

RPS response

Questionnaire on the Pharmacy Technician and Pharmacy Support Staff Development Pathways

Aim

The aim of the questionnaire is to gather responses on the content of the development pathways for pharmacy technicians and pharmacy support staff from pharmacy teams in all sectors of pharmacy across Scotland.

Before you complete the questionnaire, please read the participation sheet and the Frequently Asked Questions (FAQs) paper.

Instructions

Please read through the questionnaire and answer each question.

Completing the form will take around ten minutes depending on responses.

Consent

1. In giving my consent I state that:

- I understand the purpose of the study, what I will be asked to do, and any risks/benefits involved.
- I have read the Participant Information Sheet, and have been able to contact the researchers about my involvement in the study if I wished to do so.
- I understand that being in this study is completely voluntary and I do not have to take part.
- I understand that the results of this study will be used in the way described in the information sheet.
- I understand that personal information about me that is collected over the course of this project will be stored securely and will only be used for purposes that I have agreed to.

I consent

2. Are you

An employer

An employee

Both an employee and employer

3. Please provide your age - The number must be between
16 - 90

90 (mandatory question)

4. How many years have you worked in pharmacy?

999 (mandatory question)

5. What is your gender?

Male

Female

Prefer not to say

Other

6. Which NHS Scotland Health Board Area do you work in

Ayrshire & Arran

Borders

Dumfries & Galloway

Fife

Forth Valley

Grampian

Greater Glasgow & Clyde

Highland

Lanarkshire

Lothian

Orkney

Shetland

Tayside

Western Isles

NES Education for Scotland (NES)

National Services Scotland (NSS)

Golden Jubilee National Hospital

The State Hospitals Board

Healthcare Improvement Scotland (HIS)

Healthcare Environment Inspectorate (HEI)

Scottish Government

other

7. Sector of Employment

Primary Care

Secondary Care

Community Pharmacy

Education

Mental Health

Prison

Clinical Trials

Other Professional Leadership Body

8. Are you

a Pharmacy Technician

a Pre Registration Pharmacy Technician

Employed as Pharmacy Support staff eg Dispenser, Dispensing Assistant or Pharmacy Support Worker

Pharmacist

9. Would you say the format of the proposed Pharmacy Technician/Pharmacy Support Staff Development Pathways are easy to understand.

Yes (to allow the following questions to appear)

No

(NPTGS Feedback form branched questions)

Q Would you say the format of the proposed Pharmacy Technician/Pharmacy Support Staff Development Pathways are easy to understand.

If you said no, what do you think could be improved with the Development Pathways?

- Formatting ie size of text, font used
- The layout
- More detail
- Less detail
- I don't like the graphics
- other

If you said yes, what do you like about the format of the Development Pathways?

- Formatting ie size of text, font used
- The layout
- Level of detail
- Case studies
- Graphics
- Other

The layout of the framework is well laid out and easy to understand, in particular the career stages and example job roles.

Q Do you think the proposed Pharmacy Technician and Pharmacy Support Staff Development Pathway describes the appropriate level of accredited underpinning knowledge to support the delivery of effective patient care.

If you said yes, what statement(s) below best describes your view(s)?

- Set at the same level as the wider healthcare family.
- Underpins the skill and experience for the role.
- Would increase levels of confidence in the role.
- It provides assurance that staff are educated at the level required for their role to deliver a safe and effective patient care.
- Other

If you said no, what statement(s) best describes your view(s)?

- Level of knowledge suggested is too high.
- Level of knowledge suggested is too low.
- More information on content of proposed qualifications.
- Pharmacy Technician/Pharmacy Support Staff already have the required accredited level of knowledge for their roles.
- Other

Q Do you think the proposed Development Pathways will help deliver on Public Health Scotland ambition to improve the population health of Scotland by equipping our workforce with the underpinning knowledge and education to develop appropriate skill and experience?

Yes

No

Other

If you answered no what needs to be added?

See answer below

Questions below appear if yes or no is answered but not if Other answered

Q What do you think of the proposed Pharmacy Technician and Pharmacy Support Staff Development Pathway (free text)

The Royal Pharmaceutical Society is the professional leadership body for pharmacists and pharmacy and we recognise that the contribution of each member of the pharmacy team needs to be defined and recognised to ensure pharmacy has the greatest impact in the multidisciplinary team.

The feedback contained within this form is a preliminary response; we recognise the potential impact of these frameworks on further development and practice in the devolved nations and further work with our National Pharmacy Boards in Scotland, England and Wales will be necessary for the development of an organisational position.

To respond to the development of advanced practice roles and the further integration of pharmacists into multidisciplinary teams, we have developed a comprehensive approach to assessment and credentialing for advancing pharmacist roles through Post-registration, Core Advanced and Consultant Curricula. These curricula are designed to ensure pharmacists have the necessary capabilities to practice at each level of their career and assures the public and other professionals of the pharmacist's level of practice across all four pillars (as referenced in the Pharmacy Technician Development Pathway).

The RPS has adopted the multiprofessional definition of advanced clinical practice from NHS England:

Advanced clinical practice is delivered by experienced, registered health and care practitioners. It is a level of practice characterised by a high degree of autonomy and complex decision making. This is underpinned by a master's level award or equivalent that encompasses the four pillars of clinical practice, leadership and management, education and research, with demonstration of core capabilities and area specific clinical competence. Advanced clinical practice embodies the ability to manage clinical care in partnership with individuals, families and carers. It includes the analysis and synthesis of complex problems across a range of settings, enabling innovative solutions to enhance people's experience and improve outcomes.

The Pharmacy Technician Development Pathway describes pharmacy technician practice to advanced and consultant level; it is our understanding that the competence must be developed across all four pillars of practice to reach these levels. Whilst we recognise that pharmacy technicians make a valuable contribution to the leadership, management, education and research landscape within pharmacy and healthcare, we do not believe that the Development Pathway describes the underpinning knowledge, education and training necessary for a pharmacy technician to manage the high level of clinical complexity and practise with the autonomy required to align to the multiprofessional definitions of advanced and consultant practice.

We would welcome further dialogue with NPTGS and other stakeholders in the ongoing refinement of the pathways, to explore the envisioned scope of practice of the advanced pharmacy technician roles described in the pathway and achieve a common understanding of the term "clinical practice".

We really value the symbiotic relationship between the related but distinct professional pharmacy groups and we want to avoid confusion and blurring of the roles, for patients and the wider healthcare system, which may occur if both professional groups merged in the advanced/consultant spaces.

Q Is there anything you would change or would like added to the proposed development pathway

It is recognised that the development pathway does not use NHS Agenda for Change terminology to allow the pathways to be used across all sectors of pharmacy. Our observation is that the pathways remain focussed on roles within the managed service and clarity on the application of the pathway in other sectors such as community pharmacy, medicines homecare or academia would be valuable.

In addition, we feel that it would be of value for patients and the wider healthcare system, to be clear that pharmacy support staff are not registered professionals.

We would welcome further dialogue between NPTGS and RPS in relation to the Development Pathways to ensure co-ordinated career development within the pharmacy workforce.

Survey end.