**Pharmacy technician case study**

Gillian Mills is a Pharmacy Technician (PT) and has recently started working across a PCN in North Cumbria.

Her role ensures that the PCN is able to review and provide enhanced support to patients who are on a high number of medications and / or on high risk medications. She is also able to support medication reviews under the direction of the lead clinical pharmacist, and act as a first contact for any initial queries from patients. Taken all together, the PT role can support patients to take the lead in the management of their medicines and their own health and wellbeing, and in doing so help to relieve some of the workload pressure on general practice.

PTs can also support relieving pressure on GPs in other areas of the business including:

* Writing and reviewing procedures relating to medication.
* Writing training materials
* Responding to medication queries
* Liaising with pharmacies that supply medicines
* Completing medicines audits and supporting patients to manage their medication correctly
* Producing reports to check that the medication prescribed is cost effective
* Forging relationships with external agencies within the health and care system

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Gillian works across the practices in the PCN and rotates between them. This gives her access to the multi-disciplinary team across the PCN and she can ensure that there is input into a patient’s medication from the patient themselves as well as the broader team. This helps to improve access for the patient to other aspects of primary care for advice and support; as well as providing structure to the medication review from across the MDT.

Initial local views show that this will be a valuable service as it will ensure that patients have access to timely medication support as well as proactive reviews. Gillian says “I think the role will provide a positive experience for patients whilst helping the prescribers concentrate on any urgent issues in practices. As a team we will be looking at structured medication reviews, inhaler technique reviews, and ensuring safe and cost-effective prescribing across all the surgeries in the PCN”.