

# London and South East Pharmacy Annual Report 2018-19



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# Summary of Activity Delivered in 2018-19

## Our Priorities

- » To support the delivery of the Government's mandate to Health Education England.
- » Aligned to the ambitions for pharmacy set out in the NHS long term plan and interim people plan; recruit, register and retain a future NHS pharmacy workforce.
- » To support pharmacy workforce transformation and innovative practice to meet the care needs of people living in London and Kent, Surrey and Sussex.
- » To maximise efficiency and value for money with an emphasis on quality.



## Our Key Achievements

### Workforce Transformation

- » Provision of Healthy Living Pharmacy (HLP) training for 47 members of pharmacy staff across London and Kent, Surrey and Sussex.
- » Commissioning of 'Preparation for General Practice' training for 200 pharmacists across London and Kent, Surrey and Sussex wishing to work in General Practice.
- » Roll out of second wave of pharmacists within urgent care centres pilot at three additional sites across London and Kent, Surrey and Sussex, bringing the total number of pilot sites to six.
- » Launch of Mental Health Pharmacist ACP pilot with seven pharmacists starting ACP training from September 2019 onwards, and a further cohort due to start January 2020.
- » Evaluation of two current foundation pharmacist vocational training schemes and establishment of a third scheme in North central and East London due for autumn 2019.

### Future Workforce

- » 259 pre-registration pharmacist training places commissioned and recruited into for the 2019-2020 training year; 77 in North Central and East London, 73 in South London, 62 in North West London and 47 in Kent, Surrey & Sussex.
- » 106 pre-registration trainee pharmacy technicians' places commissioned and recruited into in 2018/2019.
- » 87.8% (381/434) of commissioned trainees (pre-registration pharmacists or pre-registration trainee pharmacy technicians) would recommend their training post within the region.
- » 158 accuracy checking pharmacy technicians (ACPT) enrolled in training April 2018 – March 2019.
- » 204 members of pharmacy staff regionally completed medicines optimisation programme (MOP) training April 2018 – March 2019.
- » 6 members of technical services (Aseptic) staff regionally completed the pre and in process checking (PIPC) programme
- » 253 pharmacy professionals have accessed the educational supervisor training programme over seven cohorts April 2018 March 2019
- » 154 pharmacy professionals accessed practice supervisor training over five cohorts April 2018 – March 2019.
- » In collaboration with the South Thames Foundation School, promotion, embedding and development of the diagnostic prescribing assessment (DPA) for Foundation doctors. In 2018 the assessment was undertaken by 681 foundation doctors in all 11 Trusts in KSS and 5 Trusts from South London.



# 1 Introduction

The focus of the Health Education England (HEE) London and South East (LaSE) Pharmacy team is to support the delivery of the mandate from the Government to HEE. This report provides a detailed narrative of the team's activity over the past 12 months aligned to the objectives within the Mandate.

## 2 Supporting and Leading Delivery of National Projects

### 2.1 Pharmacy Integration Fund

The NHS Five Year Forward View set out a clear direction for the future NHS and placed great emphasis on service integration, including 'new models of care' which integrate primary and secondary care, and health and social care.

The Pharmacy Integration Fund has played a key part in helping the NHS increase the scale of high-quality clinical pharmacist and pharmacy technician intervention and delivery of medicines optimisation. HEE has worked with partners to lead the development of a range of new programmes to support this.

#### 2.1.1. Accuracy Checking Pharmacy Technician (ACPT) Programme for community pharmacy

The Pharmacy Integration Fund commissioned CPPE to deliver an ACPT programme across London, Kent, Surrey and Sussex to test the demand, feasibility and impact of ACPT training within the community setting. This programme was rolled out nationally across both the community and secure environment pharmacy workforce.

The programme aims to support pharmacy technicians to develop the knowledge, skills and behaviours required to provide the final accuracy check of dispensed medicines that have been clinically screened or approved by a pharmacist and assembled and labelled by another team member.

#### 2.1.2 Training pre-registration pharmacists in general practice

Building on learning from local pilots in London, Kent, Surrey and Sussex, a business case was approved to develop 3-6-month pre-registration pharmacist placements in general practice nationally. The project will run for 2 years with year one focusing on curriculum development and year 2 on delivery and evaluation. The ambition is that this targeted large scale project informs future

training models, particularly in relation to supervision requirements and curriculum design and delivery. In spring 2018 the focus was on identifying suitable training sites that would take part in the project. 40 placements across 20 GP sites in London, Kent, Surrey and Sussex were approved. This is approximately 26% of the national total of placements for England.

## **2.2 Pharmacy Education Reform**

### **2.2.1 Pharmacy Technician Qualification development**

Post the General Pharmaceutical Council sign-off of the Initial Education and Training (IET) Standards for Pharmacy Technicians in October 2017, HEE LaSE Pharmacy commissioned Skills for Health to facilitate and project manage the development of a single qualification that met the IET. A qualification development group was formed consisting of seven awarding organisations as well as subject matter experts.

The Level 3 Diploma in the Principles and Practice for Pharmacy Technicians consists of 21 mandatory units, covering a mix of skills and underpinning knowledge that meet the IET standards. Delivery will be taught in the workplace and by education and training providers through work-based learning, guided learning and individual study over a two-year training programme.

This qualification has undergone stage 1 of the GPhC recognition process. The recognition report is available to view via the GPhC website [here](#).

Post accreditation of the qualification with the regulator and Ofqual, Awarding Organisations will begin to support their Education Providers with course delivery plans for February 2020.

### **2.2.2. National Pre-registration Pharmacist Recruitment Scheme for England and Wales**

HEE LaSE Pharmacy provides the professional leadership for this complex project. In 2018 (the second year of the Scheme) 2,881 pre-registration pharmacist places were advertised on the national platform, Oriel, for programmes due to commence in summer 2019. This marked a significant increase in places from the previous year's total of 2,161 and represented the increased willingness of community pharmacy employers to recruit via the Scheme. Selection into these places was mapped to an agreed national job description and person specification which included professional attributes described in the [professional attributes framework](#) . Selection took place in two stages; initially 7 centres across England and Wales hosted Multiple Mini Interviews (MMIs). Situational Judgement Tests (SJTs) and numeracy tests were then taken together at Pearson Vue centres both nationally and internationally, allowing study-abroad applicants to attend centres in such places as Hong Kong, America and Brazil. 1687 places were filled through the process. An

outcomes report for this latest round of recruitment, as well as all previous evaluations, can be found [here](#).

