

# An evaluation of PCN pharmacists and Pharmacy Technicians

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MIDLANDS  
PRACTICE  
PHARMACY  
NETWORK

## Introduction

Clinical pharmacist and technician roles are increasing in GP, following the 'Clinical Pharmacists in GP Practices' (CPGP) pilot study (Mann et al., 2018). Research into PCN pharmacist professionals' roles is limited, therefore, this research aims to investigate the role of PCN pharmacists and technicians across the midlands.

## Methods

Microsoft forms cross-sectional electronic questionnaire.  
Distributed by gatekeepers from the MPPN via email to PCN pharmacists and technicians across the midlands including the Black Country and Dudley.  
Enabled to distribute to a wider population in a short amount of time - most appropriate during the Covid-19 pandemic.

## References

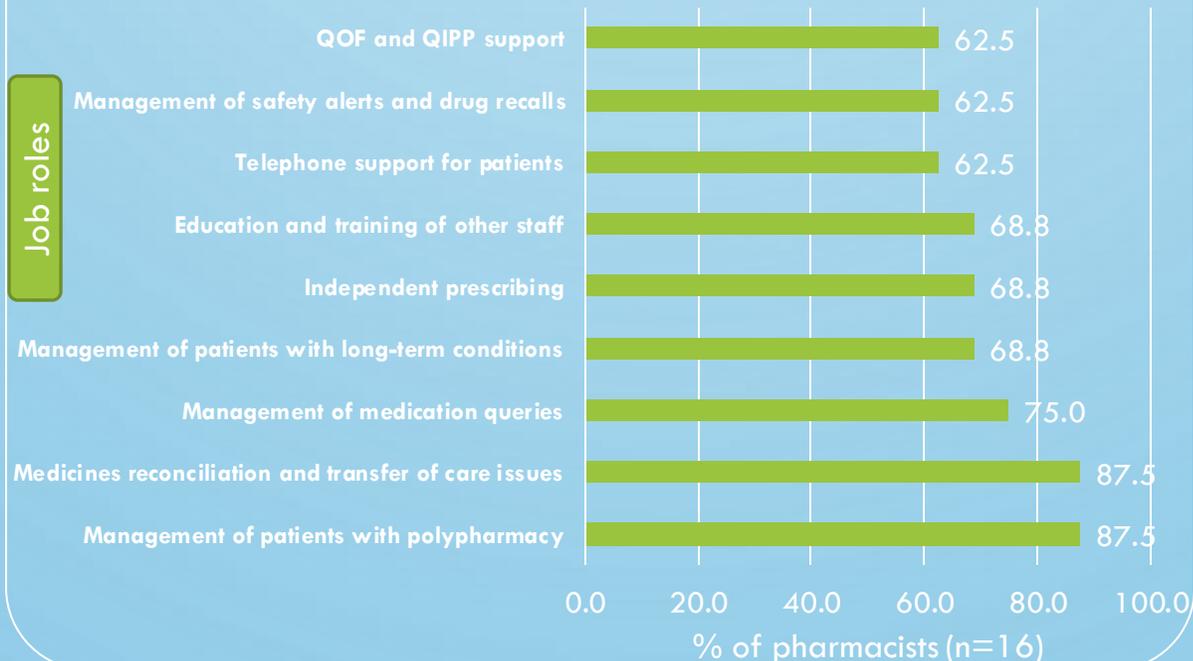
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3. Mann, C., Anderson, C. and Avery, A.J. et al. (2018). *Clinical Pharmacists in General Practice: Pilot scheme*. [Online] Available at: <https://www.nottingham.ac.uk/pharmacy/documents/generalpracticeyear1adrev/clinical-pharmacists-in-general-practice-pilot-scheme-full-report.pdf> (Accessed on 15/11/2021) (This source was used to include the CPGP Pilot study).
4. Savickas, V., Foreman, E., Ladva, A., Bhamra, S.K., Sharma, R. and Corlett, S.A. (2020). Pharmacy services and role development in UK general practice: a cross-sectional survey. *International Journal of Pharmacy Practice*, 29(1), pp. 37–44. (This article was used to compare findings of workload of pharmacy professionals).

## Results

Pharmacy technician roles:  
medication reviews; Telephone appointments; Discharge summaries; Formulary adherence issues; audits; Signposting; Nursing home queries; Patients advice; Drug/dose queries.

Themes from open-ended questions on perceptions of roles:  
workload pressures, integration, training and support, role development, expectations, barriers and benefits and progression.

### Most common Roles and Responsibilities of PCN Pharmacists



## Discussion & Conclusions

### Integration

- 70.5% either agreed or strongly agreed that they integrated into the MDT. Supported by **Alshehri et al. (2021)** - 82% of pharmacists were very satisfied or satisfied with their integration into practice.

### Workload

- 58.8% agreed or strongly agreed they find it difficult to complete their work in the time allocated. Supported by **Savickas et al. (2021)** – over 50% of pharmacy professionals reported a lack of time and a heavy workload.

### Barriers and benefits

- 47.1% indicated a lack of understanding and appreciation of their role by the public and GPs as a key barrier. **Karampatakis et al. (2020)** - many community pharmacists were unaware or uncertain about their roles and responsibilities in GP.
- Suggested benefits to their roles included new knowledge and skills, reducing medication burdens on patients and reducing the workload of GPs.

### Future practice and research implications

- Highlighting of workload struggles suggests more investigations into reducing workload to prevent burn-out and errors in practice.
- Potential research into the role of pharmacy technicians and patients' perceptions of GP pharmacy professionals.