

Round 1 Survey - Defining the role of a 'clinical' pharmacy technician in England – sharing practice across healthcare settings.

Page 1: Introduction

Dear Colleague,

Thank you for agreeing to participate in this consensus building study contributing to the research title:

Defining the role of a 'clinical' pharmacy technician in England – sharing practice across healthcare settings.

This is the first of three rounds of questions as part of a Delphi process to establish your view regarding what the term 'clinical' means in the context of pharmacy technicians. The flow chart here describes the Delphi process.

The data you provide will be treated as confidential, and on completion of the project your name or other identifying information will not be disclosed in any presentation or publication of the research. The data provided is conditional upon the University complying with its duties and obligations under the Data Protection Act. The University of Bath privacy notice can be found html/html/>html/

Clicking 'Next' to start the Delphi activity will confirm your participation and be considered continuation of consent. Participant documents can be viewed by clicking on the description below:

- Consent form
- · Participant information sheet
- Topic guide

Participants can withdraw at any time.

The survey is expected to take between 30 and 60 minutes to complete.

Each topic area will ask you to self-assess your level of experience, views from all levels of experience are welcomed and valued:

1. Unfamliar with the topic

- 2. Casually acquainted with the topic
- 3. Familiar with the topic
- 4. Knowledgeable in the topic
- 5. Expert in the topic

Thank you in advance for your contribution to this study.

Page 2: Participant Information

1.	What is your job title?
2.	In which setting(s) do you work? (more than one option can be selected)
	Academia/Education Community Hospital Health & Justice Primary care - Care/Residential Home Primary Care - Clinical Commissioning Group Primary care - Community Pharmacy Primary care - General Practice/Primary Care Network Secondary care Other
2.a	. If you answered 'other' please state which setting(s) you work in.
3.	In which region do you work?
	East of England (Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk, Peterborough, uffolk)

C London (Middlesex)
 Midlands East (Derbyshire, Leicestershire, Lincolnshire, Northamptonshire, Nottinghamshire, Rutland)
C Midlands West (Herefordshire, Shropshire, Staffordshire, Warwickshire, Worcestershire)
○ North East & Yorkshire (Durham, Northumberland, Yorkshire
C North West (Cheshire, Cumberland, Lancashire, Westmorland
C South East (Berkshire, Buckinghamshire, Hampshire, Kent, Oxfordshire, Surrey, Sussex)
C South West (Cornwall, Devon, Dorset, Gloucestershire, Somerset, Wiltshire)
4. How would you describe your gender?
C Male (including transgender men)
○ Female (including transgender women)
← Prefer not to say
C Prefer to self describe as: (please specify below)
4.a. Prefer to self describe as:
5. Which category below includes your age?
C 18-20
C 21 - 29
C 30 - 39
C 40 - 49
C 40 - 49
C 50-59

Page 3: Topic - Your understanding of the role of a clinical pharmacy technician

This section asks you about your views regarding contributing factors that may determine the role of a clinical pharmacy technician, for example, education requirements, tasks conducted, environment.

Each section inviting an open response is not restricted to a word count.						
6. What is your level of experience in this topic area?						
C Unfamiliar with the topic						
C Casually acquainted with the topic						
C Familiar with the topic						
C Knowledgeable about the topic						
C Expert in the topic						
7. What do you think the role of a 'clinical' pharmacy technician entails?						
8. What type of supervision does the role of a 'clinical' pharmacy technician require?						
8.a. Who do you think could provide the type of supervision you describe for the role of a 'clinical'						
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9. What are your expectations of the level of supervision a 'clinical' pharmacy technician may require compared to other pharmacy technician roles? 10. Does the environment determine the addition of 'clinical' to a pharmacy technician's title?
require compared to other pharmacy technician roles?
require compared to other pharmacy technician roles?
require compared to other pharmacy technician roles?
10. Does the environment determine the addition of 'clinical' to a pharmacy technician's title?
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10. Does the environment determine the addition of 'clinical' to a pharmacy technician's title?
C Yes
C No
10.a. What are the reasons for giving this response?
11. Do the tasks undertaken by a pharmacy technician determine the addition of 'clinical' to a pharmacy technician's title?
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○ Yes ○ No
11.a. What are the reasons for giving this response?
12. What minimum level of education determines the addition of 'clinical' to a pharmacy technician's title? (more than one option can be selected)
 Minimum qualification to register as a pharmacy technician with the General Pharmaceutical Council (pre-2017 Initial Education & Training standards - IETs) Minimum qualification to register as a pharmacy technician with the General Pharmaceutical Council (2017 IETs including Accuracy Checking & medicines optimisation) Additional accreditation to demonstrate competence as an accuracy checking technician (ACT) Additional accreditation to demonstrate competence in medicines optimisation activities Higher level qualification (level 5 and above) in medicines management/optimisation Completion of CPPE pathway e.g. Medicines Optimisation in Care Homes Pathway, Primary Care Pharmacy Education Pathway
Primary Care Pharmacy Technicians
12.a. What are the reasons for giving this response?

