

Being a Pharmacy Technician

GP practices across the Frimley Health and Care area have been welcoming new members of staff into their teams to better support patients' needs.

Around 400 additional team members have been recruited into healthcare roles at general practices in our area since 2019/2020 - offering patients access to an expanded team of health professionals in addition to their practice GP or nurse. This larger team now includes pharmacists, mental health practitioners, paramedic practitioners and social prescribers, who work together to support patients to get the right care when needed.

Hear from Sarah, Pharmacy Technician, supporting two practices in Ascot.

"I work as a Pharmacy Technician supporting patients at two practices in Ascot and that includes those who live in local care homes.

"I see patients that are due a routine review – I do not prescribe but offer support with medications already being taken. I consider possible interactions when new medications are introduced, review all hospital letters and ensure patients medical records are up to date.

"Medicines safety and record keeping is a big part of my work. I help people understand their medication, take it safely and use equipment, such as inhalers, properly.

"I work closely with the practice clinical pharmacists and if I have any concerns I will ensure the patient is referred or seen by a colleague. If needed, I can support patients to change to medication that is more suitable."



Being a Pharmacy Technician

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I love the diversity of my work. I enjoy helping people and building a relationship with them, allowing them to get the best out of their medicines which helps improve their health.

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“I left college thinking about going to uni but I didn't have a strong career direction and so whilst I considered my options I took a position in a community pharmacy. This work required me to complete an initial training course before I could even handle medications and then to allow me to dispense I had to undergo further training.

“I enjoyed the work and when the opportunity to take on an apprenticeship position to become a Pharmacy Technician became available, I felt this was the right direction for me.

“I had completed my apprenticeship when I found out that positions were becoming available in general practice for Pharmacy Technicians. The work sounded really interesting and I was ready for a new challenge and to learn more.”

“I enjoy the variety and flexibility of working in a diverse team. We all help each other and I work really closely with the remote monitoring team as well.

“Having longer to spend with patients than a GP means we can always take a holistic approach, which sometimes leads to needs being identified that others in the team can assist with.

“Recently a patient shared that he had fallen but hadn't told anyone and didn't seek help as didn't want to be a bother. With the wider team support we arranged for the gentleman to have an x-ray which showed he had fractured his wrist and he was able to receive the proper treatment.”

To learn more visit:
www.frimleyhealthandcare/gethelp



“I'd like patients to better understand how Pharmacy Technicians can help them. GPs can assess conditions and prescribe but we are here to help you take those medicines well, safely and help find alternatives if they don't work for you”