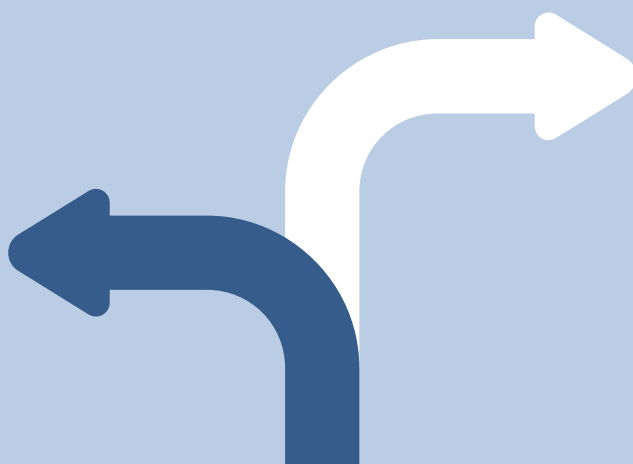


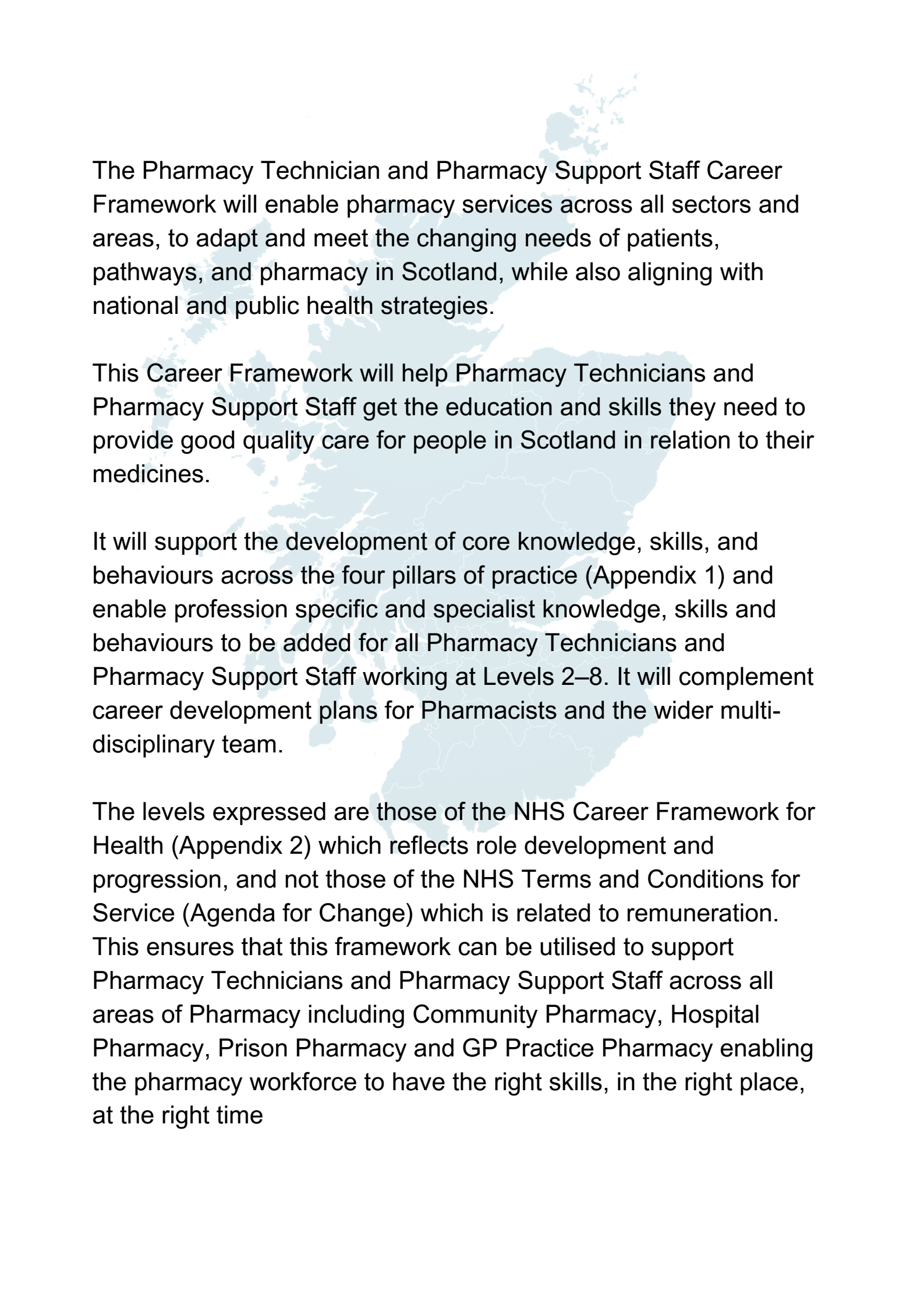


# CAREER PATHWAY



**Pharmacy Technicians and Pharmacy  
Support Staff**

**What does this mean for me?**



The Pharmacy Technician and Pharmacy Support Staff Career Framework will enable pharmacy services across all sectors and areas, to adapt and meet the changing needs of patients, pathways, and pharmacy in Scotland, while also aligning with national and public health strategies.

