharmacy professionals continue to meet standards throughout their career.

Osama provided an interesting and engaging session regarding the proposed changes to CPD requirements.

Pharmacy professionals are a trusted group of professionals and our regulator (the GPhC) need to ensure that this trust is well placed.

Revalidation is a process to assure users of pharmacy services that pharmacy professionals are safe and effective beyond registration. The process should encourage reflection of practice to demonstrate an understanding of how your practice impacts on your service users. The process also proposes to make the recording process simpler to encourage and drive more regular recording of CPD activities.

What is the revalidation consultation proposing?

- Reduce and simplify the requirements for CPD from nine entries to four entries
- Introduce two new elements; a peer discussion and a reflective account
- Simplify the standards and guidance
- Ask for records to be submitted each year at the time of registration renewal.
- Improve the review of submitted records

What will I need to do?

- Four CPD records (2 of which must be planned CPD)
- One peer discussion, where you discuss your practice with someone who understands your practice
- One reflective account, about how you have met one or more of the standards for pharmacy professionals in your practice and how this benefits people using pharmacy services

There will be an annual requirement for submission of CPD records at the renewal of your registration. Records will be subject to random and targeted audit. Audit involves review of your CPD records by a pharmacy professional and a lay person leading to tailored feedback.

Osama responded to some questions around the new platform for recording CPD and how this will be linked to a single log in on the GPhC website (my GPhC)

Discussions within the group highlighted the need for adequate support both from the GPhC and locally regarding the proposed changes. Mary Carter (APTUK National Officer for Revalidation) talked briefly about how APTUK has already started work to identify the concerns that our members may have with the proposed changes and discussed what support APTUK can provide for its members to help them meet the requirements for the proposed changes to revalidation.

Further details regarding the proposed changes to CPD and revalidation can be found at the GPhC website here: <https://www.pharmacyregulation.org/revalidation-pharmacy-professionals>

Comprehensive Q&A regarding the proposed changes can be found here:

<https://www.pharmacyregulation.org/revalidation-pharmacy-professionals-frequently-asked-questions>

Here all about Mary Carter's (APTUK National Officer for Revalidation) experience in the GPhC Revalidation pilot here:

<https://www.pharmacyregulation.org/regulate/video/revalidation-find-out-more-about-proposals>



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APTUK Responds to GPhC Revalidation Consultation on Revalidation for Pharmacy Professionals

The proposed changes to CPD to revalidation represent a significant change to the way that pharmacy professionals demonstrate that they are competent, up to date and continuing to meet standards throughout their career. APTUK felt it vital that its members respond to the GPhC consultation on revalidation, for pharmacy professionals to express their views and opinions on the proposed changes.

Through member events held nationally and anecdotally it is clear that APTUK members are generally very positive about the proposed changes to CPD. They feel that the framework provides a better mechanism to demonstrate that pharmacy professionals are meeting standards and that the framework in practice will work.

There is clearly some anxiety in our members, which has been expressed in our response to the consultation, around the new elements of peer discussion and reflective account. There was a view that peer discussion could prove challenging and issues such as identifying a suitable peer and ensuring that peer discussion is carried out correctly were raised. Members felt that it was important to ensure that robust guidelines are provided for this so that a peer discussion is about reflecting and learning rather than a performance review by an employer.

As the professional leadership body for pharmacy

technicians, we have a role in providing guidance and support in the transition from CPD to revalidation. Through our consultation events and in compiling our response to the revalidation consultation, we have already identified some of the potential barriers to pharmacy technicians engaging in the new process and how we can develop strategies to help overcome these. Members of the professional leadership body for pharmacy technicians (APTUK) will have access to resources and support and this will clearly be beneficial in view of the challenges ahead in meeting the requirements of the new framework for revalidation for pharmacy professionals



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Learning Disabilities (LD)

Samantha Quaye – Lead Pharmacy Technician CPPE and Trudi Ward – National Tutor for Pharmacy technicians CPPE.

Learning Outcomes

- Define the term 'learning disability'
- Identify the national drivers for learning disabilities
- Discuss the expectations of patients, family and carers with learning disabilities
- Describe how to engage with people living with learning disabilities

I had heard about the Winterbourne View inquiry and the STOMP-LD campaign (stop the over medication prescribing in learning disabilities) and have just taken on a new role in pharmacy working with patients who have LD. So, with this in mind I was interested in this short taster of the CPPE 's learning campaign about Learning Disabilities.

Sam started by challenging our perceptions of what the difference is between a learning disability and a learning difficulty.

This slide (right) clarifies what is a learning disability: Group discussions confirmed that patients with LD expect to be treated as individuals with respect and dignity and spoken to in a way that they can understand so that they can be as independent as possible when taking their medicines.



Patients' carers require time to discuss issues that affect them, signposting to help, and services which support them as well as the patient.

