

# The 4 year impact of a Pharmacy Technician on a Medicines Information Centre

Angelica Steward, Chelsea and Westminster NHS Foundation Trust

Hannah Levene, Chelsea and Westminster NHS Foundation Trust

Esther Wong, Chelsea and Westminster NHS Foundation Trust

## Introduction

Following the merger of two hospitals in September 2015, a drive to improve cost effectiveness and streamline resources led to a centralised Medicines Information (MI) centre. This allowed for a Specialist MI Pharmacy Technician role. UKMi offers a training scheme aimed at pharmacy technicians who wish to become an UKMi accredited MI Technician<sup>1</sup>

## Method

Data was extracted from MiDatabank using the reporter function<sup>2</sup>. Data was collected between January to March in the years 2016 (pre completion of UKMi technician accreditation), 2017 (post completion), 2018 (one year experienced UKMi accredited technician) and 2019 (two years experienced UKMi accredited technician). Work completed by the MI technician was categorised by type of completed enquiry; interactions, stability, formulation, adverse effects and availability. This data was then analysed to assess workload of the MI technician.

## Results

From January to March 2016, the MI technician completed 39 enquiries from a total number of 151 enquiries (25% of workload). This spent a total number of 187.2 hours. Four category types were observed; interaction (133.9 hours), stability (21.8 hours), formulation (16 hours) and adverse effects (15.5 hours).

From January to March 2017, the MI technician completed 69 enquiries from a total number of 186 enquiries (37% of workload). This spent a total number of 378.7 hours. The four original category types were observed, interaction (169.7 hours), stability (24.9 hours), formulation (12.8 hours); adverse effects (141 hours), a new 'availability' category was introduced which took 30.3 hours of the total enquiry time.

From January to March 2018, the MI technician completed 148 enquiries from a total number of 319 enquiries (46% of workload). This spent a total number of 439.7 hours. The five category types were observed; interactions (214.5 hours), stability (56.4 hours), formulation (41.7 hours), adverse effects (56.2 hours) and availability (42.6 hours).

From January to March 2019, the MI technician completed 192 enquiries from a total number of 410 enquiries (47% of workload). This spent a total number of 439.7 hours. The five category types were observed; interactions (140.6 hours), stability (81.8 hours), formulation (90.8 hours), adverse effects (81.5 hours) and availability (30.9 hours), .

## Discussion

The results show that an accredited MI technician was able to research and complete more enquiries than prior to accreditation. Subsequent years following accreditation has seen growth in workload which is attributable to enhanced experience and skill allowing for the completion of a significant proportion of total MI workload over a wider breadth of enquiry types. With an accredited MI technician in post, workload is spread amongst the MI team.

## Conclusions and Recommendations

This service evaluation highlights the value of an accredited MI technician in an expanding MI centre. The benefit that we have seen by establishing this post most certainly has positively impacted the MI service, ultimately enhancing patient care.

## References

<sup>1</sup>Specialist Pharmacy Service. SPS: UKMi Accredited Medicines Information Technicians Training Scheme (AMITTS). <https://www.sps.nhs.uk/articles/ukmi-accredited-medicines-information-technicians-training-scheme-amitts/> (accessed 16 May 2019)