### **2.2.3. NHS England Clinical Pharmacists in General Practice Programme**

The [NHS England General Practice Forward View](#) committed over £100m of investment to support an extra 1,500 clinical pharmacists to work in general practice by 2020/21, in addition to over 490 clinical pharmacists already working across approximately 650 GP practices as part of a pilot, launched in July 2015. This scheme closed on 30<sup>th</sup> April 2019 for new applications as the new GP [five-year contract framework](#) was launched in January 2019 to help support the formation of Primary Care Networks (PCNs).

To date, approximately 170 pharmacist positions by headcount have been approved in London and 25 in KSS, although not all have been recruited to as yet and funding will continue for those in post as per the original scheme.

## **2.3 Awards and Recognition**

The collaboration between pharmacy and dental teams at HEE London and South East to produce a series of dental factsheets for community pharmacy was awarded the Excellence in Clinical Community Pharmacy Practice Award at the Clinical Pharmacy Congress, 2018. The factsheets were initially intended to support and refresh knowledge and be used as a quick-access learning aid by all patient-facing staff in community pharmacy when dealing with common dental presentations. However, following a successful launch the factsheets began to be used in a variety of ways beyond their intended scope; for example, as support guides in emergency departments, for CPD, and in prison pharmacies to help educate patients on dental hygiene. A number of users amended the advice they gave patients with non-urgent dental-related problems, negating the need for a referral to the emergency department or a GP, which they previously would have done, and initiated contact with their local dental practices. Ongoing management of the factsheets has now been passed on to the HEE Mouth Care Matters team.

## 3 Regional Workforce Transformation

### 3.1 Healthy Living Pharmacy

Community pharmacies are an important source of healthcare provision. Pharmacists and health champions in partnership with their teams are able to positively impact on the health and well-being of the local communities. To support this workforce in delivering public health initiatives within their local population HEE funded a series of Health Champion training events which ended in 2018.

Based on recommendations highlighted in the evaluation of this training, a follow-up short programme was designed to support the Healthy Living Pharmacy (HLP) concept. The programme was developed to explain the concept of HLPs, criteria for achieving and maintaining this status, preparing a collective team approach to motivating, empowering and supporting effective delivery of clinically led pharmacy services and identifying opportunities for integration into the local healthcare system.

This training attracted a wide range of individuals working in community pharmacies of different sizes namely small independent to large multiples, and those in leadership roles covering multiple pharmacies although only half of the places were filled. There was clear evidence of wanting HLP to be successful, seeking help and support on how to bring this to life in the pharmacy, utilising the entire pharmacy team, creating and building on current local relationships.

Findings of the evaluation highlighted that implementation and sustenance of HLPs is an on-going learning opportunity in need of regular re-engagement, however limited participation in commissioned evaluations impairs the viability of longer-term funding to support the initiative. The full evaluation is published here:

[https://www.lasepharmacy.hee.nhs.uk/dyn/\\_assets/\\_folder4/community-pharmacy/health-champions/hlpevaluationfinal.pdf](https://www.lasepharmacy.hee.nhs.uk/dyn/_assets/_folder4/community-pharmacy/health-champions/hlpevaluationfinal.pdf)

### 3.2 Preparation for General Practice

As outlined in section 2.3 NHS England is implementing a national programme to embed clinical pharmacists into general practice. To facilitate an easier transition for pharmacists wishing to work in General Practice a 'Preparation for General Practice' course-consisting of two training days and providing core knowledge of practice function and the role of the practice pharmacist-was commissioned for 200 pharmacists across London and the South East. Training days were held at both weekdays and weekends to ensure maximum flexibility for attendees. A full evaluation on the effectiveness of the training provided can be found here:

[https://www.lasepharmacy.hee.nhs.uk/dyn/\\_assets/\\_folder4/community-pharmacy/pharmacists-in-gp/PrepForGPEvaluation.pdf](https://www.lasepharmacy.hee.nhs.uk/dyn/_assets/_folder4/community-pharmacy/pharmacists-in-gp/PrepForGPEvaluation.pdf)

### **3.3 Integrating community pharmacy into urgent and emergency care pathways**

A Health Education England (HEE)-commissioned evaluation into the role of community pharmacists' in supporting urgent and emergency care (UEC) across Kent, Surrey and Sussex paved the way for a three-day physical assessment skills course for community pharmacists in London, Kent, Surrey and Sussex.

Attendees for the course were identified in partnership with Local Pharmaceutical Committees (LPCs) and Community Education Provider Networks (CEPNs) across London and South East. The course was heavily subscribed, resulting in an additional second cohort being added to meet demand. Barriers to adopting skills gained, post the training are highlighted in the evaluation published here:

[https://www.lasepharmacy.hee.nhs.uk/dyn/\\_assets/\\_folder4/community-pharmacy/physicalassessmentskillsfinalreport.pdf](https://www.lasepharmacy.hee.nhs.uk/dyn/_assets/_folder4/community-pharmacy/physicalassessmentskillsfinalreport.pdf)

However, recent initiatives since the report-such as the pilot Digital Minor Illness Referral Service-are an example of how additional skills such as the basic physical assessment gained through this learning event may be utilised to extend the scope of practice of pharmacists within commissioned services. Minor illness cases that can be managed in the community reduce bottle necks in other areas of the NHS such as urgent and emergency care pathways. There is therefore a need to recognise the challenges faced in implementation and to align training with local needs and, priorities, engaging with stakeholders, to create a network of suitably-trained pharmacists embedded within professional pathways and enabled to deliver across patient populations.

### **3.4 Pharmacists within urgent care centres**

Following the publication of the Multi-professional Framework for Advanced Clinical Practice in England, published by Health Education England in November 2017, allied health professionals including pharmacists are now eligible to document competence using the Emergency Care Advanced Clinical Practice Framework. This has been well received by pharmacists in the HEE funded pilot who are training to become advanced clinical practitioners (ACPs).