to a pharmacy technician's title, document your reasons for proposing these.
13. How many years post-registration experience determines the addition of 'clinical' to a pharmacy technician's title?
13.a. What are the reasons for giving this response?

Page 4: Topic - Your experience of the role of a clinical pharmacy technician

This section asks about your experience relating to the role of a clinical pharmacy technician, for example, if you have undertaken, worked with and/or implemented the role.

14. What is your level of experience in this topic area?
C Unfamiliar with the topic Casually acquainted with the topic Familiar with the topic Knowledgeable about the topic Expert in the topic
15. Are you undertaking the role of a 'clinical' pharmacy technician?
C Yes C No
15.a. If appropriate, please provide comments to supplement your answer
16. Do you work with or have a 'clinical' pharmacy technician in your team?
C Yes

16.a	. If appropriate, please provide comments to supplement your answer
	If you have answered yes to either question 15 or 16 please describe the benefits of a 'clinical macy technician.
18.	What are the challenges in establishing the role of a 'clinical' pharmacy technician?
19.	What are the opportunities in establishing the role of a 'clinical' pharmacy technician?

Page 5: Topic - Your understanding of the tasks undertaken by a clinical pharmacy technician

This section invites you to state your level of agreement with tasks that would determine the role of a 'clinical' pharmacy technician.

The list of tasks have been derived from a literature review and you are invited to add to the list of tasks for further review by the panel.

20. What is your level of experience in this topic area?
○ Unfamiliar with the topic
Casually acquainted with the topic
C Familiar with the topic
← Knowledgeable about the topic
C Eynert in the tonic

21. Communication / Interaction - clinical tasks

	1 - Strongly Disagree	2 - Mostly Disagree	3 - Somewhat Disagree	4 - Neither Agree nor Disagree	5 - Somewhat Agree	6 - Mostly Agree	7 - Strongly Agree
Communication with Multidisciplinary Team (MDT)	г	г	г	г	г	г	г
Communication with Clinical Commissioning Group (CCG) medicines management / optimisation team	Г	г	Г	Г	Г	г	г

Attend Multidisciplinary Team (MDT) meetings	Б	г	г	г	г	п	г
General communication with patients and carers	Г	г	Г	г	Г	Г	г
General communication with healthcare professionals	П	Г	Г	Г	Г	Г	Г
Patient counselling including safe & efficient use of medicines	Г	Г	Г	Г	Г	Г	Г
Patient facing shared-decision making conversations	п	г	г	г	г	г	F
Delivery of medication education sessions/information to patients/carers	г	г	г	г	г	г	r
Delivery of medication education sessions/information to other healthcare professionals	Г	Г	Г	Г	Г	Г	Г
Patient home visits	Г	г	г	Г	г	г	Г
Warfarin counselling	Г	Г	Г	Г	Г	Г	Г
Follow-up domiciliary visits	Г	Г	Г	г	г	Г	г
Medication Administration Record (MAR) / drug chart management	П	Г	Г	Г	Г	Г	Г