This Career Framework will help Pharmacy Technicians and Pharmacy Support Staff get the education and skills they need to provide good quality care for people in Scotland in relation to their medicines.

It will support the development of core knowledge, skills, and behaviours across the four pillars of practice (Appendix 1) and enable profession specific and specialist knowledge, skills and behaviours to be added for all Pharmacy Technicians and Pharmacy Support Staff working at Levels 2–8. It will complement career development plans for Pharmacists and the wider multi-disciplinary team.

The levels expressed are those of the NHS Career Framework for Health (Appendix 2) which reflects role development and progression, and not those of the NHS Terms and Conditions for Service (Agenda for Change) which is related to remuneration. This ensures that this framework can be utilised to support Pharmacy Technicians and Pharmacy Support Staff across all areas of Pharmacy including Community Pharmacy, Hospital Pharmacy, Prison Pharmacy and GP Practice Pharmacy enabling the pharmacy workforce to have the right skills, in the right place, at the right time

## Appendix 1

### Four Pillars of Practice

The Pharmacy Technician and Pharmacy Support Staff Development Framework builds on the Four Pillars of Practice.

1. **Clinical Practice:** the knowledge, skills and behaviours needed to provide high quality healthcare that is safe, effective and person centred

2. **Facilitating Learning:** the knowledge, skills and behaviours needed to enable effective learning in the workplace

3. **Leadership:** the knowledge, skills and behaviours needed to lead and to fulfil management responsibilities

4. **Evidence, Research and Development:** the knowledge, skills and behaviours needed to use evidence to inform practice and improve services



The information presented in each of the Four Pillars of Practice is relevant for any Pharmacy Technician and Pharmacy Support Staff role and should be applied to the setting that the individual is working within and the level they are working at.

# Key Elements of the Career Framework

9

## Career Framework Level 9

People working at level 9 require knowledge at the most advanced frontier of the field of work and at the interface between fields. They will have responsibility for the development and delivery of a service to a population, at the highest level of the organisation. **Indicative or Reference title: Director**

8

## Career Framework Level 8

People at level 8 of the career framework require highly specialised knowledge, some of which is at the forefront of knowledge in a field of work, which they use as the basis for original thinking and/or research. They are leaders with considerable responsibility, and the ability to research and analyse complex processes. They have responsibility for service improvement or development. They may have considerable clinical and/or management responsibilities, be accountable for service delivery or have a leading education or commissioning role. **Indicative or Reference title: Consultant**

7

## Career Framework Level 7

People at level 7 of the career framework have a critical awareness of knowledge issues in the field and at the interface between different fields. They are innovative, and have a responsibility for developing and changing practice and/or services in a complex and unpredictable environment. **Indicative or Reference title: Advanced Practitioner**

6

## Career Framework Level 6

People at level 6 require a critical understanding of detailed theoretical and practical knowledge, are specialist and / or have management and leadership responsibilities. They demonstrate initiative and are creative in finding solutions to problems. They have some responsibility for team performance and service development and they consistently undertake self development. **Indicative or Reference title: Specialist/Senior Practitioner**

5

## Career Framework Level 5

People at level 5 will have a comprehensive, specialised, factual and theoretical knowledge within a field of work and an awareness of the boundaries of that knowledge. They are able to use knowledge to solve problems creatively, make judgements which require analysis and interpretation, and actively contribute to service and self development. They may have responsibility for supervision of staff or training. **Indicative or Reference title: Practitioner**

4

## Career Framework Level 4

People at level 4 require factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the worker makes judgements, plans activities, contributes to service development and demonstrates self development. They may have responsibility for supervision of some staff. **Indicative or Reference title: Assistant/Associate Practitioner**

3

## Career Framework Level 3

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2, and will have more responsibility, with guidance and supervision available when needed. They will contribute to service development, and are responsible for self development. **Indicative or Reference title: Senior Healthcare Assistants/Technicians**

2

## Career Framework Level 2

People at level 2 require basic factual knowledge of a field of work. They may carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work. **Indicative or Reference title: Support Worker**

1

## Career Framework Level 1

People at level 1 are at entry level, and require basic general knowledge. They undertake a limited number of straightforward tasks under direct supervision. They could be any new starter to work in the Health sector, and progress rapidly to Level 2. **Indicative or Reference title: Cadet**