The first cohort of pharmacists from Barking, Havering and Redbridge University Hospitals NHS Trust have now qualified as ACPs following the HEE funded pilot. In addressing the aims of the pilot to evidence whether clinically trained pharmacists can have a positive impact on patient flow in the urgent care setting, an abstract published in the International Journal of Pharmacy Practice by the three pharmacists from the first cohort highlighted that pharmacists ACPs were able to manage 32.7% of patients presenting to the Urgent Care Centre. This finding resonates with earlier work

published by Health Education England (HEE) Midlands which noted that pharmacists with enhanced clinical skills could manage 37% of patients attending with minor illness and minor injuries.

From the six pilot sites across the region:

#### **First wave of pilot:**

1. **Barking, Havering and Redbridge University Hospitals NHS Trust** – all three pharmacists have qualified as ACPs completing the postgraduate diploma in Advanced Clinical Practice with London South Bank University
2. **Whittington Health NHS Trust** – two of the pharmacists will qualify in May and the third in September
3. **Medway NHS Foundation Trust** – two of the pharmacists have qualified as ACPs and the third pharmacist is anticipated to complete in July

#### **Second wave of pilot:**

1. **St. George's Healthcare NHS Trust** – all three pharmacists anticipated to qualify at the end of January 2020
2. **Darent Valley Hospital (Dartford and Gravesham NHS Trust)** – both pharmacists anticipated to qualify at the end of January 2020
3. **Chase Farm / Barnet Hospitals (Royal Free NHS Trust)** - all three pharmacists anticipated to qualify at the end of January 2020

### **3.4.1 Evaluation**

#### **Evaluation by University of East Anglia**

It was evidenced that the current education and training model employed to train pharmacists to become ACPs was appropriate. Pharmacists were better located in the minors area initially rather than majors. Addressing issues such as acceptance within a multidisciplinary department was important in ensuring a good working relationship.

#### **Pharmacists in advanced clinical roles in Emergency Departments (PARED Study), Aston University**

An independent evaluation is underway. The conclusions and recommendations are due to be published next year.

Key objectives of the evaluation include:

- To assess whether pharmacists with advanced clinical skills are able to practice confidently and competently in an urgent care setting managing patients within defined clinical groupings
- To identify if pharmacists with additional skills are able to positively impact on patient flow in an Urgent Care setting
- To evidence the sustainability of clinically enhanced pharmacists in future workforce planning and justify implementation of new roles into core business

### 3.5 Foundation Pharmacist Vocational Training Schemes

The landscape of pharmacy workforce is dramatically changing with the evolution of pharmacist's roles in response to the Five Year Forward View<sup>1</sup>, development of STPs<sup>2</sup> and more recently the NHS long term plan<sup>3</sup>. The vision for pharmacy includes a workforce of pharmacist's able work across integrated care pathways, providing patient centred care and ensuring pharmacists are Getting It Right First Time<sup>4</sup> when providing medicines optimisation services. This is a move away from silo working in the traditional sectors of community and hospital pharmacy.

To enable this change, it is recognised that all newly qualified pharmacists require foundation training, which will provide opportunities to develop the knowledge, skills, behaviours and attributes to work across a variety of sectors of care, whilst concurrently gaining a wider understanding NHS system and patient journey, enabling them to work across the wider integrated care system.

Within London, Kent, Surrey and Sussex, there are two funded programmes piloting Cross Sector Vocational Training Schemes for Foundation Pharmacists:

- South East London Foundation Pharmacist Vocational Training Scheme; trainees started in October 2017.
- East Sussex Better Together Foundation to Advance Vocational Training Scheme; Trainees started in November 2018

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<sup>1</sup> <https://www.england.nhs.uk/five-year-forward-view/>

<sup>2</sup> <https://www.england.nhs.uk/publication/delivering-the-forward-view-nhs-planning-guidance-201617-202021/>

<sup>3</sup> <https://www.england.nhs.uk/long-term-plan/>

<sup>4</sup> <https://gettingitrightfirsttime.co.uk/cross-cutting-stream/medicines-optimisation/>

Trainees in each of the schemes rotate around the different sectors, creating a work-based portfolio that includes Supervised Learning Events (also known as workplace-based assessments). All the programmes are underpinned by the Royal Pharmaceutical Society Foundation Pharmacist Framework.

These Pilots are supported by:

- HEE LaSE Pharmacy VTS Network
- VTS Evaluation; currently being undertaken report due in November 2019.

### **3.6 Pharmacy Teams in Mental Health**

A new pilot of pharmacists trained to become ACPs in mental health is to commence in September 2019, with trainees undertaking a MH ACP MSc at London South Bank University. In Kent, Surrey and Sussex, Sussex Partnership NHS Foundation trust has three pharmacists starting on the programme, whilst Kent and Medway NHS Trust has two candidates starting. In London, North East London Foundation Trust have one pharmacist starting on the programme, whilst East London Foundation Trust anticipate starting one trainee on the January 2020 intake.

## 4 Create the safest, highest quality health and care services

The quality management of commissioned training places is managed by the Health Education England London and South East Quality and Regulation Team. The Pharmacy Team works closely in partnership with the Quality Team with Pharmacy providing professional expertise and leadership.

In 2018/19 work continued to undertake baseline Quality visits to Pharmacy Departments in all London NHS trusts employing pre-registration pharmacy trainees.

### 4.1 Trainee Voice and Educational Support

#### 4.1.1 Trainee Feedback

As part of our quality management processes; all commissioned preregistration trainees were invited to take part in an end of year survey. The total number of responses received for both trainee groups was 434 (100%) broken down as follows: Pre-registration Trainee Pharmacists 248; 1st year Pre-registration Trainee Pharmacy Technicians 107; 2<sup>nd</sup> year Pre-registration Trainee Pharmacy Technicians 79. The same survey was used for each trainee group and included questions about specific rotations during their training year. Feedback on the rotations was shared with the employing organisation when there were three or more trainees. In addition, an anonymous spread sheet with 45 metrics was produced reflecting key areas of training that organisations can use for benchmarking themselves against others.