<sup>2</sup>COACS. MiDatabank Enquiry Manager v3.2. Date accessed: 16 June 2019

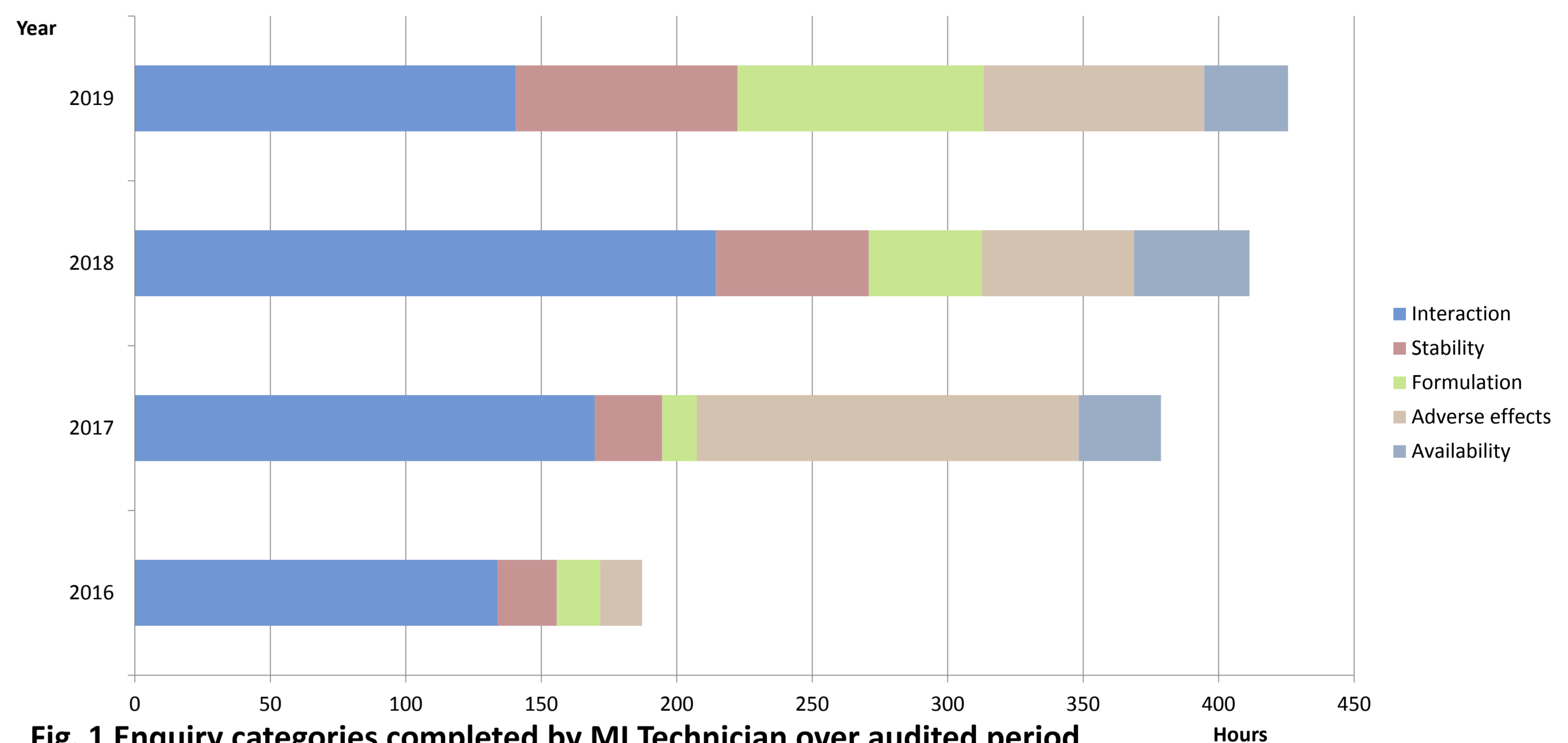


Fig. 1 Enquiry categories completed by MI Technician over audited period

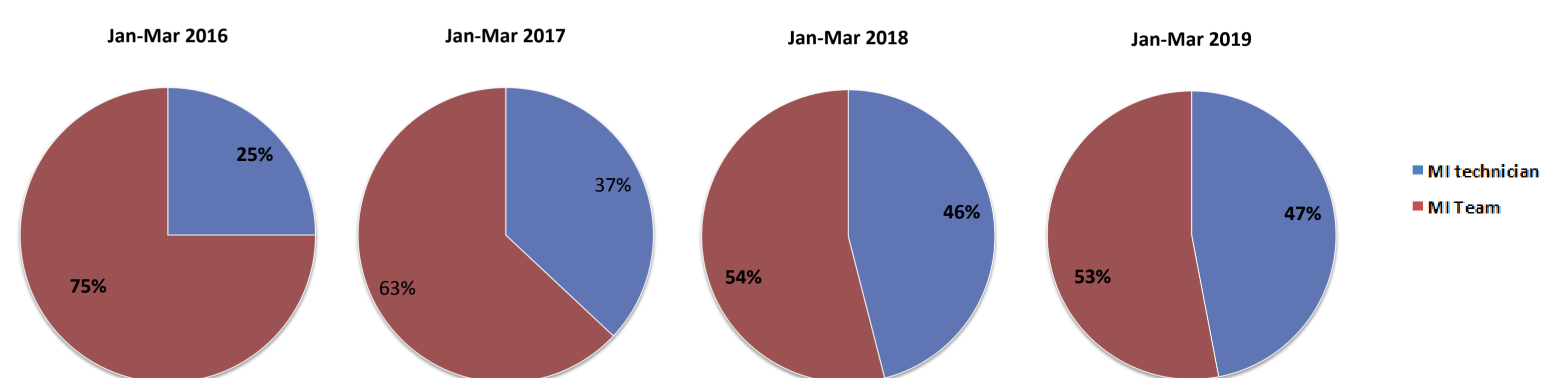


Fig. 2 Percentage MI workload completed by MI Technician over audited period