Compliance reviews in patient's home	Г	п	г	г	г	г	Г
Problem solving	Г	Г	Г	Г	Г	Г	Г
Falls review	Г	Г	Г	Г	Г	Г	Г
Visit community mental health team	Г	Г	Г	Г	Г	Г	Г
Support to clozapine and depot clinics	г	г	г	г	г	г	г
Demonstrate use of appliances (e.g. inhaler technique)	Г	Г	Г	Г	Г	Г	Г
Responding to medication queries (phone, email & face-to-face)	Г	г	г	г	г	г	г
Medicines management (nursing homes)	г	г	г	г	г	п	г
Co-ordinate patients and workload	Г	Г	Г	Г	Г	Г	Г
Co-ordinating across sectors for the patient pathway	Г	г	Г	г	Г	г	г
Healthy lifestyle advice	г	г	г	г	г	г	г

21.a. List any additional communication / interaction clinical tasks you believe determines the addition of 'clinical' to a pharmacy technician's title, document your reasons for proposing these.

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21.b. If appropriate, please provide comments regarding your level of agreement selected for the tasks above

22. Safe administration of medicines - clinical tasks

	1 - Strongly Disagree	2 - Mostly Disagree	3 - Somewhat Disagree	4 - Neither Agree nor Disagree	5 - Somewhat Agree	6 - Mostly Agree	7 - Strongly Agree
Check allergies and interactions	Г	Г	Г	г	Г	г	г
Assessing patients own drugs for use	г	г	г	г	Г	г	г
Ordering new medicines for individual patients	Г	Г	Г	Г	Г	Г	г
Ordering resupply of medicines for individual patients	Г	Г	Г	Г	Г	Г	Г
Taking a drug history	г	г	г	г	г	г	г
Medicines reconciliation	г	г	г	г	г	г	г

Synchronising medicines for patient transfers between care settings	Г	Г	Г	Г	Γ	Г	г
Ward spot checks	Г	г	г	Г	Г	г	Г
Clinical check of medicines before transferring information to external organisation e.g. community pharmacy, care home, hospital	Г	Г	Г	Г	Г	Г	Г
Advising and liaising with healthcare professionals on formulary medicines	Г	Г	Г	Г	Г	Г	Г
Updating patient medical record	Г	Г	Г	Г	Г	Г	Г
Level 1 Medication (Prescription) Review - a technical review of a patient's medication	г	Г	Г	г	Г	Г	г

Level 2 Medication (Treatment) Review - a review of medicines with the patient's full notes	Г	Г	Г	Г	Г	Г	Г
Level 3 (Clinical) Medication Review - a face to face review of medicines and condition	Г	Г	Г	Г	Г	Г	Г
Review of high-risk medications including interpretation of relevant monitoring	г	Г	Г	г	Г	Г	Г
Requesting relevant monitoring e.g. blood tests	F	Г	г	г	г	Г	г
Conducting blood pressure checks	г	г	г	г	г	г	г
Conducting urinalysis	г	г	г	г	г	г	г

22.a. List any additional safe administration of medicines clinical tasks you believe determines the addition of 'clinical' to a pharmacy technician's title, document your reasons for proposing these.

22.b. If appropriate, please provide comments regarding your level of a tasks above	greement selected for the

23. Clinical Specialties - clinical tasks

Please don't select more than 1 answer(s) per row.

	1 - Strongly Disagree	2 - Mostly Disagree	3 - Somewhat Disagree	4 - Neither Agree nor Disagree	5 - Somewhat Agree	6 - Mostly Agree	7 - Strongly Agree
Smoking cessation	Г	Г	Г	Г	Г	Г	Г
Clozapine monitoring	г	г	г	г	г	г	г
Antimicrobial stewardship	г	г	г	г	г	г	Г
Renal dialysis medicines management	Г	Г	Г	Г	Г	г	г
Oncology including paediatrics	Г	Г	Г	Г	Г	г	г
HIV monitoring	Г	Г	Г	Г	г	г	г
Haematology	Г	Г	Г	Г	Г	Г	Г

Medical assessment clinic	Г	г	Г	Г	Г	Е	г
Anticoagulant clinics - perform point- of-care assay for INR	Г	Г	Г	Г	Г	Г	Г
Anticoagulant clinics - advise patient on change of dose	Г	Г	Г	Г	Г	Г	Г
Anticoagulant clinics - address calls regarding drug:drug & drug:food interactions	Г	г	Г	Г	г	Г	Г
Anticoagulant clinics - provide education to new patient with pharmacist present	Г	Г	Г	Г	г	Г	٢
Anticoagulant clinics - provide education to new patient without pharmacist present	Г	Г	Г	Г	Г	Г	Г
Transplant patients	г	г	г	г	г	г	г
Aseptics	г	Г	г	г	Г	г	г

