



Piyusha Patel

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Why did you become a pharmacy technician?

I had a friend who was studying to be a pharmacy technician at the Open Polytech, and she told me about her work and study and that interested me. I started volunteering in the pharmacy to make sure that was the career I wanted to do before I registered with the Open Polytech for my Level 5 Pharmacy Technician Certificate.

What do you enjoy most about being a pharmacy technician?

Mostly the interaction with the customers. I've been working for 9 years in the same pharmacy and 90% of the customers are repeat customers. Because you develop a relationship with your customers you go out of your way to help them when they can't get to see their doctor.

Tell us why your role is essential to your workplace?

In July this year I became a certified pharmacy accuracy checking technician (PACT), which means that I check the prescriptions before they go out to the patient. I am retail manager as well, which means that I buy stock for the shop and the dispensary.

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

I've always wanted to work in a hospital pharmacy. I've been in the same community pharmacy for 9 years, so at some stage in the future I would like to work in a hospital. Going out to the wards and having more interaction with various parts of dispensing interests me.

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

With the large overseas organisations offering free prescriptions, it is becoming quite difficult for the smaller locally owned pharmacies to compete, so that's a bit worrying.

What does Pharmacy Technician Day mean to you?

Celebrating Pharmacy Technician Day is important because pharmacy technicians are a very important part of the healthcare team. The technicians hold everything together. They are the backbone of the pharmacy team.