The surveys indicated that the majority of trainees 87.8% (n=381) would recommend training in their base hospital to future preregistration trainees. Regarding the support trainees received from their educational supervisor, 86.6% felt supported by their ES (within this 23.2% (n=101) saying that they were exceptionally supported) and a further 12% felt they were “somewhat” supported with only 1.3% that felt that they were not supported. There were a range of comments on educational supervision and support to trainees. The majority of these were extremely positive.

Foundation Pharmacists undertaking the Kent, Surrey and Sussex programme were also invited to take part in a survey. The total number of responses received was 113. The survey asked whether practitioners would recommend their employing trust as a suitable base at which to undertake the Foundation Pharmacist programme. The average ranking for this question was 93.18%

#### 4.1.2 Trainees Requiring Additional Support (TRAS)

HEE LaSE Pharmacy produces guidance to support Trainees Requiring Additional Support (TRAS) with the tools and processes for identification, reporting and management. This includes specific

triggers and boundaries for reporting, for example a pre-registration pharmacist not being signed off at their 13-week appraisal. Additionally, the guide contains the formal processes for educational review and intervention from HEE LaSE Pharmacy.

During the 2018/19 period, 23 Foundation Pharmacists, 37 pre-registration pharmacists, 21 first year and 28 second year pre-registration pharmacy technicians were managed using this supportive process.

The Professional Support Unit (PSU) run by HEE in London, Kent, Surrey and Sussex is accessible to all pharmacy trainees and is signposted within the TRAS Reference Guide. The PSU provides a range of services including: specialist careers advice, coaching and an Individual Support Team (IST) for trainees whose clinical performance is causing concern to themselves or others.

# 5 Building the workforce for the future: pre-registration pharmacists

## 5.1 Pre-registration Pharmacist Training

Unlike other health professions, the pharmacy undergraduate degree programme is funded through the Higher Education Funding Council (HEFCE) and therefore is not linked to NHS workforce planning. At present, the rate-limiting step between completion of a pharmacy degree and registration as a pharmacist is completion of a pre-registration year in practice. This is primarily achieved through one of two routes, NHS employed programmes funded by Health Education England or community pharmacy programmes funded by NHS England.

This report deals only with HEE funded training programmes.

### 5.1.1 Outcomes of Pre-registration Pharmacist Intake 2017-2018

#### 5.1.1.1 Commissioning reports

247 FTE pre-registration pharmacist training places were commissioned; 76 in North Central and East London (NCEL), 68 in South London (SL), 57 in North West London (NWL) and 46 in Kent, Surrey & Sussex (KSS). Further details are shown in Table 2.

**Table 2 Pre-registration pharmacist commissions 2017-2018**

	NCEL	SL	NWL	KSS
No of trainees commissioned to commence training in July/August 2018 (FTE)	76	68	57	46
Number of trainees who commenced training (people)*	79	69	57	46
Overall pass rate for the 2018 GPhC registration assessments	96%	99%	100%	100%
Trainee attrition	4	2	1	1
Number of trainees eligible to register as a pharmacist	75	67	56	45

\* Four trusts within London had 6-month split posts with industry and community pharmacy; trainee numbers were therefore higher than the number of commissions.

\*\* Trainee attrition included before start and in year attrition and trainees unsuccessful in the 2018 GPhC registration assessments

### 5.1.1.2 NHS Retention and First Destination Employment for Pre-registration Pharmacists

NHS retention for 2017-2018 pre-registration pharmacists that are now registered is shown in Table 3 with first destination data as at October 2018 shown in Table 4.

**Table 3 NHS retention**

<b>NHS Retention</b>	<b>NCEL</b>	<b>SL</b>	<b>NWL</b>	<b>KSS</b>
Number staying in training site (%)	32.0	26.9	32.1	31.1
Number staying within local office area (%)	42.7	46.3	48.2	44.4
Number staying within NHS (%)*	48.0	50.7	55.4	68.9

\*These figures do not include trainees who were still seeking NHS appointments at the point of data collection

**Table 4 First destination employment for 2017-2018 pre-registration pharmacists eligible to seek employment, as at October 2018.**

<b>Destination</b> (number of trainees)	<b>NCEL</b> (75)	<b>SL</b> (67)	<b>NWL</b> (56)	<b>KSS</b> (45)	<b>National (England)</b> (684)
NHS Hospital	48.0% (36)	50.7% (34)	55.4% (31)	68.9% (31)	64.3% (440)
Bank post or short-term fixed contract in hospital	1.3% (1)	1.5% (1)	3.6% (2)	6.7% (3)	1.5% (10)
Community Pharmacy	2.7% (2)	3.0% (2)	-	2.2% (1)	1.9% (13)
Locum (any sector)	2.7% (2)	3.0% (2)	7.1% (4)	2.2% (1)	3.5% (24)
Another field of pharmacy*	8% (6)	3.0% (2)	3.6% (2)	2.2% (1)	2.5% (17)
Alternative career and other study (including Medicine)	4% (3)	1.5% (1)	1.8% (1)	2.2% (1)	2.6% (18)
Postgraduate research	5.3% (4)	3.0% (2)	1.8% (1)	2.2% (1)	2.9% (20)
Travelling	12% (9)	10.4% (7)	8.9% (5)	-	5.1% (35)
Other including permanent move out of country and employment break**	2.7% (2)	1.5% (1)	5.4% (3)	4.4% (2)	1.5% (10)
No post at present***	13.3% (10)	22.4% (15)	12.5% (7)	8.9% (4)	14.2% (97)

\*Seven trainees joined the Pharmaceutical Industry, one trainee joined a CCG, one joined the Royal Pharmaceutical Society and the remainder did not disclose.

\*\*Five trainees left the country, two trainees took a career break and one took maternity leave.

\*\*\*Seventeen trainees were still looking for hospital pharmacist posts and the remainder were undecided at the point of data collection.

## 5.1.2 Mid-point Review of Pre-registration Pharmacist Intake 2018- 2019

### 5.1.2.1 Commissioning data

247 FTE pre-registration pharmacist training places were commissioned; 74 in North Central and East London, 68 in South London, 61 in North West London and 44 in Kent, Surrey and Sussex.

**Table 5 Pre-registration pharmacist commissions 2018-2019**

	NCEL	SL	NWL	KSS
No of trainees commissioned to commence training in 2018-19 in FTE	74	68	61	44
No of trainees commissioned to commence training in 2018-19 (people)*	76	69	61	44
Number of trainees who did not commence training	-	1	2	-
In year trainee attrition	2	1	-	-

\*Three trusts within London have 6-month split posts with industry and community pharmacy, trainee numbers are therefore higher than commissions.

