

Accuracy checking pharmacy technician (ACPT) trainee role and responsibilities

An ACPT trainee's role is to build on their skills and knowledge as a pharmacy technician in order to be able to accurately check dispensed items and provide leadership within the dispensary. Trainees will learn how to supervise the work of others and contribute to their learning following identification of dispensing errors. ACPT trainees will also learn how to exercise their professional judgment to make decisions and prioritise work.

The final accuracy check is a safety net used to prevent dispensing errors reaching patients so ACPT trainees need to be aware of their increased impact on patient safety and the extent of their accountability during training and post-qualification.

A pharmacy technician who wishes to become an ACPT should be able to demonstrate the qualities and behaviours required to undertake the ACPT role before applying to the programme. Professionalism, attention to detail and good communication are key to performing successfully as an ACPT.

All ACPT trainees must:

- meet the entry criteria for the CPPE ACPT programme
- complete all aspects of e-learning, assessment and associated activities
- follow the GPhC *Standards for Pharmacy Professionals*
- ensure that all prescriptions being checked have been clinically screened by a pharmacist
- have taken no part in the labelling or dispensing of items they are checking
- record **all** checking activities using the log forms provided by the educational supervisor
- notify the Educational supervisor each time they make a checking error
- meet with the Educational supervisor following every 250 checked items to discuss and document progress
- complete the programme in 12 months and notify CPPE if they have concerns about their progress
- submit all documentation in a timely manner to CPPE.

Entry criteria for ACPT trainee

The ACPT trainee must:

- be registered as a pharmacy technician with the General Pharmaceutical Council
- successfully complete CPPE's ACPT introductory e-learning and e-assessment
- demonstrate recent ability to dispense accurately in their current workplace, signed off by their educational supervisor*
- work in a dispensary that dispenses NHS prescriptions that have been clinically screened by a pharmacist
- be familiar with local dispensary standard operating procedures (SOPs)
- have completed the organisation's induction and in-house mandatory training relevant to role and job description
- agree to be contacted by Health Education England / NHS England for the purpose of evaluating the course
- have an educational supervisor appointed who meets CPPE's ACPT educational supervisor requirements

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- the superintendent (community) / chief pharmacist (hospital/HMP) has been informed of the application
- have support from their senior pharmacy manager.**

*If dispensing logs are used to demonstrate accuracy, they should have been completed within the preceding two years and there should be no more than 3 attempts at any one time in completing the dispensing accuracy logs. If unsuccessful on the third attempt then a period of reflection and dispensing re-training should be completed (according to local SOPs and risk management strategies) before completing the dispensing accuracy logs again.

**Senior pharmacy manager is the person who is accountable for budgets, risk assessment and who makes decisions about service needs eg, chief pharmacist, superintendent pharmacist or their nominated deputy.

Educational supervisor role and responsibilities

High quality and effective educational supervision is an essential component of any practice-based training programme. The role of the educational supervisor in the ACPT training programme is to support the ACPT trainee to learn, develop and achieve competency in the skills, knowledge and behaviours required for the responsibility of the role. It is important that educational supervisors understand what the ACPT programme entails because they will be accountable for assuring the competence of the pharmacy technician. Therefore, it is imperative that they familiarise themselves with the **ACPT programme handbook** and complete the e-learning and assessment provided before the trainee starts the programme.

The added responsibility of taking on the role of final accuracy checking requires pharmacy technicians to be confident, as well as competent. The educational supervisor should be sufficiently familiar with a pharmacy technician and their work in order to satisfy themselves that the pharmacy technician is ready to become an ACPT trainee and undertake the role of accuracy checking on successful completion of the programme.

Educational supervisors must consider the impact on the service of enrolling a pharmacy technician on the ACPT programme. SOPs may need to be temporarily adapted to allow for the second and final check of an item during the training period. ACPT trainees cannot check items that they have labelled or dispensed therefore staffing levels, or different ways of working, may need to be considered prior to enrolment on the programme if this will impact workflow. Additionally, ACPTs can only check clinically screened prescriptions, therefore SOPs may need to be changed to ensure that prescriptions are clinically screened at the start of the dispensing process.

