Pharmacy Accuracy Checking Technicians Training Programme Guidance Document

This document aims to provide guidance for applicants of the Pharmacy Accuracy Checking Technician (PACT) Training Programme. This document aims to give both the potential PACT Preceptor and potential PACT trainee technician information on the completion of the dispensing log task.

The potential PACT trainee technician is to complete a 200-item <u>dispensing</u> log. Completion of any part of the dispensing process for one prescription item can be documented as an item in the dispensing log (i.e. processing an item through the computer **OR** physically dispensing (counting and packing and labelling)) **OR** where they have performed the entire dispensing process. When a prescription item is both entered into the computer and dispensed by the PACT trainee technician, this will count for one item in the log only.

The following forms have been provided in your application pack:

1a. Community Pharmacy Dispensing Activity Log **OR**   1b. Hospital Dispensing Activity Log
2. Error Codes (Appendix 2)
3. Dispensing Errors Detected Form (Appendix 3)
4. Details of Dispensing Errors Detected Form (Appendix 4)
5. Pharmacist Signature Log Form

<u>Note re 1a and 1b</u>: If you are based in a Community Pharmacy, you are required to complete the Community Pharmacy Dispensing Log. If you are based in a Hospital Pharmacy, you are required to complete the Hospital Pharmacy Dispensing Log i.e. you are only required to complete either 1a OR 1b, not both.

1a. The Community Pharmacy Dispensing log

If you are based in a Community Pharmacy, you are required to complete the Community Pharmacy Dispensing Log.

The Community Pharmacy Dispensing log requires the potential PACT trainee technician to fill out their name, pharmacy and page number on each page. The potential PACT trainee technician is to then complete the table for 200 dispensed items.

Note: we are asking this technician to complete this log for a minimum of 200 DISPENSED items. <u>The technician is not required to *check* any prescriptions until after acceptance into the PACT Training Programme</u>.

Complete the log for each of the 200 items. The technician may have a self-checking procedure. If so, they can check to see if any errors have been made. If they identify any error made during dispensing, they can complete the relevant section of the log by inserting the error code relating to the error. The technician is to then sign each item in the log.

At this stage the pharmacist can check the dispensed item. If an error is found, the pharmacist is to write the error code into the allocated box ('Dispensing error found by final checker pharmacist'). The pharmacist can then sign the item.

This process is to be repeated for 200 items.

We recommend the technician dispenses a range of items such as tablets, liquids and vials where possible.

Note:

- It is the technicians' responsibility to complete the log. The pharmacist is only required to complete the error section (if applicable) and sign the final check of the item.

Other pharmacists may be involved in checking the potential PACT trainee technician's dispensing, however it is recommended that the potential PACT preceptor pharmacist checks a minimum of 50% of these 200 items. Both the PACT preceptor and potential PACT trainee technician are to become familiar with the requirements and by working together as much as possible, the PACT preceptor can be involved and support the technician through this pre-acceptance stage.

1b. Hospital Pharmacy Dispensing Log.

If you are based in a Hospital Pharmacy, you are required to complete the Hospital Pharmacy Dispensing Log.

The Hospital Pharmacy Dispensing log requires the potential PACT Trainee Technician to fill out their name, pharmacy and page number on each page. The potential PACT trainee technician is to then complete the table for 200 dispensed items.

Note: we are asking this technician to complete this log for a minimum of 200 DISPENSED items. The technician is not required to *check* any prescriptions until after acceptance into the PACT Training Programme.

Complete the log for each of the 200 items. The technician may have a self-checking procedure. If so, they can check to see if any errors have been made. If they identify any error made during dispensing, they can complete the relevant section of the log by inserting the error code relating to the error. The technician is to then sign each item in the log.

At this stage the pharmacist can check the dispensed item. If an error is found, the pharmacist is to write the error code into the allocated box ('Dispensing error found by final checker pharmacist'). The pharmacist can then sign the item.

This process is to be repeated for 200 items.

Notes:

- Some error codes for Hospital Technicians differs from the Community Pharmacy error codes.
- It is the technicians' responsibility to complete the log. The pharmacist is only required to complete the error section (if applicable) and sign the final check of the item.

We recommend the technician dispenses a range of items such as tablets, liquids, vials. Although the technician may not primarily work at the dispensing bench, it is recommended

that the potential PACT trainee technician complete 50% of their 200 dispensing items at the dispensing bench.

Other pharmacists may be involved in checking the potential PACT trainee technicians dispensing however it is recommended that the PACT preceptor checks a minimum of 50% of these 200 items. Both the PACT preceptor and potential PACT trainee technician are to become familiar with the requirements and by working together as much as possible, the PACT preceptor can be involved and support the technician through this pre-acceptance stage.

2. Error Codes

The error codes which are to be used when completing this dispensing log have been sent to you with this document (Appendix 2). The error codes on the left are to be used in both Community and Hospital environments.

However, Hospital technicians are also required to use the Hospital Prescription Codes when completing this Dispensing Log in the section 'Prescription Type and Specialty'.

3. Dispensing Errors Detected

If a dispensing error is detected (by the potential PACT trainee technician or the pharmacist), complete this form.

Write the item number (e.g. item 52), the date of the dispensing, if it was a Group A or Group B error + the type of error, and the details of the error. The PACT preceptor (or other checking pharmacist) is to sign this for each error found. For example:

Item No.	Date	Group A (A) or (B)	Details of Error (include drug name and a description of the error)	Signature of Pharmacist
52	26/6/21	(A)C	Incorrect strength picked. Prescription is for Metoprolol 95mg tablets. I dispensed 47.5mg tablets. Picked up mistake when self-checking. Informed pharmacist and corrected error.	

Group A or B to be written as (A) or (B)

Type of error

Complete this form for each error found.

4. Details of Dispensing Errors Detected during Pharmacist Check

This form is to be completed after the 'Dispensing Error Detected' form has been completed for any error that the pharmacist finds during the final check (i.e. errors that the potential PACT trainee technician doesn't pick up during their self-check). This form asks for additional information relating to the error and involves reflection on the reasons the error may have occurred.

It is recommended that the potential PACT trainee and PACT preceptor take some time to consider what happened, the potential reasons the error was made, the impact or potential

impact of this error on a patient, the technician and the pharmacy. You are then asked what actions will be undertaken to prevent such an error from reoccurring.

It is suggested that such errors are talked about openly such as in staff meetings as it may not be isolated to this technician and an open conversation could reveal required changes in systems, processes or resources. This may be a learning opportunity for all staff.

This form is to be reviewed and signed by the PACT preceptor.

5. Pharmacist Signature Log

All pharmacists, or certified PACTs, who check the potential PACT trainee's dispensing are required to complete this form. Send this form back to PSNZ along with other documentation. The intention is for the assessors to be able to track the signatures on the logs to specific final checkers.

Please see the attachment 'Dispensing Log Sample' for an example on how to complete the dispensing log task.

Once completed, submit all fully completed documents by the due date.