

Development of primary care medicines management support worker's role in NHS Fife

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Taking part in the Modern Apprenticeship in Pharmacy Services has allowed me fantastic professional and personal development and has been a great opportunity as an adult learner.

Nicole Allan, MMSW

After completing my induction as a MMSW, I knew I wanted to progress into the student technician role. I was supported to apply and given all of the guidance and information to take the next step in my career.

Hazel Haldane,
Pre-registration Pharmacy Technician

The cost-efficiency projects have made me feel like I am making a difference to financial pressures.

Dani Mauchlen, MMSW

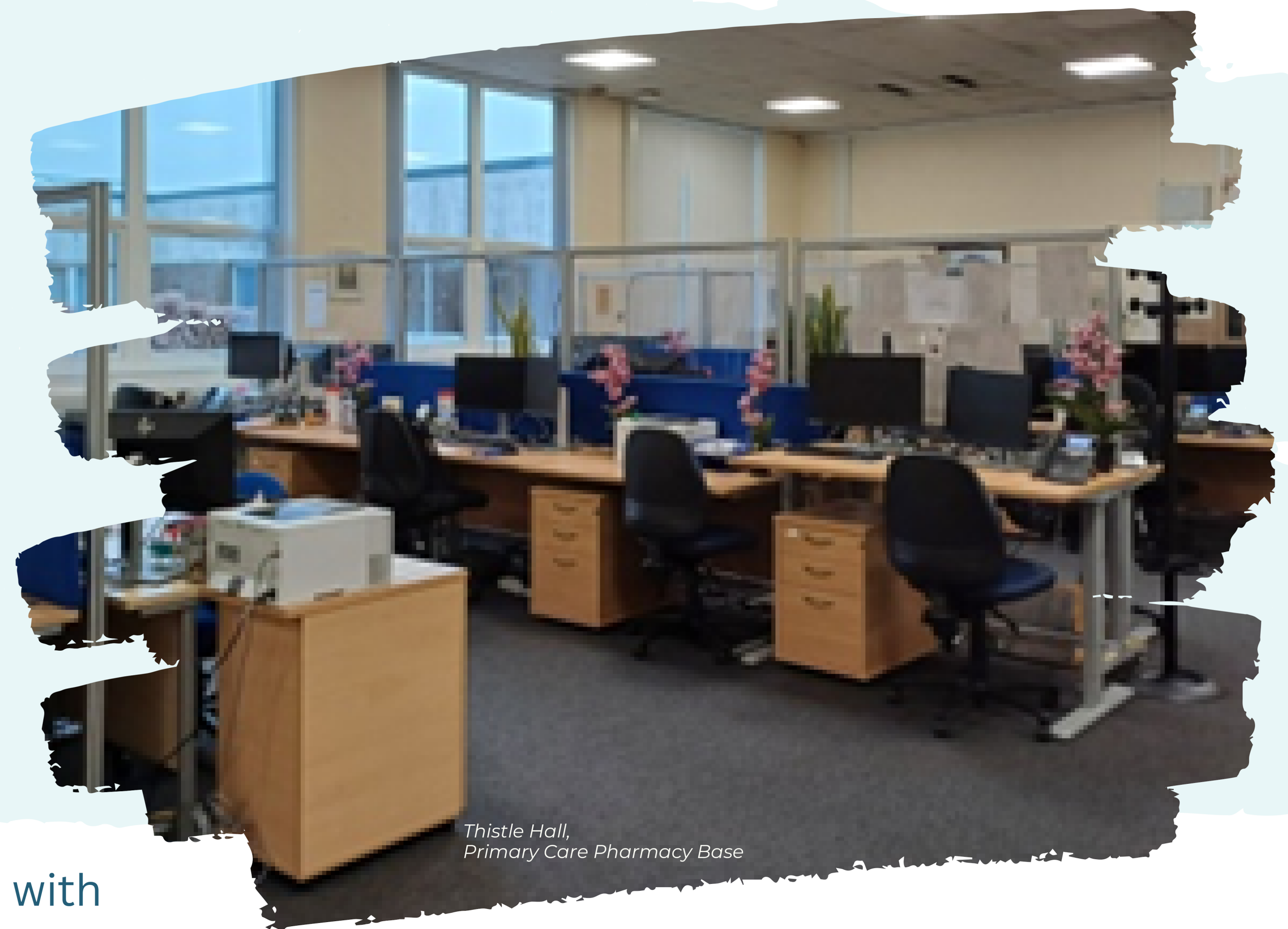
MMSWs provide valuable input in terms of cost efficiencies and now supporting cluster teams with medicines reconciliation, amongst other tasks. The cohort are held in high esteem by the wider team and we are delighted to have them on board.

Cara Mackenzie, Lead Clinical Pharmacist

Introduction

NHS Fife's 2024-26 Pharmacy Strategic Framework recognised priorities that could be applied to the Development of our Medicines Management Support Workers (MMSWs)

- Identify opportunities to expand the role of pharmacy
- Maximise workforce resource, to ensure efficient and effective delivery of healthcare services
- Optimise the team's skill mix to ensure roles align with individual expertise and abilities
- Expand development opportunities, including educational programmes



Methods

We:

- Mapped out MMSW roles and responsibilities with NHS Fife
- Developed a training and induction workbook with accreditation framework
- Built skills and confidence with IT systems and an understanding of working to clearly defined SOPs
- Enrolled MMSWs on the new Pharmacy Service Modern Apprenticeship through Fife College
- Adopted an inter-professional approach to learning with Prescribing Support Nurse training sessions prior to efficiency projects
- Developed our medicines reconciliation process to allow MMSW involvement



Results and Discussion

Innovative strategies

- New centralisation of cost efficiency projects means our wider pharmacy team focuses on clinical priorities
- Newly enhanced Project Implementation Guides allows cost efficiencies to be undertaken by the MMSW team
- MMSWs have helped achieve cost savings of £900,000+ in 9 months.

