

# A Community Pharmacy Technicians Guide In Wales



Community  
Pharmacy Wales  
Fferylliaeth  
Gymunedol Cymru

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# Steps to providing Community Pharmacy Services



Become a  
Registered  
Pharmacy  
Technician

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Complete NCSA  
training

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Understand  
Services you can  
provide within  
your Pharmacy

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Complete any  
additional training  
needed for that  
service

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Carry out the  
service

# Services Pharmacy Technicians Can Provide



Help Me Quit  
Service

Click [HERE](#) for  
more information



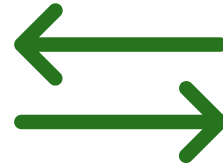
Discharge  
Medicines Review

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more information



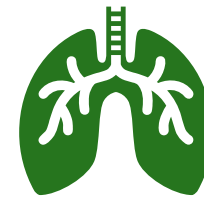
Flu  
Vaccinations

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information



Supervised  
Administration &  
Needle/ Syringe  
Service

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more information



Inhaler  
Review

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for more  
information



Care Home  
Service

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# Services Pharmacy Technicians Can Provide

## Help Me Quit Service



Pharmacy technicians are approved service providers for the help me quit service.

Smoking continues to be the greatest single cause of avoidable mortality in Wales.

This service is available throughout community pharmacies in Wales, as their accessibility and convenience work as an advantage.

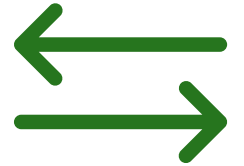
Through 1 to 1 behavioural support and advice to smokers, Pharmacy Technicians can support in reducing the number of people smoking.



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# Services Pharmacy Technicians Can Provide

## DMR



DMRs can be completed by Pharmacy technicians.

This is a service that supports a patient's journey from one care setting to another, for example a patient being discharged from hospital to being back home.

By providing this service community pharmacies can contribute to avoiding medicine-related admissions to hospitals or care homes.

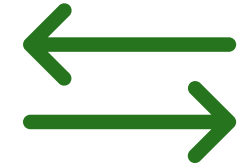
By providing this service Pharmacy Technicians can improve communication between healthcare professionals and others involved in the transfer of patient care.



Me Quit  
service



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# Services Pharmacy Technicians Can Provide

## Flu Vaccinations



Through the National protocol and PSDs Pharmacy Technicians in Wales have been able to provide flu vaccinations to patients.

This has given them the chance to expand their skill and utilise their development in improving patient care within the community.

A busy pharmacy workload may limit a pharmacist's ability to meet the needs of vaccine-willing patients. Having a Pharmacy technician trained to provide the service, can distribute workload, and increase availability of the vaccine within the community.

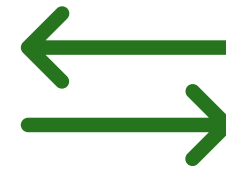
There are many pharmacy technicians in Wales vaccinating patients this season to ensure the well-being of their communities.



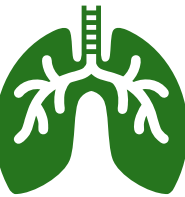
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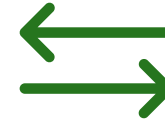
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# Services Pharmacy Technicians Can Provide

## Supervised Administration & Needle/ Syringe Service



The Supervised administration service aims to contribute to the reduction in risks associated with inappropriate use or diversion of prescribed medicines.

Pharmacy Technicians are approved service providers, and can improve adherence to an agreed treatment plan, by offering a user-friendly, non-judgmental, patient centred service.

The Needle/syringe service enables community pharmacies to reduce harm through provision of an easy-access and user-friendly service for all people who inject drugs.

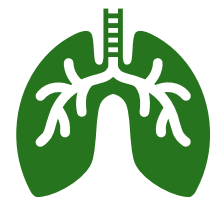
Pharmacy Technicians are involved in the safe disposal of used injecting equipment, which in time will lead to a reduction in drug litter, waste, and risk to local communities arising from accidental exposure.



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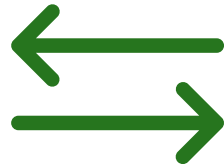
# Services Pharmacy Technicians Can Provide



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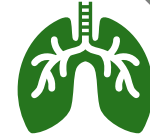


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## Inhaler Review



Pharmacy Technicians are approved users of this service in Wales.

The purpose of this service is to improve patient outcomes by assessing and improving inhaler technique.

By patients understanding their condition and treatment better there is far more adherence with inhaler therapy.

Pharmacy technicians being patient facing can have conversations and build an understanding between themselves and the patient to provide a service that overall will improve patient health through assessment and advice.



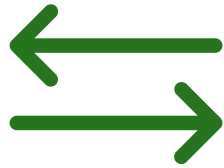
Care Home  
Service



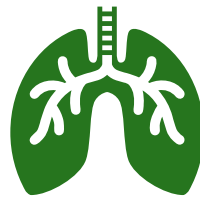
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## Care Home Service



Pharmacy technicians in Wales are an approved service provider.

The Community Pharmacy Care Home Support Service has the primary aim of improving medicines safety for care home residents.

The service optimises access to pharmacy support for care home staff and residents. Including providing advice and guidance to care homes with medicines management issues.

Pharmacy technicians are involved in reviewing systems and policies, providing education on administration, storage, and disposal of medication through this service.

# Further Development For Pharmacy Technicians



## Technicians development

### Technicians can go on to

- Educational supervisors
- Leadership and medicines management courses
- CPD courses through HEIW

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### Through the CPCF

- First Aid for Mental Health training
- Mental Health Awareness e-learning

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### Primary Care Clusters in Wales

- Be part of Primary Care Clusters in Wales - Community Pharmacy Collaborative Lead Role

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