# Pharmacy Technician and Pharmacy Support Staff Career Framework

SfH level 8 - Consultant /Expert Practice	<p style="text-align: center;"><b>Role Specific Job Title</b></p> <table border="1"> <tr> <td>Management</td> <td>Leadership &amp; Management</td> <td>Pharmaceutical Care Generalist&amp;Specialist</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Palliative Care</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Aseptic</td> </tr> <tr> <td>Research</td> <td></td> <td></td> </tr> <tr> <td>Unlicensed Medicines</td> <td>Care Homes</td> <td>Medicines Safety</td> </tr> </table>	Management	Leadership & Management	Pharmaceutical Care Generalist&Specialist	Homecare	Stores	Palliative Care	Purchasing	Clinical Trials	Aseptic	Research			Unlicensed Medicines	Care Homes	Medicines Safety	SCQF L12 Qualification (accredited) in speciality area Consultant/Expert Framework NES non accredited courses appropriate for role			
Management	Leadership & Management	Pharmaceutical Care Generalist&Specialist																		
Homecare	Stores	Palliative Care																		
Purchasing	Clinical Trials	Aseptic																		
Research																				
Unlicensed Medicines	Care Homes	Medicines Safety																		
SfH level 7 - Advanced Practice	<p style="text-align: center;"><b>Lead Pharmacy Technician</b></p> <table border="1"> <tr> <td>Management</td> <td>Leadership &amp; Management</td> <td>Pharmaceutical Care Generalist&amp;Specialist</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Palliative Care</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Aseptic</td> </tr> <tr> <td>Research</td> <td></td> <td></td> </tr> <tr> <td>Unlicensed Medicines</td> <td>Care Homes</td> <td>Medicines Safety</td> </tr> </table>	Management	Leadership & Management	Pharmaceutical Care Generalist&Specialist	Homecare	Stores	Palliative Care	Purchasing	Clinical Trials	Aseptic	Research			Unlicensed Medicines	Care Homes	Medicines Safety	SCQF L11 Qualification (accredited) in speciality area Advanced Framework NES non accredited courses appropriate for role			
Management	Leadership & Management	Pharmaceutical Care Generalist&Specialist																		
Homecare	Stores	Palliative Care																		
Purchasing	Clinical Trials	Aseptic																		
Research																				
Unlicensed Medicines	Care Homes	Medicines Safety																		
SfH level 6 - Enhanced Practice	<p style="text-align: center;"><b>Specialist/Team Lead Pharmacy Technician</b></p> <table border="1"> <tr> <td>Management</td> <td>Leadership &amp; Management</td> <td>Pharmaceutical Care Generalist&amp;Specialist</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Palliative Care</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Aseptic</td> </tr> <tr> <td>Research</td> <td></td> <td></td> </tr> <tr> <td>Unlicensed Medicines</td> <td>Care Homes</td> <td>Medicines Safety</td> </tr> </table>	Management	Leadership & Management	Pharmaceutical Care Generalist&Specialist	Homecare	Stores	Palliative Care	Purchasing	Clinical Trials	Aseptic	Research			Unlicensed Medicines	Care Homes	Medicines Safety	SCQF L10 Qualification (accredited) in speciality area Advanced Framework NES non accredited courses appropriate for role			
Management	Leadership & Management	Pharmaceutical Care Generalist&Specialist																		
Homecare	Stores	Palliative Care																		
Purchasing	Clinical Trials	Aseptic																		
Research																				
Unlicensed Medicines	Care Homes	Medicines Safety																		
SfH level 5	<p style="text-align: center;"><b>Senior Pharmacy Technician</b></p> <table border="1"> <tr> <td>Community Pharmacy</td> <td>Leadership &amp; Management</td> <td>Pharmaceutical Care Generalist&amp;Specialist</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Palliative Care</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Aseptic</td> </tr> <tr> <td>Research</td> <td>Education&amp; Training</td> <td></td> </tr> <tr> <td>Unlicensed Medicines</td> <td>Care Homes</td> <td>Medicines Safety</td> </tr> </table>	Community Pharmacy	Leadership & Management	Pharmaceutical Care Generalist&Specialist	Homecare	Stores	Palliative Care	Purchasing	Clinical Trials	Aseptic	Research	Education& Training		Unlicensed Medicines	Care Homes	Medicines Safety	SCQF L8/9 Bridging Qualification (accredited) NES Foundation Framework NES non accredited courses			
Community Pharmacy	Leadership & Management	Pharmaceutical Care Generalist&Specialist																		
Homecare	Stores	Palliative Care																		
Purchasing	Clinical Trials	Aseptic																		
Research	Education& Training																			
Unlicensed Medicines	Care Homes	Medicines Safety																		
