

# My personal experience of PBSGL

## Gary Fingland (Pharmacy Technician)

I am Gary Fingland, and I work as a Prescribing Support Pharmacy Technician across GP practices in Inverclyde, NHS GG&C. Until two years ago I had worked in community pharmacy for 18 years. Changing sectors meant I had to face a whole set of new challenges and develop new skills.

I was introduced to the concept of PBSGL when I attended a NES Pharmacy Bootcamp for Pharmacists and Pharmacy Technicians working in GP practice. I enjoyed this PBSGL 'taster session' and recognised that this would be a good way for my colleagues and me to develop our knowledge and take our roles forward. I decided, along with a Pharmacist colleague, to become a facilitator and form a pharmacy group in Inverclyde.



I attended the PBSGL Facilitator training in January 2018, in a group comprising a mix of GPs, Pharmacists and me. Initially, I was a little concerned that I would feel out of my depth in a group with GPs, as I am not a clinician and may not have anything worthwhile to add. However, as we progressed, I realised that this was not the case. Having completed audits for practices on UTI prescribing, I was able to discuss the use of guidelines and ask GPs how these are applied in a real-life setting. The conversation flowed naturally between all the participants and I felt completely included.

The facilitator training was really useful, and I learned things about group dynamics that I would not have considered before. Not everyone has to speak every time, and there will be occasions where you feel you have lots to contribute, and others where you feel you have little: and this is ok. Preparation for the discussion really helps, and having a broad selection of modules available allows you to have topics that are relevant to your group.

We plan to meet once a month to start off with in our local Health Centre, which has meeting rooms we can use for free after work. Although it will start off as a pharmacy group, this may evolve over time as individual situations change. I think it would be really useful to have GPs or other healthcare professionals involved as well. I am very keen to get going after the training, and have identified several modules relevant to both Pharmacist and Pharmacy Technicians already. I am confident that Pharmacy Technicians will have a lot to add, and from a different perspective to other members.