



**Melissa Wood**  
Pharmacy Technician  
Unichem, Te Aroha

**Why did you become a pharmacy technician?**

I started off working in the shop and a technician left. My boss David offered me the job and paid for me to do my training. It was a great opportunity and I still really enjoy my job, so I was very lucky.

**What do you enjoy most about being a pharmacy technician?**

I love to learn about different health conditions and different medicines and how they work. I love working with customers as well. Also, we have a great team in Te Aroha, which makes it really fun and rewarding.

**Tell us why your role is essential to your workplace?**

David owns six pharmacies, so I liaise with all the dispensary staff in those pharmacies. I make up a document called Dispensary Topics each month for staff outlining any new or important information they need to be aware of. For example, we have just got a District Health Board contract to provide the new Community Pharmacy Anti-coagulation Management Service, so we can undertake point-of-care testing for people taking Warfarin. So that's the easiest way to communicate information to all the staff about that sort of thing. I also make another document called Stock Management which has brand changes and pricing information for the dispensary, so staff in each pharmacy are not having to double up on that work.

**Are there any areas of health or medicines you are particularly interested in?**

I like to keep learning all the time and investigate different health conditions and find out how different medicines work. I find that really interesting.

**Where do you see the pharmacy profession heading in the future?**

I think retail may die a little bit and it will be more dispensary based. We will need to offer new clinical services. Things will become more automated as well.

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

I love my job and if there's a day for it that's great, but there's a day for everything now.