SfH level 4	<p style="text-align: center;"><b>Pharmacy Technician</b></p> <table border="1"> <tr> <td>Dispensary - Dispensing</td> <td>Dispensary - Accuracy Checking</td> <td>Community Pharmacy</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Ward top-Up</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Palliative Care</td> </tr> <tr> <td>Audit</td> <td>Quality Assurance</td> <td>Aseptic</td> </tr> <tr> <td>primary Care</td> <td>Care Homes</td> <td>Supporting development of others</td> </tr> <tr> <td>Unlicensed Medicines</td> <td></td> <td>Medicines Safety</td> </tr> </table>	Dispensary - Dispensing	Dispensary - Accuracy Checking	Community Pharmacy	Homecare	Stores	Ward top-Up	Purchasing	Clinical Trials	Palliative Care	Audit	Quality Assurance	Aseptic	primary Care	Care Homes	Supporting development of others	Unlicensed Medicines		Medicines Safety	SCQF L8 WBA (accredited) NES Foundation Framework NES non accredited courses
Dispensary - Dispensing	Dispensary - Accuracy Checking	Community Pharmacy																		
Homecare	Stores	Ward top-Up																		
Purchasing	Clinical Trials	Palliative Care																		
Audit	Quality Assurance	Aseptic																		
primary Care	Care Homes	Supporting development of others																		
Unlicensed Medicines		Medicines Safety																		
SfH level 4  PTPT	<p style="text-align: center;"><b>Pre-Registration Pharmacy Technician</b></p> <table border="1"> <tr> <td>Dispensary - Dispensing</td> <td>Dispensary - Accuracy Checking</td> <td>Community Pharmacy</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Ward top-Up</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Palliative Care</td> </tr> <tr> <td>Audit</td> <td>Quality Assurance</td> <td>Aseptic</td> </tr> <tr> <td>primary Care</td> <td>Care Homes</td> <td>Supporting development of others</td> </tr> <tr> <td>Unlicensed Medicines</td> <td></td> <td>Medicines Safety</td> </tr> </table>	Dispensary - Dispensing	Dispensary - Accuracy Checking	Community Pharmacy	Homecare	Stores	Ward top-Up	Purchasing	Clinical Trials	Palliative Care	Audit	Quality Assurance	Aseptic	primary Care	Care Homes	Supporting development of others	Unlicensed Medicines		Medicines Safety	SCQF L8 Pharmacy Services (accredited) NES non accredited courses appropriate for role
Dispensary - Dispensing	Dispensary - Accuracy Checking	Community Pharmacy																		
Homecare	Stores	Ward top-Up																		
Purchasing	Clinical Trials	Palliative Care																		
Audit	Quality Assurance	Aseptic																		
primary Care	Care Homes	Supporting development of others																		
Unlicensed Medicines		Medicines Safety																		
SfH level 3	<p style="text-align: center;"><b>Pharmacy Support Staff</b></p> <table border="1"> <tr> <td>Dispensary - Dispensing</td> <td>Dispensary - Accuracy Checking</td> <td>Community Pharmacy</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Ward top-Up</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Palliative Care</td> </tr> <tr> <td>Audit</td> <td>Quality Assurance</td> <td>Aseptic</td> </tr> <tr> <td>Primary Care</td> <td>Care Homes</td> <td>Supporting development of others</td> </tr> <tr> <td>Unlicensed Medicines</td> <td></td> <td>Medicines Safety</td> </tr> </table>	Dispensary - Dispensing	Dispensary - Accuracy Checking	Community Pharmacy	Homecare	Stores	Ward top-Up	Purchasing	Clinical Trials	Palliative Care	Audit	Quality Assurance	Aseptic	Primary Care	Care Homes	Supporting development of others	Unlicensed Medicines		Medicines Safety	SCQF L6 Pharmacy Services (accredited) with additional SCQF Level 7 qualification added NES non accredited courses appropriate for role
Dispensary - Dispensing	Dispensary - Accuracy Checking	Community Pharmacy																		
Homecare	Stores	Ward top-Up																		
Purchasing	Clinical Trials	Palliative Care																		
Audit	Quality Assurance	Aseptic																		
Primary Care	Care Homes	Supporting development of others																		
Unlicensed Medicines		Medicines Safety																		
SfH level 2	<p style="text-align: center;"><b>Pharmacy Support Staff</b></p> <table border="1"> <tr> <td>Dispensary - Dispensing</td> <td>Community Pharmacy</td> <td>Aseptic</td> </tr> <tr> <td>Homecare</td> <td>Stores</td> <td>Ward top-Up</td> </tr> <tr> <td>Purchasing</td> <td>Clinical Trials</td> <td>Palliative Care</td> </tr> <tr> <td>Audit</td> <td>Quality Assurance</td> <td>Supporting development of others</td> </tr> <tr> <td>Unlicensed Medicines</td> <td>Care Homes</td> <td>Medicines Safety</td> </tr> </table>	Dispensary - Dispensing	Community Pharmacy	Aseptic	Homecare	Stores	Ward top-Up	Purchasing	Clinical Trials	Palliative Care	Audit	Quality Assurance	Supporting development of others	Unlicensed Medicines	Care Homes	Medicines Safety	Minimum of SCQF Level 5 Qualification (accredited) NES non accredited courses appropriate for role			
Dispensary - Dispensing	Community Pharmacy	Aseptic																		
Homecare	Stores	Ward top-Up																		
Purchasing	Clinical Trials	Palliative Care																		
Audit	Quality Assurance	Supporting development of others																		
Unlicensed Medicines	Care Homes	Medicines Safety																		