### 5.1.2.2 Pre-registration Pharmacist regional training programme for the 2018-19 cohort

Trainees' workplace learning was supplemented during the 2018-19 pre-registration year by a regional training programme comprising of courses, an on-line learning environment and a handbook containing a workplace curriculum. The e-learning platform provided activities including practice calculations, registration assessment style practice questions, course related materials and signposting to appropriate resources.

The regional handbook provided for trainees, Educational Programme Directors and Educational Supervisors included mandatory and optional rotations to be included in local training programmes and included learning outcomes for each. Regular update bulletins were provided for trainees during the year.

All trainees undertook a practice registration assessment funded by HEE and administered at their training base.

Trainees unsuccessful in the June 2018 GPhC registration assessment and those sitting the September 2018 assessment for the first time, were provided with a registration assessment support day in August 2018.

A pre-registration programme board including representation from Educational Programme Directors, Chief Pharmacists and trainee representatives from across the region met three times during the 2017-18 training year with the purpose of shaping future regional pre-registration training and providing a governance structure.

### 5.1.2.3 Formative assessments: Objective Structured Clinical Examination (OSCEs)

Practice OSCEs were provided to trusts in October 2018 which could be used as a baseline formative assessment.

A larger and more complex formative OSCE was facilitated by the regional pharmacy team in February 2019 to inform the trainee’s clinical training plan and provide feedback for 39-week appraisals.

74% of trainees passed 7 or more of the 11 OSCE stations. Trainees performed well in stations on patient counselling, screening of paediatric prescriptions and managing non-compliance. Trainees generally did not do as well in the opiate conversion and chemotherapy stations and made mistakes when rounding in calculations.

Telephone feedback was provided by the regional team to provide more in-depth feedback to trainees; this was mandatory if the trainee passed 5 or fewer of the 11 OSCE stations. Common themes from the feedback were collated and made available to all trainees to ensure rich feedback was shared with the whole cohort.

## 5.1.3 Pre-registration Pharmacist Commissions 2019 - 2020

### 5.1.3.1 Commissioning data

Pre-registration pharmacists are recruited in September of the preceding commissioning year. For London, Kent, Surrey and Sussex, 259 pre-registration pharmacist training places were commissioned for the 2019-2020 training year; 77 in North Central and East London, 73 in South London, 62 in North West London and 47 in Kent, Surrey & Sussex.

**Table 6 Pre-registration pharmacist commissions 2019 - 2020**

	NCEL	SL	NWL	KSS
No of trainees commissioned to commence training in 2019-2020 (FTE)	77	73	62	47

### **5.1.3.2 Marketing and Promoting Pre-registration Training**

A regional open day was held in central London on 13<sup>th</sup> June 2018 for pharmacy undergraduates interested in pre-registration training opportunities in hospitals and community pharmacies across London, Kent, Surrey and Sussex. A total of 310 students attended the event.

Students from a wide variety of schools of pharmacy who attended were encouraged to visit all employer stands to find out as much information as possible to assist them with the preferencing part of their application, whereby they were required to state their preference for the pre-registration programmes advertised as part of the scheme.

### **5.1.3.3 Recruitment into London, Kent, Surrey and Sussex pre-registration pharmacist posts**

A Health Education England (HEE) hosted national pre-registration pharmacist recruitment scheme, supported by the Oriel IT platform, was utilised to appoint to all 2019-20 HEE commissioned pre-registration pharmacist posts in London, Kent, Surrey and Sussex.

All HEE commissioned pre-registration pharmacist posts nationally were recruited into via this scheme, with 259 FTE posts recruited into across the region.

Stewart House in London acted as the selection centre within the region, holding multiple mini interviews for 720 candidates over a 5 day period in September 2018. NHS employers and employers from primary care provided pharmacy staff to act as interview panellists.

Further information about the national recruitment scheme can be found on the [national recruitment web page](#).

## **5.1.4 Pre-registration Pharmacist Educational Programme Directors (EPDs)**

### **5.1.4.1 Pre-registration Pharmacist Educational Leads Network**

Regional pre-registration pharmacist education leads network events for EPDs and ESs across the region took place in June 2018, November 2018 and February 2019.

These events provided an opportunity for leads to network, share good practice and discuss challenges in the workplace relating to pre-registration training. Participants received updates from the GPhC on revalidation for pharmacy professionals and the future of pre-registration training and took part in stakeholder workshops aimed at driving up quality of workplace training programmes. Attendance at the events ranged from 43 to 47 attendees.

## 5.2 Pre-registration Trainee Pharmacy Technicians (PTPTs)

### 5.2.1 Pre-registration Trainee Pharmacy Technician Education from 1<sup>st</sup> September 2018

Current education provision for the Diploma in Pharmaceutical Science and Diploma in Pharmacy Services is delivered via 3-year contracts with the following two providers

- Bradford College
  - Bradford delivers its theoretical learning (underpinning knowledge) by virtual classrooms, trainees log on to a PC and join a virtual classroom
- Westminster Kingsway College (WKC)
  - WKC deliver the theoretical learning face to face by attendance at college one day a week.

Both providers offer peripatetic assessment for the NVQ element of the training programme to organisations. This has provided efficiencies and as a result, several NHS trusts have increased their PTPT commissions for September 2018. The option of maintaining organisations with delivering their own in-house NVQ assessment has remained.

Existing contracts have been extended by 12 months to allow for the current year 1 trainees to complete their 2-year training programme.

### 5.2.2 Outcomes of Pre-registration Trainee Pharmacy Technicians 2016 – 2018

#### 5.2.2.1 Commissioning data

Table 9 shows the number of pre-registration trainee pharmacy technicians who were commissioned to commence training in 2016.