We watched a video showing Simon, who has learning disabilities, explaining how he felt about a good and bad experience he had when collecting his medicines. His experiences clearly highlighted that spending a bit of time with him to explain how and when to take his medicines empowered him to feel confident with his medicines.

Another video that was shown was of a consultation with a carer who was collecting medicines showing that small things make a big difference.

Use these questions and phrases for example:

Instead of "I understand how you feel about...." use "I can imagine how you feel about"

Knowing that the carer is in a rush ask: " what would be helpful for you right now?"

This was an interesting and emotive workshop that discussed how to engage with patients who have a learning disability and also their families and carers. CPPE learning materials can be found on the CPPE website. www.cppe.ac.uk



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Pharmacy technicians

To address the clinical workforce challenges, we need to promote skill mix to upskill our current workforce to take on wider roles. Carter recommends that pharmacy technicians should spend more time on wards and be more involved in medicines optimisation activities.

We have developed learning programmes to support pharmacy technicians to deliver medicines optimisation and improve patient outcomes from their medicines.



Medicines management to optimisation – an e-learning programme for pharmacy technicians

This e-learning programme provides practical ways that you can incorporate medicines optimisation into your everyday practice, from addressing problems with adherence and transfer of care through to improved communication and collaboration with other healthcare professionals.



Medicines reconciliation e-learning

This programme supports you in taking a structured approach to reconciling medicines for patients in hospital, focusing on NICE guidance recommendations.



Professionalism: a CPD programme for pharmacy technicians distance learning

This programme raises your understanding of professionalism and encourages you to strive for professional excellence, improving health outcomes for patients.





Consultation skills to improve patient experience

The NHS needs pharmacy to drive patient experience. Our learning programmes on consultation skills will enable you to develop patient-centered consultations and enhance your patient-facing skills.

We also have programmes tailored to:

- facilitators who want to upskill their teams
- pharmacy professionals who work with specific groups of patients, eg, children and young people.

Consultation skills for pharmacy practice e-learning

Consultation skills for pharmacy practice: An introduction (hospital) workshop

Consulting with people living with dementia e-learning

Consulting with people living with mental health problems e-learning

Confidence in consultation skills workshops delivered at workplace

Consulting with children and young people e-learning





Morphine Sulphate Oral Solution Dose Review

Technician Role

NHS Sheffield Clinical Commissioning Group (CCG) supports the work of the controlled drugs accountable officer (CDAO) at NHS England (NHSE) through the work of pharmacy technicians in dedicated CD roles. The work of the pharmacy technicians include monitoring the safe and appropriate use of CDs prescribed across the city, investigating CD related incidents, gathering and sharing local CD intelligence with NHSE and other stakeholders such as South Yorkshire Police (SYP), the Care Quality Commission (CQC), and the General Pharmaceutical Council (GPC).

Background

In August 2016, NHS England (NHSE) were made aware of a number of incidents across the Yorkshire & Humber region involving morphine sulfate 10mg/5ml oral solution, so highlighted the risks and learning to CCGs through a controlled drugs (CD) newsletter¹

NHSE stated; 'Where patients are not at risk of opioid overdose (either intentional or unintentional), and especially where end of life patients have dysphagia, morphine sulphate solution (MSS) can be useful to manage breakthrough pain. However, when used long term for patients with chronic pain, this can cause problems'.

'Despite a 300ml bottle of MMS 10mg/5ml containing the same amount of morphine as x60 Zomorph© 10mg capsules, it is legally classed as a Schedule 5 CD rather than a Schedule 2 CD, and is effectively treated as a prescription only medicine (POM). This can give the impression that MSS is less dangerous/potent than solid dose forms of opiates'.

Considerations

The NHSE newsletter highlighted that; 'MSS can be a risky analgesic option for patients with a history of mental illness, self-harm or personality disorder. For an opioid naïve patient – 100ml of 10mg/5ml solution (200mg morphine) can be a fatal dose, especially if they are taking other central nervous system (CNS) depressant medications such as Diazepam, Zopiclone or selective serotonin re-uptake inhibitors (SSRI's).

Placing MSS on repeat prescription or prescribing quantities ≥ 300 ml can make it easier for patients to escalate their dose. 100ml as an acute prescription should be sufficient for occasional use.

Prescribers should consider the possibility of a 'swig culture' developing, where patients may be intentionally or unintentionally taking large doses.

Prescribers should consider the risks of respiratory depression when prescribing analgesics for patients with underlying risk factors such as chronic obstructive pulmonary disease (COPD) and heart failure, especially

when taking other CNS depressants.

MSS can often be the target of people seeking prescription medicines for misuse or diversion'

Sheffield Review

Following the information highlighted in the newsletter, the Medicines Safety Group (MSG) at Sheffield CCG requested for a dose review of patients being prescribed MSS 10mg/5ml. Electronic prescribing analysis cost tabulation (ePACT)² data for GP practices in the city revealed a significant number of patients on this medication, so a threshold of prescriptions ≥ 1000 mls was benchmarked for the first review.