Pharmacy Technicians and Pharmacy Support staff are competent and capable to deliver good quality patient-focused medicine related care for the people in Scotland



Managing the use of medicines in hospitals, a follow up review - prepared for the auditor general, April 2009

Health and Social Care: National Workforce Strategy, Scottish Government, 2022

Achieving Excellence in Pharmaceutical Care: A Strategy for Scotland, 2017

Delivering economic prosperity, Scotlands National Strategy for economic transformation (2022)



Delivering Value-Based Health and Care: A Vision for Scotland, CMO, 2022

Scottish Government Workforce Directorate, Guidance to NHS HB's on the Career Framework for Health 2009

Supply and Demand for Medicines, Health and Sports Committee, Published 2020

NHS Recovery Plan 2021-2026, Scottish Government, 2021



Realistic Medicine: Doing the right thing, CMO 2022/2023

Health & Care (Staffing) (Scotland) 2019

Fit for the Future: Developing a post-school learning system to fuel economic transformation - Review of Skills delivery landscape provided to SG

Recovery, Renewal and Transformation - A Strategic Framework for Hospital Pharmacy Excellence in Scotland

Recovery, renewal and transformation - a strategic framework for GP Pharmacy Excellence in Scotland

# Case Study One

## Unscheduled Admission Horizon 1 Pharmacy Support Staff

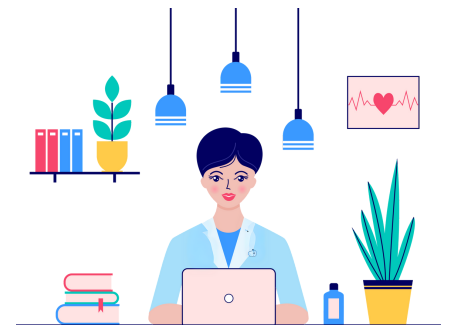
Lily, aged 84, was admitted to hospital in an emergency unscheduled pathway after a fall. She is discharged from hospital with a supply of medicines. There have been changes to her medicines while she was in hospital.

Pharmacy Support Staff working at Skills for Health (SfH) Level 2 use electronic medicines ordering to supply Lily with the medication she requires during her inpatient stay. During Lily's inpatient stay there are no complex changes to her medicines. Lily is fit enough to return home and an Immediate Discharge Letter (IDL) is produced. Any medicine required is dispensed by the Pharmacy Support Staff and checked by the Pharmacy Technician. Lily is discharged from hospital into Primary Care.



Lily, Age 84

The General Practice administration team receive a copy of Lily's immediate discharge letter (IDL) from the hospital electronically and forward it on to the General Practice Pharmacy Prescription Management Hub. The Pharmacy Support Staff undertake a range of roles for example triaging, serial prescribing, audit and accuracy checked medicine reconciliation but this varies in each Health Board due to the evolution of the role.



The Community Pharmacy receive the prescriptions from the General Practice Team. The Pharmacist completes a clinical check. The medicines are then dispensed by the Pharmacy Support Staff and accuracy checked either by the Pharmacist or the Accuracy Checking Pharmacy Technician

Pharmacy Support Staff are employed at Skills for Health (SfH) Level 2 on the career pathway. They are not a registered profession. They came into Pharmacy from the retail industry after deciding on a career change and completed the SVQ Level 2 equivalent to SCQF Level 5. The General Pharmaceutical Council (GPhC) have set the education and training requirements at a minimum of SCQF Level 5 which is equivalent to the SVQ level 2.

# Case Study Two

## Unscheduled Admission Horizon 1 Pharmacy Technician

Lily, aged 84, was admitted to hospital in an emergency unscheduled pathway after a fall. She is discharged from hospital with a supply of medicines. There have been changes to her medicines while she was in hospital.

A Pharmacy Technician working at Skills for Health (SfH) Level 5 completes a medicines reconciliation process, correcting any errors working within an agreed protocol. Lily's medicines are not complex so they have not been referred on to the Pharmacist. During Lily's inpatient stay there are no complex changes to her medicines. The Pharmacy Technician reviews the IDL and asks her if she requires any medicines. The IDL is clinically screened by a Pharmacist. Any medicine required is dispensed by the Pharmacy Support Staff and checked by the Pharmacy Technician. Lily is discharged from hospital into Primary Care.