**Table 9 Pre-registration Trainee Pharmacy Technician commissions 2016-2018**

	NCEL	NWL	SL	KSS
No. of 1st year commissions 2016	26	10	20	31
No of places filled	25	9	20	30
Attrition (%) in first year	-	-	-	-
Attrition (%) in second year	2	-	-	3
Trainee not on programme (eg maternity leave)	2	-	1	-
Number qualifying by August 2018	21	10*	19	28*

\*Includes trainees who started in previous cohort

### 5.2.2.2 NHS retention and first destination Employment for Qualified Pharmacy Technicians

NHS retention for the 78 pre-registration trainee pharmacy technicians that are now registered is shown below in Table 10.

**Table 10 NHS Retention**

NHS Retention	London	KSS
Number staying in training site	76%	71.4%
Number staying within local office area	18%	10.7%
Total Number staying within NHS*	96%	89.2%

\*Includes bank posts

The remaining pharmacy technicians not retained within the NHS were either; leaving profession 1.28% n=1; other 5.12% n=4.

### 5.2.3 Progress Review of Pre-registration Trainee Pharmacy Technicians 2017 – 2019

Table 11 shows the number of pre-registration trainee pharmacy technicians who started training in the financial year 2017-19.

**Table 11 Pre-registration Trainee Pharmacy Technicians commissions 2017 – 2019**

	NCEL	NWL	SL	KSS
No. of 1st year commissions 2017	36	16	26	36
No of places filled	36	16	26	36
Attrition (%) in first year	2	-	2	2
Attrition (%) in second year	2	-	1	1
Trainee not on programme (eg maternity leave)	1	1		
Total number of trainees' March 2019	32*	15	23	33

### 5.2.3 Progress Review of Pre-registration Trainee Pharmacy Technicians 2018 – 2020

Table 12 shows the number of pre-registration trainee pharmacy technicians who started in the financial year 2018/19.

**Table 12 Pre-registration Trainee Pharmacy Technicians commissions 2018 – 2020**

	NCEL	NWL	SL	KSS
No. of 1st year commissions 2018	33	18	22	33
No of places filled	33	18	22	33
Attrition (%) in first year	3	-	-	1
Trainee not on programme (eg maternity leave)	1			
Number in training	29	18	22	32

#### **5.2.4 Pre-registration Trainee Pharmacy Technicians Educational Programme Director Support**

HEE LaSE Pharmacy has facilitated three Educational Programme Director (EPD) network days. The network days are led by the EPDs and provide a forum for sharing best practice and promoting the spread of innovation in pharmacy technician training and development. EPD network meetings over the last year have focussed on:

- Responding to consultation on Pharmacy Technician Qualification
- Practice Supervisor and Educational Supervisor Training
- Science Manufacturing Technician Apprenticeship Qualification Development
- Self-Development of Educational Programme Directors
- Reviewing exit survey data to improve quality outcomes of training programmes
- Investigating the required changes to PTPT job descriptions to meet the GPhC's IET standards
- Cross-sector placements and multi-disciplinary learning
- Trainees Requiring Additional Support

42 attended the July event, 37 EPDs attended the November event and 34 attended the February event.

### **5.3 Apprenticeships**

Apprenticeships remain a key deliverable within the 2018/19 HEE Mandate. HEE is tasked to take a strategic approach in embedding the apprenticeship training route into workforce planning in the health and care workforce, and to support NHS organisations to actively consider apprenticeships, either for new recruits or as part of career development for existing staff. In light of government apprenticeship reforms (2017), which has seen the introduction of higher and degree level apprenticeships, the scope has extended to staff at all levels.

HEE LaSE Pharmacy supports new pharmacy apprenticeship standards to come to fruition through provision of dedicated profession-specific policy leadership at a national level.

Apprenticeship implementation and support for employers is a profession-specific activity.

Between April 2018-March 2019, the HEE LaSE Pharmacy team have been involved with the following workstreams in this regard:

### 5.3.1 Science Manufacturing Technician Apprenticeship – Qualification development

The Science Manufacturing Technician Apprenticeship was developed in 2014 by the Life Sciences and Industrial Science Trailblazer group, as a route for training staff working in pharmaceutical manufacturing units (NHS and industry). Whilst the apprenticeship standard contained a work-based learning and assessment framework tailored for the pharmacy aseptic services, there was no qualification available that was fit-for-purpose to deliver the underpinning knowledge component for staff working in this environment. Therefore, the apprenticeship was unable to be utilised within the pharmacy sector.

In collaboration with HEE Talent for Care, HEE LaSE Pharmacy led the commissioning of a National project to develop a knowledge qualification, for use in the Science Manufacturing Technician Apprenticeship Pathway, which would be fit for purpose to develop staff working in Pharmacy Aseptic Services. This Level 3 Apprenticeship could then be utilised to support NHS acute Trusts to develop a new unregistered workforce along a specialist technical services career pathway.

This project was funded on the basis that it addressed an identified workforce gap and supports a number of key HEE mandate apprenticeship deliverables related to building the workforce for the future. The project liaised with the NHS Improvement with regards to their concurrent National Pharmacy Aseptic Review.

Led by HEE LaSE Pharmacy and jointly project managed by Barts Health Pharmaceuticals and Skills for Health, the qualification development by Open Awards was supported by subject experts from the following organisations:

Barts Health Pharmaceuticals	The Pennine Acute Hospitals NHS Trust	University College London Hospitals	Lancashire Teaching Hospitals NHS Trust
University Hospital Southampton NHS Foundation Trust	NHS TSET	Nottingham University Hospitals NHS Trust	

The resulting qualification ‘**Level 3 Diploma in the Principles of Aseptic Pharmaceuticals Processing**’ was been [OFQUAL approved](#) in June 2018.

HEE Talent for Care provided further funding to this project for the purpose of implementation support. Managed by Barts Health Pharmaceuticals, with oversight from HEE, the next phase of the project delivered two regional stakeholder engagement events in November 2018. These events raised stakeholder awareness of this apprenticeship pathway as a new option for training

support staff in pharmacy aseptic services and how this training pathway can be effectively implemented to support pharmacy aseptic workforce development.

Work will continue in 2019/20 with HEE supporting regional employers and education providers to scope workforce gap in pharmacy technical services and pilot implementation of the Science Manufacturing Technician Apprenticeship route as a solution for workforce growth and sustainability.

