

# Research on the Standards for Initial Education and Training of Pharmacy Technicians

## Introduction

This report contains findings from a survey of 142 recently registered pharmacy technicians, who had joined the GPhC register since 2021, carried out in 2023. The aim of the research was to understand how the 2017 standards for the initial education and training of pharmacy technicians (IETPT) have changed professional practice. The survey asked pharmacy technicians about their experience as a trainee, how well they felt prepared for practice; satisfaction with their course provider, supervision, and support in the workplace; and how well they thought the different elements of their training covered the domains of the learning outcomes in the IETPT. Qualitative interviews were also carried out with 21 employers and supervisors of trainees and recently registered pharmacy technicians, and representatives of six course providers.

## Characteristics of survey respondents

### Sex



77% female



21% male

2% preferred not to say

### Ethnicity

White British 65%

White Other 8%

Asian / Asian British 16%

Black / Black British 3%

Mixed 1%

### Age

20-30 43%

31-40 37%

41-50 13%

50+ 7%

### Location

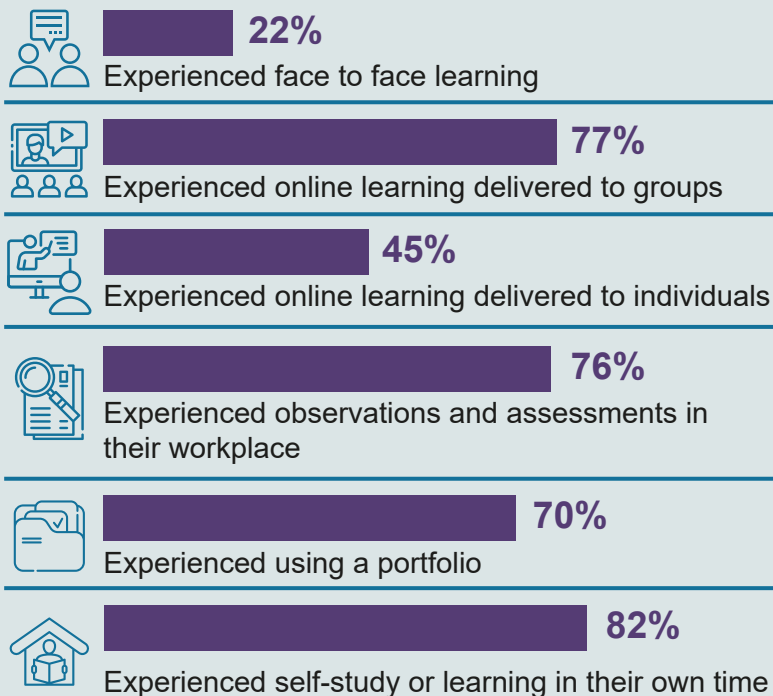
Scotland 14%

England 83%

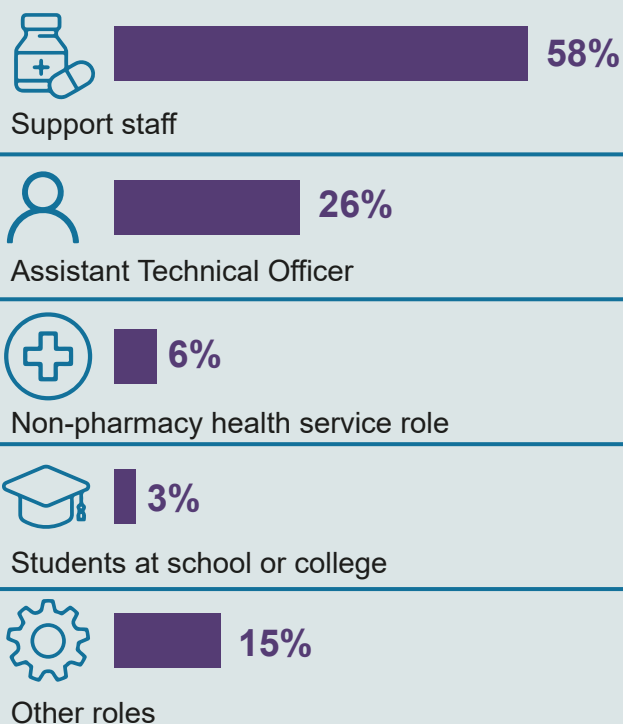
Wales 3%

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## Main ways in which respondents said that their education and training were delivered