Lily, Age 84

The General Practice administration team receive a copy of Lily's immediate discharge letter (IDL) from the hospital electronically and forward it on to the General Practice Pharmacy Prescription Management Hub. The Pharmacy Technician completes a medicines reconciliation process on Lily's IDL and makes any changes to her record and issue her a prescription for the changes. The Community Pharmacy receive the prescriptions from the General Practice team. The Pharmacist completes a clinical check. The medicines are then dispensed by the Pharmacy Support Staff and accuracy checked either by the Pharmacist or the Accuracy Checking Pharmacy Technician.

The Pharmacy Technician is employed at Skills for Health (SfH) Level 5 on the career pathway. They came straight from school and started working in Pharmacy at SfH Level 4 completing a National Certificate in Pharmaceutical Sciences equivalent to SCQF Level 6 and a Scottish Vocational Qualification Level 3 equivalent to SCQF 6/7. After using a development needs analysis tool they recognise there is a gap in their knowledge and that they have not evidenced the development of their skills and experience. As a registered professional they want to evidence the development of their knowledge, skill and experience to offer assurance to the patients, their organisation and themselves that they can work within clinical and professional guidelines at a similar level to other SfH Level 5 healthcare professionals. They agree with their manager to use NHS Education for Scotland resources as underpinning knowledge and the appropriate framework to gain knowledge at the appropriate level and to evidence their level of their skill & experience. The Pharmacy Technician decides they are happy in the role they are in but they know they have prepared themselves for the next step in the development pathway if they chose either horizontal or vertical development opportunities.





# Case Study Three

## Unscheduled Admission Horizon 2 Pharmacy Support Staff

Lily, aged 87, was admitted to hospital in an emergency unscheduled pathway after a fall. She is discharged from hospital with a supply of medicines. There have been changes to her medicines while she was in hospital.

The Pharmacy Support Staff complete a medicines reconciliation process on Lily's electronic medicine chart and orders any medication Lily has not brought into the hospital. They liaise with the Community Pharmacy team after a discrepancy has been picked up and confirm medicines that had been missed from the medicine chart. They then report all issues to the Pharmacy Technician on the ward. Lily's medicines are not complex and during her stay there are no complex changes to her medicines. On discharge any medicine required is dispensed by the SfH Level 2 Pharmacy Support Staff and accuracy checked by SfH Level 3 Pharmacy support Staff. Lily is discharged from hospital into Primary Care.



Lily, Age 87

The General Practice administration team receive a copy of Lily's immediate discharge letter (IDL) from the hospital electronically and forward it on to the General Practice Pharmacy Prescription Management Hub. The SfH Level 3 Pharmacy Support Staff complete a medicines reconciliation process on Lily's IDL and make any changes to Lily's record and issue a prescription for the changes. They liaise with the Community Pharmacy team after considering whether Lily's prescription should be issued as a serial prescription or an acute request. The Community Pharmacy receive the prescriptions from the General Practice team. The medicine is dispensed by SfH Level 2 Pharmacy Support Staff and accuracy checked by SfH level 3 Pharmacy Support Staff.



\*Clinical check will be undertaken by the right person at the right time.

\*\* Lily's medicines were not complex. If they had been complex, the Pharmacy Support Staff would have referred to the Pharmacy Technician in any of the settings.

The SfH Level 2 Pharmacy Support Staff had worked in a non-pharmacy environment previously. They decided to have a career change. They didn't have any previous pharmacy experience so they started as a Skills for Health (SfH) Level 2 Pharmacy Support Staff role. They were supported to undertake the Pharmacy Services SCQF level 6 qualification using the Modern Apprenticeship model. After gaining the skill and experience in the SfH Level 2 role the SfH Level 3 Pharmacy Support Staff applied for their substantive post. In this role they were supported to gain an additional qualification that developed their knowledge and a deeper understanding to support the development of skill and experience to complete a medicines reconciliation for a patient and/or accuracy check a prescription.

# Case Study Four

## Planned Care - Horizon 2 Pharmacy Technician

Elizabeth, aged 49, has been on her antidepressant medicine for a number of years. She feels ready to reduce her dose with a view to stopping her medicine. She has been in contact with her GP who refers her to the Pharmacy Team.

An appointment is arranged with the General Practice Pharmacy Technician (GPPT). Elizabeth and the GPPT begin working together in a combination of face to face, near me and telephone call appointments to start to reduce Elizabeth's medicine. This leads to Elizabeth's ultimate goal of stopping her antidepressant.



Elizabeth, Age 49

The General Practice Pharmacy Technician is employed at Skills for Health (SfH) Level 6 on the career pathway. They came straight from school and started working in Hospital Pharmacy completing a Technical Apprenticeship (TA). They wanted to develop vertically in their career journey so after gaining the skill and experience asked if they could be supported to achieve the bridging qualification at SCQF Level 8 and 9 which would enable them to work within clinical and professional guidelines at a similar level to a nurse. They would be able then to apply for a SfH Level 5 job.