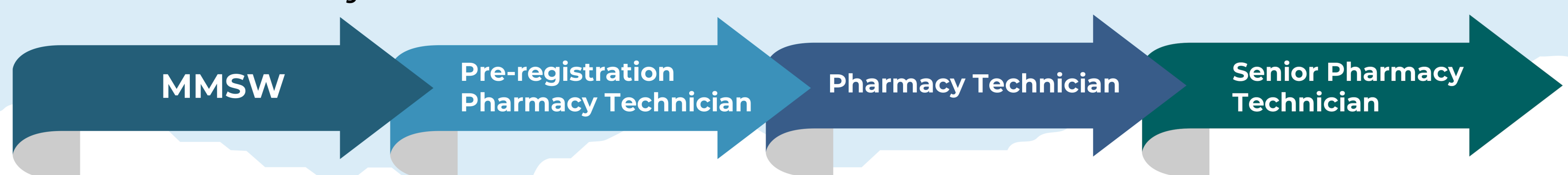
Training delivery

All MMSWs are now accredited with core MMSW responsibilities:

- Compliance aid set ups
- Preparation of M:CR prescriptions
- Resolution of stock queries
- Non Clinical Medication Reviews
- Two MMSWs have finalised medicines reconciliation training
- Plan to extend medicines reconciliation training to all MMSWs in 2024

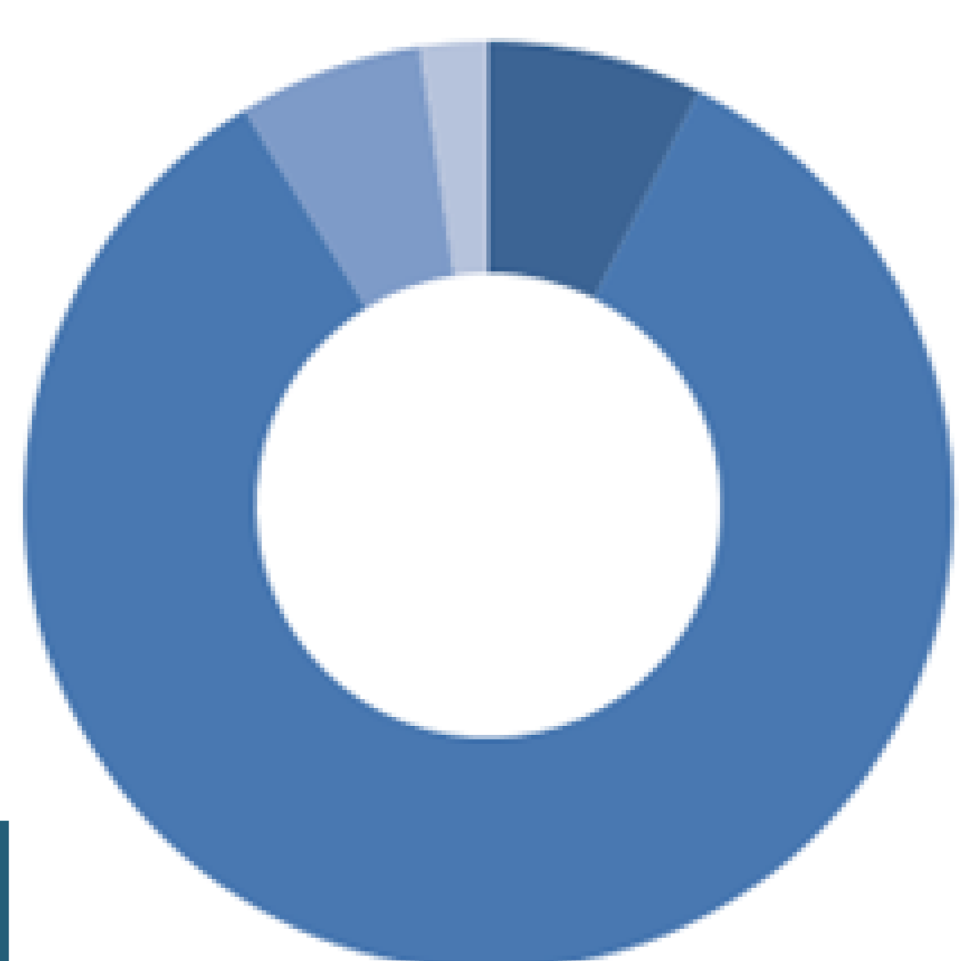
Career structure

- In the past 12 months, 20% of MMSWs achieved Pre-Registration Pharmacy Technician roles within NHS Fife



Conclusion

High Value Cost Efficiency Projects Undertaken by MMSWs in 23/24



- Development now provides a well supported, structured and varied MMSW role
- Clear and novel career pathway
- Excellent new foundation of skills for the primary care pharmacy service in Fife
- Pharmacy Technicians and Pharmacists can target level 2 and 3 pharmacotherapy services
- Helps build a more proactive service
- Helps future proof our service

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