## Roles that trainee pharmacy technicians did before training



## Qualifications before they started training

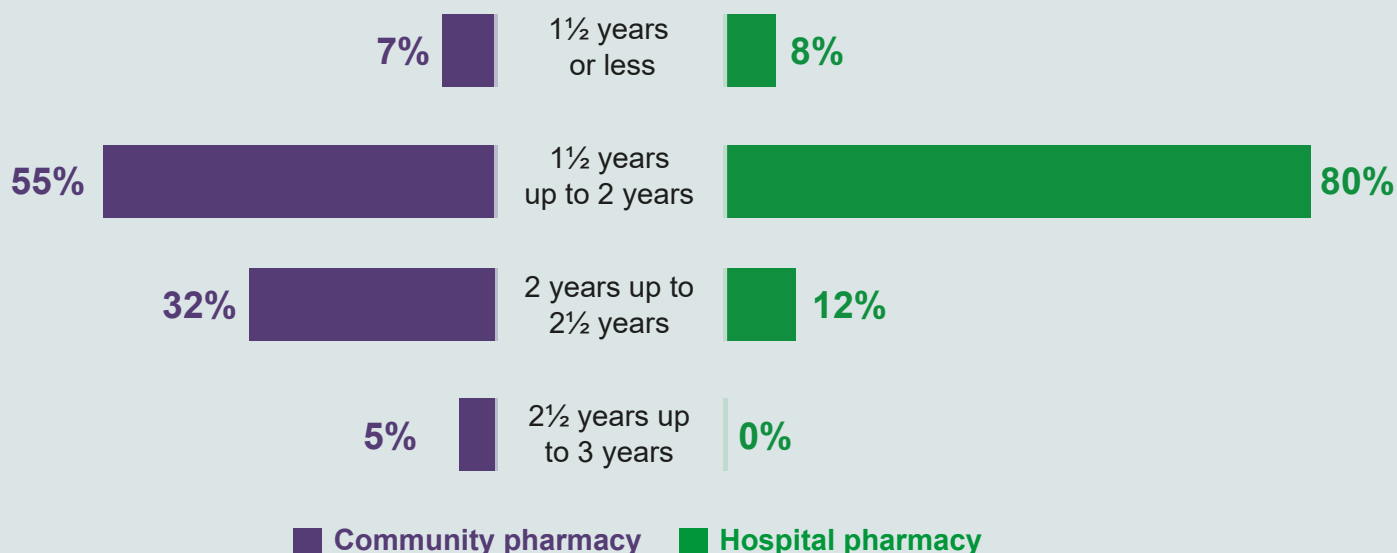
Had qualifications at Level 2 (GCSE or equivalent)



Had qualifications at Level 3 or higher (A-Level or equivalent)



## Time taken to complete training



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## Sector that pharmacy technicians trained in

Teaching hospital



District general hospital



Mental Health & Learning Disability Service/Trust



Specialist hospital



Private hospital



Large multiple (more than 100 stores)



Independent pharmacy



Medium sized multiple (5-25 stores)



Medium to large sized multiple (26-100 stores)



Small chain (2-4 stores)



Supermarket pharmacy



Online only pharmacy



 Hospital pharmacy

 Community pharmacy

 Primary care

 Prison

General practice (GP)



