

# **Pharmacy Technician Shadowing Pilot**

Bianca Payton

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# Pharmacy Technician Update

## Pharmacy Technician Shadowing Pilot

### Why It's Valuable

- **Fosters Innovation:** Encourages sharing of best practices and problem-solving techniques.
- **Improves Collaboration:** Strengthens communication between sectors (acute, primary care, community, mental health).
- **Broadens Perspective:** Helps pharmacy technicians understand the full patient care pathway.
- **Supports Career Growth:** Inspires role development and progression.
- **Builds Empathy:** Enhances understanding of pressures and priorities across settings

### Shadowing Framework

- **Purpose:** Promote learning and collaboration.
- **Key Learning Objectives:** Tailored to each theme/site.
- **Duration:** Options like 2-hour virtual, ½ day in-person.
- **Conduct Agreement:** Confidentiality and professionalism



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### Implementation Suggestions

#### Host Site Network

- Develop a list of healthcare organisations willing to host shadowing:
  - Acute Trusts
  - Primary Care Networks (PCNs)
  - Community Pharmacies
  - Mental Health Trusts
- Rotate host sites quarterly to offer diverse perspectives.

#### Thematic Focus Areas

- Medicines Reconciliation
- Discharge Planning
- Procurement
- Care Home Services
- NHS Priority Themes:
  - Digital Transformation
  - Patient Safety
  - Integrated Care



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### Pilot Programme

#### Develop a shadowing pack

- For Hosts:
  - Suggested activities
  - Areas to observe
- For Participants:
  - Pre-visit briefing
  - Reflection prompt

#### Pilot Approach

- Start small: one region or between a hospital and local PCN/community pharmacy.
- Collect feedback from hosts and participants.

#### Post-Shadowing Engagement

- Encourage participants to submit a short write-up or presentation.
- Compile learnings into a newsletter or presentation for PTLG (Pharmacy Technician Leadership Group) meetings.



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<https://forms.office.com/e/NR4h92gpdS>



Collaboration

Financial  
Pressures

Supporting  
Advanced  
beginners and  
Future Leaders