### **5.3.2 Pharmacy Apprenticeship Trailblazers**

Throughout 2018/19, HEE LaSE Pharmacy maintained a proactive and supportive presence at National Trailblazer groups responsible for developing new apprenticeship standards, including:

- Pharmacy Technician Trailblazer
- An emerging Pharmacist Trailblazer

HEE LaSE Pharmacy involvement included using regional and national professional networks to increase participation in formal and informal consultations, whilst making sure all representative stakeholders such as education providers and professional bodies are engaged throughout the process.

The Pharmacy Technician Apprenticeship standard is due to be published in July 2019, when work will commence regionally to lead the implementation of this apprenticeship route.

## 6 Building the workforce for the future: the registered workforce

### 6.1 Safe Prescribing

#### 6.1.2 Clinical Enhanced Pharmacist Independent Prescribing (CEPIP) Programme

The CEPIP programme, piloted in the West Midlands, provides training in health assessment, diagnostic and clinical examination skills in addition to prescribing.

Two universities are contracted to provide CEPIP across London, Kent, Surrey and Sussex:

- Kings College, London; providing 3 cohorts of 30 (September, January and May)
- Medway School of Pharmacy; providing 3 cohorts of 30 (September, April)

Places are commissioned for those employed by NHS organisations. This has been extended to CCG pharmacists from Summer 2019.

An Advanced Assessment Skills for Non-Medical Practitioners course was also commissioned for Pharmacist Independent Prescribers with a variety of providers across London, Kent, Surrey and Sussex. 10 pharmacists successfully obtained a place.

#### 6.1.3 Supporting Prescribing for Junior Doctors: Diagnostic Prescribing Assessment

There is evidence that significant numbers of errors occur in prescribing in both hospitals and general practice. HEE LaSE Pharmacy and South Thames Foundation School have worked collaboratively to promote, embed and develop the diagnostic prescribing assessment (DPA) for Foundation doctors. The DPA enables trusts to identify and target where additional training and support is most needed. The assessment has been in place since 2012 focusing on the foundation doctor workforce.

The multidisciplinary Prescribing Assessment Group (PAG) refined the Foundation Doctors diagnostic prescribing assessment and increased the question pool. The assessment currently consists of 5 scenario based written prescribing questions. The written assessment was undertaken by 681 foundation doctors in all 11 Trusts in KSS and 5 Trusts from South London. Fifteen trusts undertook the assessment on paper charts and one Trust undertook the assessment using an electronic prescribing system.

As in previous years, the assessment was for formative purposes; therefore, a pass mark was not set. In 2018, 352 doctors (51.6%) made at least one serious error in the DPA. This year there was no question that was identified as performing significantly poor in comparison to others, with questions 2 to 4 having similar occurrence of serious errors (range of 117 – 121).

We received feedback from 63.3% of trainees (n = 432) and 93% (n=403) felt the assessment was pitched at the right level. 88 trainees felt that some questions needed further clarification. 109 trainees provided additional comments – 14% gave positive comments about the assessment, 13% provided suggestions for improvement. Over 50% commented either on their reflection of their performance or on the fairness of the assessment.

## 6.2 Pharmacy Training Programmes

HEE LaSE Pharmacy manages a range of training programmes, which contribute to service development and enhanced roles performed by pharmacy staff. These programmes are:

- Final Check of Dispensed Items - Accuracy Checking Pharmacy Technicians (ACPT)
- Pre and In Process Checking (PIPC) - Technical Services
- Medicines Optimisation Programme (MOP)
- Educational Supervisor
- Practice Supervisor (PS)

All programmes meet the requirements stipulated in their respective National frameworks and/or Skills for Health National Occupational Standards.

### 6.2.1 Accuracy Check of Dispensed Items – Accuracy Checking Pharmacy Technicians (ACPT)

The Centre for Pharmacy Postgraduate Education (CPPE) is commissioned to deliver the ACPT course across London and Kent, Surrey and Sussex. Training is completed on-line with checking activities completed within the workplace. Summative assessment is completed both on-line and within the workplace.

**Table 17 Numbers of ACPT participants enrolled with commissioned provider (CPPE)**

	<b>Trained during April 2018 - March 2019</b>
Kent, Surrey and Sussex	41
North West London	31
North Central and East London	44
South London	42
<b>Total</b>	<b>158</b>

## 6.2.2 Pre and In Process Checking Technical Services (PIPC)

HEE LaSE Pharmacy commissioned University Southampton Hospitals NHS Foundation Trust (USFHT) to deliver the PIPC course for up to ten trainees. The scheme does not accredit staff to undertake the “final release check” as this remains the responsibility of the Authorised Pharmacist. It is open to pharmacy technicians and Senior Pharmacy Support workers with relevant experience in aseptics.

The number of staff undertaking the USFHT PIPC programme is shown in the table below

**Table 18 Numbers of PIPC participants trained by commissioned provider (USFHT)**

	Trained during April 2018 - March 2019
Kent, Surrey and Sussex	2
North West London	0
North Central and East London	2
South London	2
<b>Total</b>	<b>6</b>

## 6.2.3 Medicines Optimisation Programme (MOP)

The Medicines Optimisation Programme aims to develop pharmacy assistants, pre-registration trainee pharmacy technicians and pharmacy technicians to work competently within local services. It is designed to have a positive impact on patient care and safety by preventing, detecting and addressing medicines related problems, to achieve the optimum use of medicines and ensure patient focused care.

The programme consists of two courses, Patient Own Drugs (PODs) and Transcribing for Supply; open to pharmacy assistants, pre-registration trainee pharmacy technicians (PTPTs) and pharmacy technicians and the Medicines Reconciliation course which is open to 2<sup>nd</sup> year PTPTs and pharmacy technicians only.