After gaining and evidencing the appropriate level of skill & experience the Pharmacy Technician decided to change sectors and move to a General Practice setting for a SfH Level 5 job where they realised they wanted to develop vertically in this setting in a patient facing role so asked to be supported to undertake a SCQF Level 10 qualification to support a higher level of knowledge around pharmaceutical care of a patient, leadership and research. After gaining and evidencing the appropriate level of skill & experience the Pharmacy Technician decided to apply for a SfH Level 6 job.



# Case Study Five

## Urgent Care - Horizon 2 Pharmacy Technician

Mohammed, 54 years old, presents at ED with chest pain and classic generic heart attack symptoms

The SfH Level 5 Pharmacy Technician completes Mohammed's medication reconciliation ensuring any medication related problems are discussed with the MDT and resolved. Mohammed has other underlying health conditions which require the Pharmacy Technician to ensure his medicines are prioritised and administered in a safe and timely manner which leads to a reduction in administration errors and reduces missed doses of medicines.

The Pharmacy Technician ensures effective medicines governance within the ED by supporting medical and nursing staff with the safe handling and storage of medications including efficient ward transfer of medications, effective stock management and safe handling of controlled drugs. Once Mohammed has been stabilised he and his medication are moved downstream.

The Pharmacy Technician then supports other patients with medicine related issues and will counsel them on their medicines as appropriate, ensuring a timely discharge. This leads to an improved patient flow within the ED. Releasing nursing and medical time.

The ED Senior Pharmacy Technician is employed at Skills for Health (SfH) Level 5 on the career pathway. They qualified as a Pharmacy Technician after achieving a National Certificate in Pharmaceutical Sciences equivalent to SCQF Level 6 and a Scottish Vocational Qualification Level 3 equivalent to SCQF 6/7. They worked as a Medicine Management Pharmacy Technician undertaking the PDA Assessment and Supply of Individual Patients' Medicines. After using the development needs analysis tool they recognised there was a gap in their knowledge and that they have not evidenced the development of their skills and experience. As a registered professional they want to evidence the development of their knowledge, skill and experience to offer assurance to the patients, their organisation and themselves that they can work within clinical and professional guidelines at a similar level to other healthcare professionals. They agree with their manager to use NHS Education for Scotland resources as underpinning knowledge and the appropriate framework to gain knowledge at the appropriate level and to evidence their level of skill & experience. They were then able to apply for SfH Level 5 job in the ED.



Mohammed Age 54



# Case Study Six

## Unscheduled Care - Horizon 2

### Pharmacy Technician

Ryan, Aged 20yrs, wants to stop smoking and raise his fitness level

A Pharmacy Technician working in Community Pharmacy at Skills for Health (SfH) Level 5 completes a consultation with Ryan. They work under PGD guidance before agreeing a treatment plan for smoking cessation and then supply the treatment. They agree a plan with Ryan and he then attends every week for the treatment, support and advice

The Pharmacy Technician is employed at Skills for Health (SfH) Level 5 on the career pathway. They came straight from school and started working in Pharmacy at SfH Level 4 completing a Diploma in Pharmacy Services at SCQF level 7 made up of the Pharmacy Services SVQ at SCQF Level 8, and the PDA in Pharmacy Services at SCQF Level 7. They continued to work at this level evidencing the development of their skill and experience. They decide they want to develop vertically and are supported to undertake the Pharmacy Technician Bridging Qualification which tops up the Diploma in Pharmacy Services to enable achievement of a degree level qualification.

The Pharmacy Technician decides they are happy in the role they are in but they know they have prepared themselves for the next step in the development pathway if they chose either horizontal or vertical development opportunities.



Ryan Age 20



# Case Study Seven

## Unscheduled Care - Horizon 2 Pharmacy Technician

Fletcher, aged 45yrs, is in prison and has been diagnosed with scabies.

A Pharmacy Technician working at Skills for Health (SfH) Level 5 assesses Fletcher's medications and has also been asked to support the management of scabies in the prison setting and supply treatment under a PGD.

The Pharmacy Technician is employed at Skills for Health (SfH) Level 5 on the career pathway. They came straight from school and started working in Pharmacy at SfH Level 4 completing a Diploma in Pharmacy Services at SCQF level 7 made up of the Pharmacy Services SVQ at SCQF Level 8, and the PDA in Pharmacy Services at SCQF Level 7. They continued to work at this level evidencing the development of their skill and experience gained. They decide they want to develop vertically and they are supported to undertake the Pharmacy Technician Bridging Qualification which tops up the Diploma in Pharmacy Services to enable achievement of a degree level qualification. The Pharmacy Technician decides they are happy in the role they are in but they know they have prepared themselves for the next step in the development pathway if they chose either horizontal or vertical development opportunities.