Healthcare commissioning organisation e.g PCN



Care home

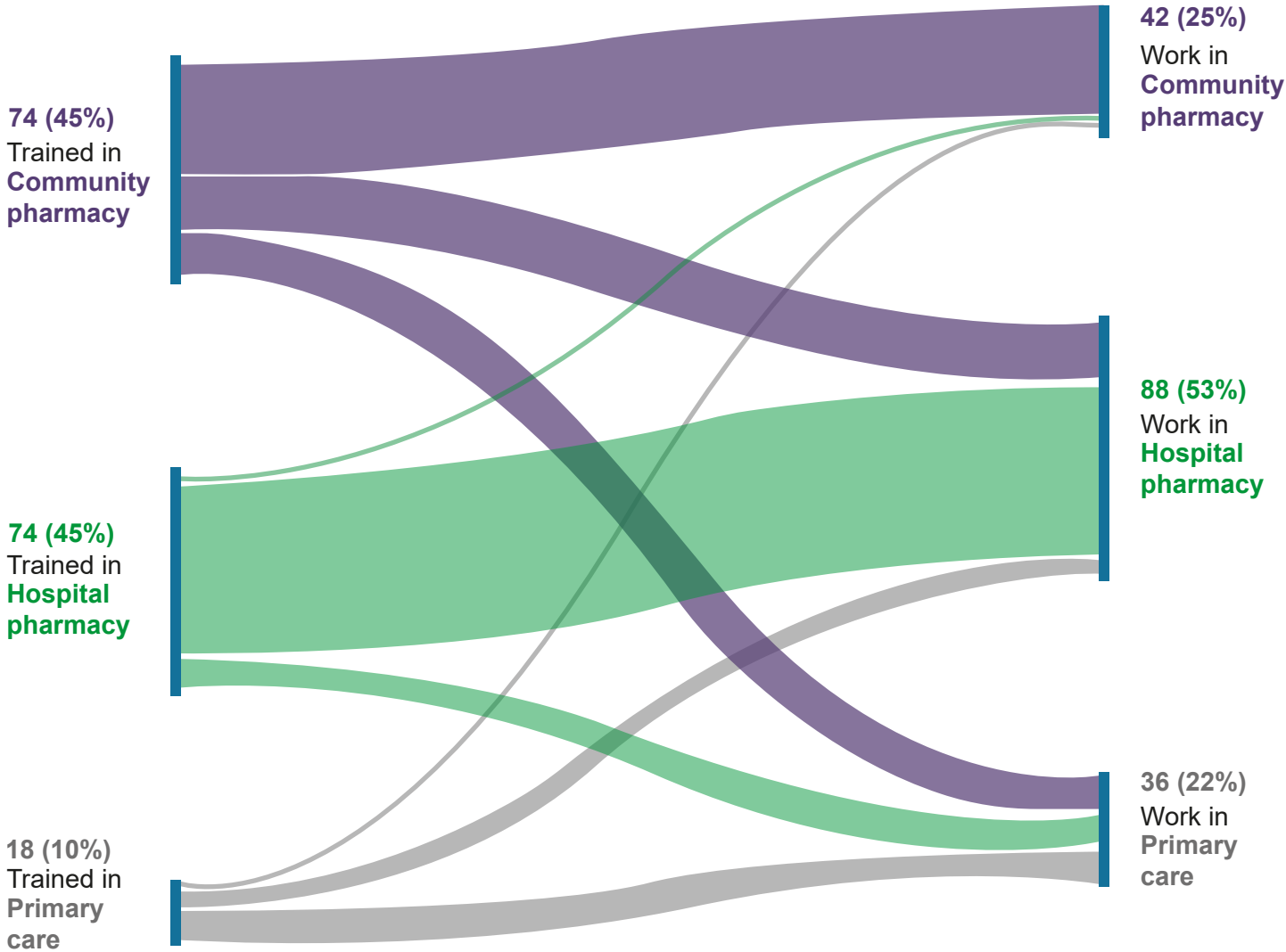


Prison



# Research on the Standards for Initial Education and Training of Pharmacy Technicians

Sector in which respondents trained, and where they work now



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## What pharmacy technicians thought about their preparedness for practice on completion of their training

Respondents were asked about how prepared for practice they felt, on completion of their initial education and training. They were asked to rate their preparedness on a scale of 1 (not at all prepared) to 10 (very well prepared). Percentages for those who rated their preparedness at 8 or above are shown below.

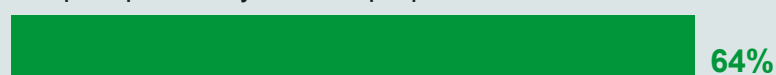
For all respondents who felt well prepared



Community pharmacy felt well prepared



Hospital pharmacy felt well prepared



Primary care felt well prepared



Men felt well prepared



Women felt well prepared



Age 20-30



Age 31-40



Age 41-50



Age 51+



“  
I felt prepared and confident in my new job role as the training I was provided was sufficient to cover most eventualities in my job.  
”

“  
Before I did the course, I felt well prepared entering the next step in my career. I was doing a lot of tasks as an ATO that a entry level pharmacy technician would do.  
”

“  
The programme was thorough and very informative. The OSCE aspect of the course was at first scary but extremely helpful for learning.  
”

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## Coverage of learning outcomes – course provider

Respondents were asked to rate the extent to which the course content covered each of the learning outcomes within each domain\*:

### Person centred care



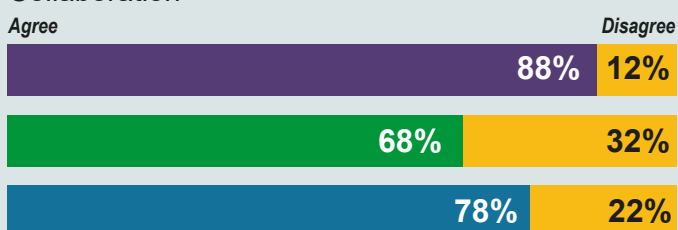
### Professionalism



### Professional knowledge and skills



### Collaboration



## Coverage of learning outcomes – in the workplace

### Person centred care



### Professionalism



### Professional knowledge and skills



### Collaboration



■ Total ■ Hospital pharmacy ■ Community pharmacy

\*'Agree': all respondents who said they agreed or strongly agreed that the domain was covered  
 'Disagree': all respondents who said they disagreed, strongly disagreed, or neither agreed nor disagreed

