

Working with Us

Job Title

Team Manager, Pharmacy Technician

Name

Rachel Ball

Entry Route

I started my career as a Pharmacy Technician in the retail sector after leaving school. I then achieved a BTEC and moved into the NHS at Wigan.

Following a number of promotions within the department I now manage a team of 23 Pharmacy Technicians, I have also completed a Clinical Diploma



Role

The role of a technician involves taking medication histories from patients upon admission, providing a ward based service and checking of prescriptions and discharges for patients. I teach staff, supporting their development in this area, I'm involved with the junior doctor intake, around providing information on medication history taking and an understanding of the drug board. I also work with senior management to ensure we deliver a safe, effective and caring service to our patients and ensure we support our pharmacy staff to achieve this together. I have involvement with audits that provide specific information to encourage change, best care and adherence to CQC standards.

Typical Day

On a day to day basis I oversee the managers that run the dispensary, distribution area, aseptic's and the technical support in medicines information. In addition I ensure that there are adequate staffing levels on the wards to provide a medicines management service to patients and nursing staff. I may be required to attend meetings within the department with senior management to discuss how the service can further support the overall patient experience and care programme.

I have a varied role which requires me to cover other tasks as and when required within the Pharmacy Technician service.

Why I do my job

I am passionate about my job and remain as passionate as I was when I commenced of my career. I find the impact that medicines have on the human body is fascinating. My job provides me with a good worklife balance and I find the staff I work with to be honest and genuine individuals. I enjoy that my role has a positive impact on patients and service users. Seeing the difference I have made to a patient is a major motivating factor for me.