Fletcher Age 45





# Case Study Eight

## Planned Care - Horizon 1 Technical Services

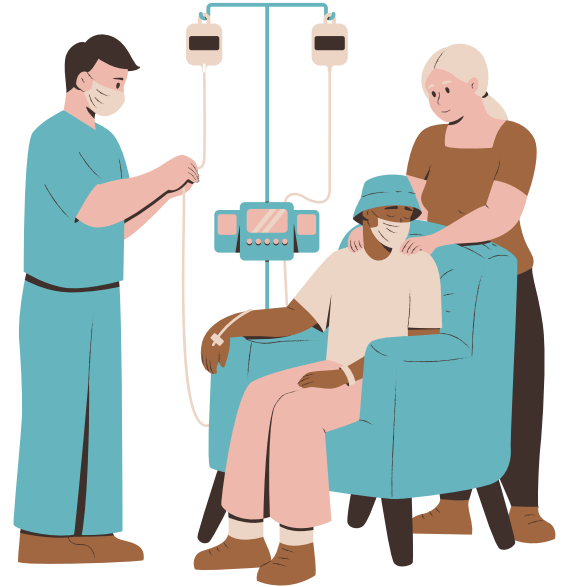
Brian is 39 years old and currently attending their local hospital chemotherapy clinic every 3 weeks for treatment.

Within the pharmacy Aseptic manufacturing unit the Pharmacy Support Staff working at Skills for Health (SfH) Level 2 prepare the work sheets and set up and transfer preparation trays. Pharmacy Support Staff working at Skills for Health (SfH) Level 3 organise daily workload and carry out preparation in process checks. The Pharmacy Technicians working at Skills for Health (SfH) Level 4 would carry out the preparation tray checks and prepare the chemotherapy within the isolators.

A Specialist Pharmacy Technician working at Skills for Health (SfH) Level 6 manages the day to day running of the unit in accordance with good manufacturing practice and national guidelines and carry out final accuracy checks. The Authorised Pharmacist is responsible for the final release of products

Governance and assurance of knowledge, skill & experience  
The Pharmacy Technician is employed at Skills for Health (SfH) Level 4 on the career pathway. They came straight from school and started working in Pharmacy at SfH Level 4 completing a Diploma in Pharmacy Services at SCQF level 7 made up of the Pharmacy Services SVQ at SCQF Level 8, and the PDA in Pharmacy Services at SCQF Level 7. They continued to work at this level evidencing from the Foundation Framework Aseptic role specific section developing their skill and experience gained. They decide they want to develop vertically and they are supported to undertake the Pharmacy Technician Bridging Qualification which tops up the Diploma in Pharmacy Services to enable achievement of a degree level qualification.

The Pharmacy Support Staff is employed at Skills for Health (SfH) Level 2 on the career pathway. They decide Aseptic Services is an area they would like to develop vertically. They are supported to undertake the Pharmacy Services SVQ at SCQF Level 7 and are promoted into Skills for Health (SfH) Level 3 Aseptic services post.



# Case Study Nine

## Planned Care - Horizon 2 Technical Services

Brian is 41 years old and currently attending their local hospital chemotherapy clinic every 3 weeks for treatment.

Within the pharmacy aseptic manufacturing unit the Pharmacy Support Staff working at Skills for Health (SfH) Level 2 organise the daily workload, prepare the work sheets and set up and transfer preparation trays. Pharmacy Support Staff working at Skills for Health (SfH) Level 3 carry out the preparation tray checks and prepare the chemotherapy within the isolators. The Pharmacy Technicians working at Skills for Health (SfH) Level 4 may also prepare complex chemotherapy and carry out final accuracy checking. A Specialist Pharmacy Technician working at Skills for Health (SfH) Level 6 manages the day to day running of the unit in accordance with good manufacturing practice and national guidelines and carry out final accuracy checks and final release.

Governance and assurance of knowledge, skill & experience. The Pharmacy Technician is employed at Skills for Health (SfH) Level 4 on the career pathway. They completed a Diploma in Pharmacy Services at SCQF level 7 made up of the Pharmacy Services SVQ at SCQF Level 8, and the PDA in Pharmacy Services at SCQF Level 7. They decide they want to develop vertically and they are supported to undertake the Pharmacy Technician Bridging Qualification which tops up the Diploma in Pharmacy Services to enable achievement of a degree level qualification.

They are now able to specialise and undertake an enhanced level qualification within an appropriate speciality.

The Pharmacy Support Staff is employed at Skills for Health (SfH) Level 2 on the career pathway. They decide Aseptic Services is an area they would like to develop vertically.

They are supported to undertake the Pharmacy Services SVQ at SCQF Level 7 and are promoted into Skills for Health (SfH) Level 3 Aseptic services post. They are now ready to advance further into a PTPT Technical apprenticeship.