The skill mix of the team should be taken into account as other team members' roles may need to be modified and workflow may need to be adapted in order to ensure that the ACPT trainee is allocated time to check while training. It is also important to note that there may be busy periods when it is not appropriate for the ACPT trainee to check and the Educational supervisor should communicate this to the ACPT trainee.

A key responsibility for educational supervisors is to meet with their ACPT trainee regularly. If they do not work in the dispensary with them as part of their job role, it is recommended that time is allocated within

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work to provide support. Progress should be monitored on an ongoing basis and CPPE will periodically check this throughout the programme.

Following completion of the checking assessments, the ACPT trainee, educational supervisor and senior pharmacy manager will be informed of the outcome. If the trainee is successful, they may begin checking following the emailed notification, providing their job description is updated to include the checking role. A certificate of qualification will be posted following the email notification.

The GPhC produces guidance on supporting trainees that sets out expectations of pharmacy professionals undertaking tutor roles. The guidance is not specific to ACPT courses, however, CPPE expects the principles and standards to be followed.

All educational supervisors must:

- ensure they fulfil the entry criteria for an educational supervisor on the CPPE ACPT programme
- ensure the applicant's line manager is aware of and supports the application
- be accountable for ensuring that the ACPT trainee has demonstrated dispensing accuracy
- ensure the ACPT trainee fulfils the entry criteria for the CPPE ACPT programme
- make time for training and recognise when it is not appropriate for trainees to complete their logs, eg, during busy periods or for urgent prescriptions
- offer support, guidance and feedback to the ACPT trainee whilst they undertake practice-based activities
- ensure correct and current recording paperwork is used
- ensure that local dispensary SOPs are in place and that the trainee is familiar with and works consistently within them
- facilitate the local implementation of the CPPE ACPT programme
- number and sign each checking log sheet before issuing them to the ACPT trainee
- monitor progress and meet face to face to discuss checking experience and activities
- meet with the trainee to complete formal reviews after each 250 items checked and assess their checking logs
- classify any checking errors that the ACPT trainee makes (this can be in conjunction with experts)
- check that all learning and practice-based activities have been successfully completed in full and can be evidenced in the ACPT trainee's portfolio
- contact CPPE when the trainee has completed the required work and is ready for assessment
- set up, facilitate, mark and submit the workplace-based checking assessment
- complete a final sign off declaration and submit this to CPPE for certification
- ensure that the job description includes the checking role if the ACPT will begin checking once they have received notification that they have qualified as an ACPT
- Agree to be contacted by Health Education England / NHS England for the purpose of evaluating the course.

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Educational supervisor criteria

An educational supervisor for the ACPT training programme must:

- be registered with the General Pharmaceutical Council
- be a qualified accuracy checking pharmacy technician or pharmacist
- have the support of the Senior Pharmacy Manager / Chief Pharmacist
- have experience of facilitating staff training
- be able to meet with the ACPT trainee regularly, approximately every month
- commit to supporting the ACPT trainee, working in the same dispensary when possible.
- follow GPhC guidance for tutors
- undertake the *Introduction to the CPPE ACPT programme* e-learning in the last two years.
- successfully complete the *CPPE Accuracy checking pharmacy technician programme* e-assessment (or have successfully completed it) within the last 12 months
- read, understand and agree to undertake the role and responsibilities of an ACPT Educational supervisor as set out in the CPPE ACPT handbook.

Senior pharmacy manager / Chief pharmacist responsibilities

The ACPT programme must have approval from the Chief Executive of the NHS organisation, the No.1 Governor of Her Majesty's Prisons or superintendent pharmacist, before it is implemented locally and is dependent on standard operating procedures (SOPs) being in place. The senior pharmacy manager / chief pharmacist is accountable for these requirements being met.