



## Kayla Dobbie

Pharmacy Accuracy Checking Technician  
Unichem Quin's Gore Pharmacy

### Why did you become a Pharmacy Technician?

I started off as a Retail Assistant in the shop for about six months and then an opportunity opened up and I moved into the dispensary as a Pharmacy Technician. I found it more interesting. There was a bit more of a learning curve.

### What do you enjoy most about your role?

I like being in the community and being able to help people. I like the fact it's quite different each day. There's always a variety of work. And then moving into the Pharmacy Accuracy Checking Technician (PACT) role was another step up. I do the final check of the prescriptions after the pharmacist has done the clinical check. As a PACT, I like being able to check prescriptions and having the responsibility of making sure that the medicines are safe before they go to the patient.

### Why is your role important to your workplace and the wider healthcare system?

My role frees up the pharmacist's time so they can have face to face consultations with patients. The pharmacist can just do the clinical check and then pass it onto me, and it gets checked off while they are doing other duties. When people come into the pharmacy, they are very appreciative of having that time with the pharmacist.

### What did you find particularly challenging or rewarding about working on the frontline of the health system during the COVID-19 lockdown?

The workload was definitely challenging. The customers were also stressed, and you really felt for them. You just had to reassure them you were doing your best. That was challenging as well as rewarding, helping the customers. Letting them know it's okay, we've got your medicines, we've got it sorted. So, that was one less thing for them to worry about.

### What does Pharmacy Technician Day mean to you?

It's nice to have recognition of the work we do. The technicians do a lot of work behind the scenes that the public wouldn't really know about. We do quite a lot to help the pharmacists and the rest of the team.



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