“ It is a brilliant course ... it made me improve on my skill set that I already had. Educational supervisor and all my practice supervisors were fantastic. **Learned lots of things that are relevant to my job as a pharmacy technician** ”

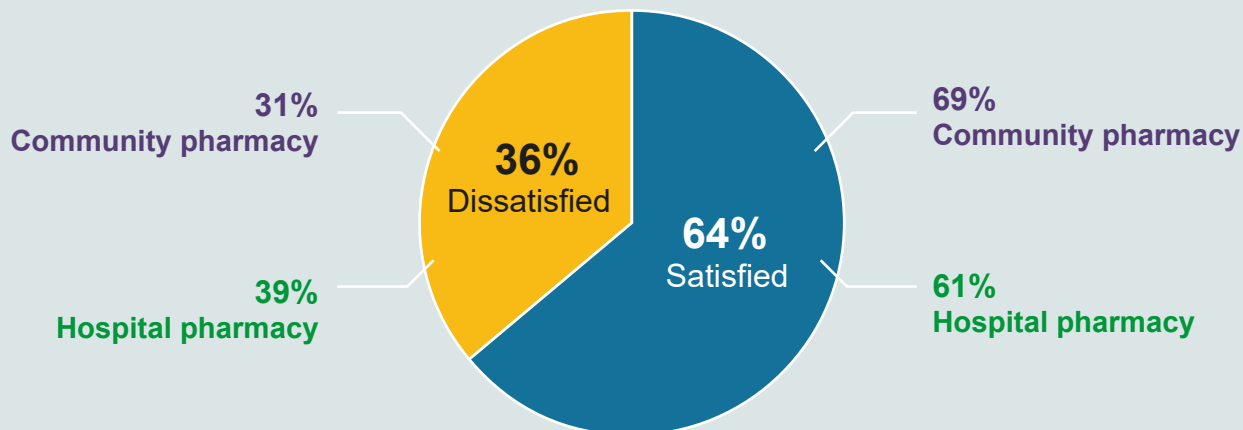
“ Would have been useful to include other settings for example to see **how a GP surgery operates and the role pharmacy technicians play in a GP surgery** ”

“ The course was extensive, thorough and took a lot of commitment in and out of the workplace. That material and resources were extremely informative, no detail left out and a variety of teaching methods were used. **It built my confidence** ”

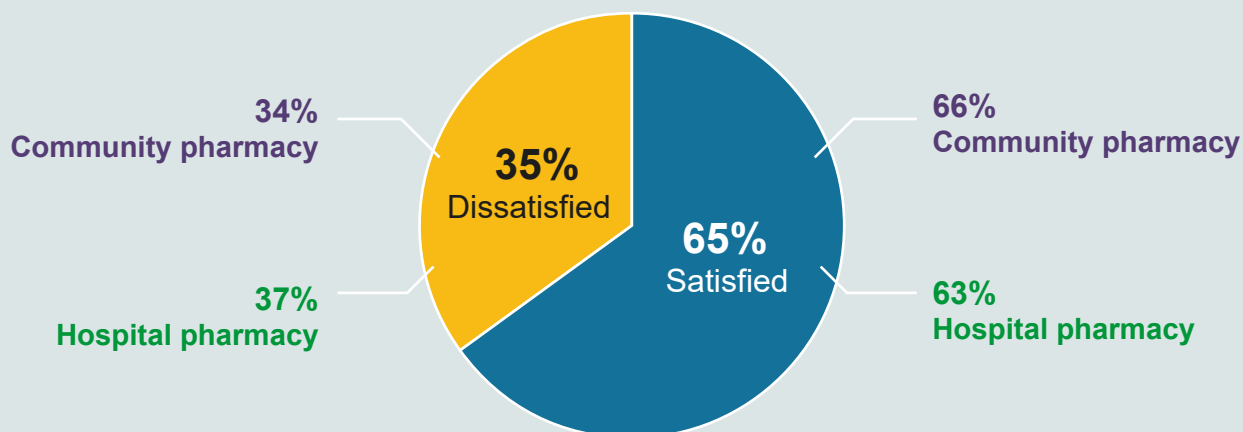
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## Trainees' satisfaction

### Satisfaction with support in the workplace



### Satisfaction with supervision



“ I found myself in a very supportive environment, which extended beyond just my supervisor, but definitely included her. **The team had time to help me learn, and would go out of their way to provide learning opportunities** ”

“ There were areas of the course that were very unclear in terms of what I needed to achieve or even the learning outcome I was working towards ... **My workplace supervisor who was often unsure how she was supposed to be supporting me** ”

“ My line manager would regularly check in on my progress and offer encouragement and feedback. This was the first time pre-reg technicians were taken on in primary care in my health board ... **we were well supported and looked after** ”