How can intraprofessional working between pharmacists and pharmacy technicians be enhanced to optimise the delivery of patient-centred care?

Findings from an integrative literature review

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In the UK expectations of how pharmaceutical care should be provided has changed

Pharmacists and pharmacy technicians ‘work together’ in a variety of settings

Skill mix will release pharmacists from ‘technical’ activities and allow them to expand their clinical role and optimise patient-centred care

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Objective

To identify barriers and enablers to intraprofessional working between pharmacists and pharmacy technicians and from this describe strategies to optimise the delivery of patient-centred care
Integrative literature review

Broadest type of research methods

Systematic approach

- Concept strings
- Electronic and manual searches
- Inclusion/exclusion criteria
- Critical analysis

Thematic analysis
11 studies
Findings

Sample Sectors

No. of Sectors per study

Sample groups

ID 11 (2012) US
ID 10 (2012) NZ
ID 9 (2013) UK
ID 8 (2014) CAN
ID 7 (2015b) NZ
ID 6 (2015a) NZ
ID 5 (2015) UK
ID 4 (2016) US
ID 3 (2016) UK
ID 2 (2016) UK
ID 1 (2016) UK

Date/country of origin

Sample groups

ID 11 (2012) US
ID 10 (2012) NZ
ID 9 (2013) UK
ID 8 (2014) CAN
ID 7 (2015b) NZ
ID 6 (2015a) NZ
ID 5 (2015) UK
ID 4 (2016) US
ID 3 (2016) UK
ID 2 (2016) UK
ID 1 (2016) UK

Pharmacists
Pharm Tech
Other

Community
Hospital
Other

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# Themes

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*Working together = skill-mix and teamwork, leadership
Roles and professional responsibilities

Role definition and scope of practice

Occupational insecurity from pharmacists
  • Impact on their work
  • Cheaper option

Boundaries and limitations
  • Clinical knowledge
  • Responsibility of pharmacy technicians work

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Working together: Skill mix, teamwork and leadership

1. Pharmacists unclear on different levels of staff
2. Professional trust, excellent communication skills with team members
3. Recognition of strong relationships between managing skill mix and improving safe working practices
4. Skill mix in hospital pharmacy Vs more reluctance in community

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Working together: Skill mix, teamwork and leadership cont.

Need for leadership

2 types of leadership identified:

Operational:
- Day to day delegation
- Supervision
- Understanding levels of knowledge and competence of staff
- Trust in staff

Strategic:
- Leading change
- Sharing the vision
- Inclusivity
Training

Positive impact of training

- Builds trust and confidence
- On-the-job and formal training identified
- Pharmacists spend more time with patients – enhancing their skills
- Supports practice change
- Improves delegation and general management skills

Barriers:

- Physical and financial resources
- On the job training stressful
- Fear of staff leaving once trained

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Conclusion

Roles, responsibilities and scope of practice need to be defined and understood

Trust and confidence in the PT’s knowledge and skills are key for delegation

Investment in training

Not to forget pharmacists needs

Leadership
Limitations

Availability of relevant literature

UK studies undertaken before the use of UK £42 million integration fund announced
References and further reading


References and further reading continued


Any Questions