The review was led by the Medicines Governance Technician and Medicines Management Technicians working in GP practices across Sheffield. It commenced in March 2017 and was able to address QIPP³ indicators, as below:

QIPP Impact

Q - Quality. Use of the NHSE CD newsletter to highlight the issue to GP practices

I - Innovation. Use of ePACT data to identify patients and engage with GP practices

P - Prevention. A number of high risk patients were identified and alerted to GP practices

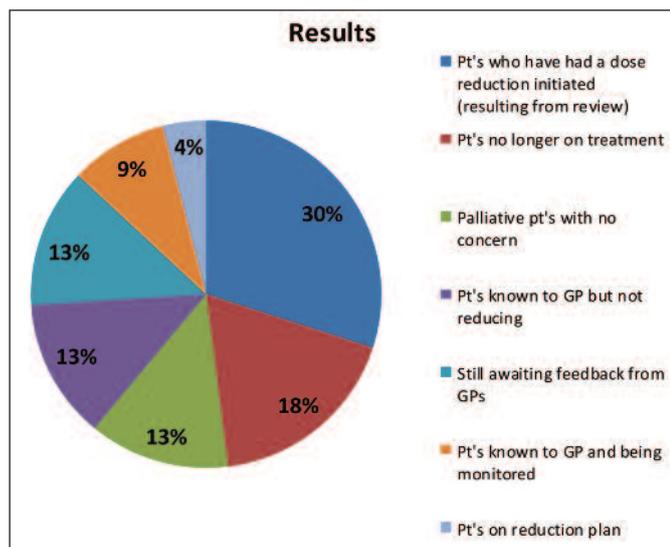
P - Productivity. Patients at risk reviewed and information passed to GP practice

Aims

- The aim of the review was to highlight patients on ≥ 1000 mls of morphine sulphate oral solution 10mg/5ml, and then:-
 - o Discuss the findings with the prescriber
 - o Review the indication for prescribing and dose appropriateness, in line with the national institute for clinical excellence (NICE) summary of product characteristics³ (SPC)⁴ and the NICE British national formulary (BNF) guidelines⁵
 - o Highlight patients with mental health co-morbidities
 - o Identify any evidence of patients over ordering and/or dose escalation.
 - o Reduce quantities prescribed to appropriate amounts, in line with SPC/NICE

Uptake and Data

18 GP practices in Sheffield were identified from ePACT data with having patients receiving ≥ 1000 mls of MSS 10mg/5ml. 82 prescriptions were identified across a 3-month period selected (Sep-Nov 2016), however, many of the items were found to be for the same cohort of patients on a regular prescription, this reduced the total patient number in the review to 23.



Future Plans

MSG were extremely pleased with a 30% reduction in doses as a direct result of the review, and are considering what action to take as part of the 2018 QIPP plan. Ideas suggested by the technician team included;

- Re-visiting the same cohort of patients in 2018, or widen the threshold to doses ≤ 1000 mls.
- Including other strengths/formulations such as Oramorph© 20mg/1ml, and other oral opioids such as Oxycodone and Methadone.
- Considering patients in risk factor groups such as COPD/Heart Failure and by Age, and also those taking other CNS depressant medications alongside opioids.
- Weighing up the risk of non-steroidal anti-inflammatory drugs (NSAIDS) 'V' Opioids in the elderly population.

References

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- 4) Emc. (Dec 2016). Summary of product characteristics: Morphine oral solution 10mg/5ml. [Available]. Online: <https://www.medicines.org.uk/emc/medicine/29417> [02 June 2017]
- 5) BNF. (2017). Morphine; Oral solution. [Available]. Online: <https://bnf.nice.org.uk/medicinal-forms/morphine.html> [02 June 2017]

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APTUK Swindon Branch Meeting

Wednesday 27th September 2017 at 7pm, Holiday Inn,
Coate Water, Swindon, SN3 6AQ – Buffet included

The theme of the evening will be: Mental Health

The meeting will be supported by a guest speaker.

There will also be the opportunity to:

- Learn more about APTUK – the professional leadership body for pharmacy technicians.
- Network with pharmacy technicians from various sectors of pharmacy.

The evening is open to all Pharmacy Technicians, Pre-Registration Pharmacy Technicians, Pharmacy Assistants & Dispensers.

Attendance is charged at £1.50 for APTUK Members and £2 for non-members. For more details about APTUK membership please visit aptuk.org

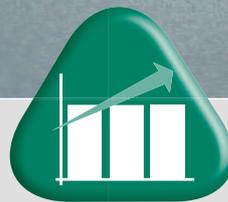
For more information or to confirm your attendance please contact Anna Hazelden (Branch Chair) aptuk.swindon@hotmail.com, Graham Brown (Branch Secretary), Belinda Gribben (Branch Treasurer)



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