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I started working in a pharmacy when I was 15 years old as a retail assistant, part-time on Saturdays. Once I left high school, my boss gave me the opportunity to work full-time as a retail assistant, whilst studying for my pharmacy technician qualification with the Open Polytech.

What do you enjoy most about your role?

I'm never bored. Every day is different. I find it challenging and rewarding. I'm a Pharmacy Accuracy Checking Technician (PACT) so I enjoy the challenge of having more responsibility. Being a PACT is rewarding because I can see every day that I'm helping people. My role frees up time for the pharmacists, enabling them to do more clinical work with the patients and doctors on the wards. So, I feel like an important part of the team.

Why is your role essential to your workplace and the profession?

Technicians do a lot of the groundwork for pharmacists. We are responsible for making sure that all medications are on the ward and available for patients when they need them.

We have a machine that is linked to our computer system, and it is our responsibility to make sure that those machines are filled up with specific drugs. We refill them and we check each other, so that's a vital part of what we do in the hospital.

How has your role changed since you first started as a technician?

I started in community pharmacy and have since moved to hospital pharmacy. I've managed to work my way up to a more senior position. I've done the PACT course, which is amazing because

I can check medications being dispensed now. For a technician to be able to do that is a great change. It was what I needed in my career to keep myself happy in my job and in the profession.

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

Technician roles are expanding to incorporate supporting the pharmacists on the wards at a patient-care level with patient counselling and medication histories.



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