Care of frail and elderly patients	Г	Г	Г	Г	Г	Г	г
Admission avoidance team referrals	Г	г	Г	г	Г	г	г
Advising on clinical specialties	Г	Г	Г	Г	Г	Г	Г
Address both the public health and social care needs of patients	Г	Г	Г	Г	Г	Г	Г
Take a central role in the clinical aspects of shared care protocols	Г	Г	Г	Г	Г	Г	Г
Assist in the delivery of management incentive schemes	Г	Г	Г	Г	Г	Г	Г
Assist in the delivery of patient safety audits	Г	г	Г	Г	Г	Г	Г
Support the implementation of national prescribing policies and guidance	Г	Г	г	Г	г	Г	Г

23.a. List any additional clinical specialties clinical tasks you believe determines the addition of 'clinical' to a pharmacy technician's title, document your reasons for proposing these.

23.b. If appropriate, please provide comments regarding your level of agreement selected for tasks above	the

24. Patient Discharge & Transfer of Care - clinical tasks

	1 - Strongly Disagree	2 - Mostly Disagree	3 - Somewhat Disagree	4 - Neither Agree nor Disagree	5 - Somewhat Agree	6 - Mostly Agree	7 - Strongly Agree
Discharge Planning	Г	Г	Г	Г	Г	Г	Г
Preparing discharge summary	г	г	г	г	г	г	г
Patient counselling in preparation for discharge	Г	г	Г	Г	г	Г	г
Pastoral care for patients	г	г	г	г	г	г	г

Home visits following discharge	Г	г	Г	Е	Г	г	Г
Transfer of care of patients between settings e.g. hospital to GP care	г	Г	Г	г	Г	Г	Г
24.a. List any determines the proposing these	addition of 'c					-	

24.a. List any additional patient discharge and transfer of care clinical tasks you believe determines the addition of 'clinical' to a pharmacy technician's title, document your reasons for proposing these.	
24.b. If appropriate, please provide comments regarding your level of agreement selected for the tasks above	ne

25. Clinical Trials - clinical tasks

1-	2-	3-	4 - Neither	5 -	6 -	7 -	
Strongly Disagree	Mostly Disagree	Somewhat Disagree	Agree	Somewhat	Mostly Agree	Strongly Agree	
Disagree	Disagree	Disagree	nor Disagree	Agree	Agree	Agree	

Background research for clinical trials	Г	г	Г	г	Г	г	Г
Identifying patients	Г	г	Г	Г	Г	Г	Г
Trials management and project work	Г	г	Г	Е	Г	Е	г
Authorising staff payments on trials activities	Γ	Г	Г	Г	Г	Г	Г
25.b. If appropriates above	priate, pleas	e provide co	omments rega	arding your	level of agree	ment select	ted for the
26. Community Pharmacy - clinical tasks							

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	1 - Strongly Disagree	2 - Mostly Disagree	3 - Somewhat Disagree	4 - Neither Agree nor Disagree	5 - Somewhat Agree	6 - Mostly Agree	7 - Strongly Agree
Travel advice	Г	Г	Г	Г	Г	Г	Г
Assisting with MURs	г	г	г	г	г	г	г
Palliative care service	Г	г	Г	г	г	г	Г
Minor ailments service	г	-	г	г	г	г	г
Supervise methadone consumption	Г	г	Г	г	Г	г	Г

26.a. List any additional community pharmacy clinical tasks you believe determines the addition of 'clinical' to a pharmacy technician's title, document your reasons for proposing these.
26.b. If appropriate, please provide comments regarding your level of agreement selected for the tasks above

27. If not already documented, what further tasks do you believe should be undertaken by a pharmacy technician in a 'clinical' role? Please document your reasons for proposing these.

28. What future tasks do you believe should be undertaken by a pharmacy technician in a 'clinical' role? Please document your reasons for proposing these.
29. What further comments would you like to add about the role of a 'clinical' pharmacy technician?

Page 6: Thank you