

# My personal experience of PBSGL

## Kay Morgan (Pharmacy technician)



My name is Kay Morgan and I am a registered pharmacy technician. I have a hospital pharmacy background, but I am now employed as Pharmacy workforce development facilitator in NHS Grampian. As my current role is neither clinical nor related to the supply of medicines, I find it challenging to complete CPD that reflects how I contribute to person-centred care.

I was aware that local pharmacy technicians wanted to attend more educational events aimed at technician level. However, Grampian is spread over a huge geographic area so attending central CPD events after work can be difficult for some. I thought PBSGL could bridge a gap by allowing members of a group to choose dates, times and venues that were local to them. I started by sharing information about PBSGL in a hope that there would be

enough interest to start a pharmacy technician group. A few pharmacists were also interested so a group started with 7 pharmacy technicians and 5 pharmacists.

Our group meets every 2 months in the teaching facility on the hospital site. It's central, has some parking and is free. Our membership has changed slightly over time and this changed group dynamics and allowed fresh ideas to be aired. We now pre-plan topics and dates to encourage maximum attendance and as the group has evolved our individual titles and grades have become obsolete; it's a group that share, listen and learn from each other.

The topic list to choose from is wide and varied. By choosing topics and organising sessions the group can have more control of their own learning. We discuss topics in an informal way, making them relevant to our own roles and experiences. Initially we chose topics relevant to all sectors and all members (e.g. patient safety) but recently we have chosen clinical topics (e.g. hypertension, antibiotic stewardship). I find that there is always something in the discussion that is relevant to me. Instead of going through each module word for word, we use the module as a basis for discussion about our own personal experiences.

My observation is that pharmacy technicians contribute as many useful ideas and information as the pharmacists. As such, I encourage GP and pharmacist groups to invite a pharmacy technician along and for pharmacy technicians to try out PBSGL as a method of learning.