



# Case study

Name: Julie Riozzi

Job title: Medicines Management Technician

## What role/ profession are you in?

I am a Medicines Management Technician; I trained as a Pharmacy Technician in my early twenties. The course took two years to complete at Leicester Polytechnic School of Pharmacy. This covered the theory and practical element in conjunction with continual assessment whilst working at a chemist.

Today the qualifications you need to become a Medicines Technician are - Pharmacy Services Level 2 - this is completed in a community chemist or hospital, this can be done under an apprenticeship. Following that, you need either a BTEC national diploma in Pharmaceutical Sciences, an NVQ/SVQ Level 3 in Pharmacy Services or a national certificate in Pharmaceutical Science. To be a registered Pharmacy Technician you have to be registered with the General Pharmaceutical Council and complete continual professional development each year once registered.

## What did your early career look like?

On completing my training I left the community pharmacy for a post as a Pharmacy Technician at Groby Road hospital. After 2 years I went on maternity leave. I then returned to work part time to achieve the work life balance I needed. When a post for a Medicines Management Technician became available at Glenfield hospital I applied and I was successful in obtaining that position. This is the role I am in today.

## How did you become a Medicines Management Technician?

I left school age 16 and with the intention of becoming a nurse I went to college on a 12 month prepare to nurse course, however the criteria to start nurse training was age eighteen so I found a job at a community chemist as a Pharmacy Assistant. I served over the counter and helped out with the dispensing of prescriptions under the supervision of a Pharmacist. I was encouraged to embark on the City and Guilds Pharmacy Technician course.

## What is a typical day for you?

I meet with the pharmacy team for a quick briefing before going onto a ward. On the ward, I complete drug histories with the patients, collate in-depth up to date accounts of their medications. I also check that patients own medications they've brought into hospital are safe; checking expiry dates etc. I check and confirm any allergies the patient has. The drug history helps to ensure important medication is not missed when prescribing, to avoid causing harm. The drug history can also highlight any counselling the patient might need about their medication. I also order inpatient medication and help with any medication needed at discharge for when the patient leaves hospital. Sometimes I help in the dispensary, complete audits and arrange safe return from the ward of any controlled drugs no longer needed.

## Do you have any words of encouragement for anyone thinking about a career in health and social care?

Work hard; be positive, enthusiastic and willing to learn. Be adaptable and accept change and move forward with it.