The numbers of staff undertaking MOP courses is shown below:

**Table 19 Numbers of participants registered on the MOP Programme by course**

	Trained during April 2018 - March 2019					
	PODs only	PODs & Transcription for supply	MR only	MR & Transcription for supply	All three modules	Total No. registered onto the MOP
KSS	4	37	13	5	30	89
NL	0	16	8	4	59	87
SL	1	3	5	3	16	28
<b>Total</b>	<b>5</b>	<b>56</b>	<b>26</b>	<b>12</b>	<b>105</b>	<b>204</b>

**Table 20 Numbers of participants registered on the MOP Programme by staff group**

	Trained during April 2018 - March 2019			
	Pharmacy assistants	Pre-registration Pharmacy Technicians	Pharmacy technicians	Total per local office
KSS	19	33	39	91
NL	4	19	62	85
SL	1	4	27	32
<b>Total</b>	<b>24</b>	<b>56</b>	<b>128</b>	<b>208</b>

### 6.2.3 Training for Pre-Registration Trainee Educational Supervisors (April 2018 – March 2019)

HEE LaSE Pharmacy have commissioned The Pharmacy Training Company (PTC) to deliver a flexible online Educational Supervisor training programme across London, Kent, Surrey and Sussex. The course is mapped to the GPhC guidance on tutoring for pharmacist pre-reg tutors and the GPhC guidance on supervising pharmacy professionals in training. The programme has a 2-monthly rolling enrolment, providing continuous support throughout the year.

The Educational Supervisor training programme consists of:

- 1) Completion of five or three (depending on trainee group for educational supervisor) online modules delivered by the Pharmacy Training Company (PTC). These modules cover:
  - **The Training programme\***: preparing educational supervisors for the pre-registration training year, providing information on the organisation and regulation of the training year and guiding them through the registration assessment and end of year procedures.
  - **Being a Professional Role Model**: Providing guidance on the expectations of the GPhC, familiarising with the role of the educational supervisor including key attributes and providing a link with continuing professional development opportunities with practice as an educational supervisor.
  - **Assessing Performance\***: Linking the assessment of the trainee with GPhC performance standards and learning outcomes, providing guidance on undertaking assessment of trainee's evidence of competency and preparing the educational supervisor to conduct a good quality appraisal.
  - **Giving Feedback**: Providing different models for giving good quality feedback, learning the differences between coaching and mentoring and how these can be used to develop the trainee and to begin to develop a basic understanding of the principals of leadership.
  - **Supporting Learners**: Providing support resources to help support a trainee and apply GPhC standards and frameworks to manage training problems as well as developing a structured approach to decision making and a structured approach to resolving problems with a trainee requiring additional support.

*\*Pre-Registration Pharmacist Educational Supervisors are required to complete all five modules.*

2) Completion of assessed practice activities to provide educational supervisors with the tools and the opportunity to apply their learning into practice. Application into practice is supported through a virtual community of educational supervisors, providing an environment for networking and sharing of good practice.

A total of 253 pharmacy professionals have accessed the ES training programme over seven cohorts; 157 pre-registration pharmacist ESs and 96 PTPT ESs, with a further cohort starting in June 2019.

Training accessed by hospital pharmacy professionals				
SL	NCEL	NWL	KSS	Total
46	69	32	53	200

Training accessed by community pharmacy professionals		
KSS	London	Total
15	38	53

Completed training		
PTPT ESs	PRP ESs	Total
42	24	66

40 participants have been removed from the course at various points of training programme.

#### 6.2.4 Training for Practice Supervisors

HEE LaSE Pharmacy have commissioned The Pharmacy Training Company (PTC) to deliver a flexible online Practice Supervisor training programme to pharmacy professionals within the region, in the interim during which review of the Practice Supervisor Framework and training curricula are being reviewed. The course is mapped to the GPhC guidance on tutoring for pharmacist pre-reg tutors and the GPhC guidance on supervising pharmacy professionals in training. This is a flexible online course and has a 2-monthly rolling enrolment, providing continuous support throughout the year.

The Practice Supervisor Course consists of:

1) Completion of one, two or three online modules delivered by the PTC. These modules have been derived from the Educational Supervisor training programme, applicants are asked to identify their individual learning needs, as a practice supervisor, and select one, two or all three modules:

- **Being a Professional Role Model**
- **Giving Feedback**
- **Supporting Learners**

2) Completion of assessed practice activities to provide practice supervisors with the tools and the opportunity to apply their learning into practice. Application into practice is supported through a virtual community of educational and practice supervisors, providing an environment for networking and sharing of good practice.

#### **154 pharmacy professionals accessed PS training over five cohorts.**

Training accessed by pharmacy professionals					
SL	NCEL	NWL	KSS	Other*	Total
32	38	20	50	14	154

*\*This includes community and those that have not indicated base site details on application forms*

138 pharmacy professionals have been enrolled to complete the full course (3 modules); 9 pharmacy professionals have been enrolled to complete 2 modules and 7 pharmacy professionals have been enrolled to complete 1 module.

21 pharmacy professionals have been removed from the course at various points of the training programme.

The contract with The Pharmacy Training Company, to deliver the Practice Supervisor Training, has now finished.

#### **6.2.5 Assessment of Competence**

The numbers of candidates undertaking the assessment and their success rates are shown in table 22. The figures are shown for the **Period April 2018 to March 2019**. The number of candidates coming forward for assessment is not in line with the numbers enrolling on courses as candidates complete practice activities at their own speed and may come forward for assessment up to 18 months following enrolment.

**Table 22**      **Number of candidates taking assessment and pass rates**

<b>Assessments</b>	<b>KSS</b>	<b>NL</b>	<b>SL</b>	<b>Pass rate</b>
ACPT CPPE	11	12	4	88%
PIPC	2	2	2	100%
Medicines Optimisation Programme – Medicines Reconciliation OSCE*	43	42	15	87%
Medicines Optimisation Programme – POD Assessment & TfS*	49	44	15	100%

\*Summative assessment for Medicines Optimisation Programme – POD and Transcribing for Supply course is via work-based competency logs.

# 7 Delivering the service

## 7.1 Ways of Working

During the latter part of 2018, Health Education England and NHS Improvement announced plans to work more closely together to ensure the national workforce system is aligned. The Government's announcement of the five-year funding settlement and the development of the long-term plan has demonstrated the importance of national, regional and local organisations working together effectively to support the NHS. The Government's announcement of the five-year funding settlement and the development of the long-term plan has demonstrated the importance of national, regional and local organisations working together effectively to support the NHS.

To support this alignment, HEE has now moved from a 4-region structure and is now aligned with NHS England and NHS Improvement with 7 regions defined as follows:

North West; Midlands; South West; South East; East of England; London; North East and Yorkshire.

The London and South East pharmacy team continue to exist as such covering the area of London, Kent, Surrey and Sussex. The team structure is depicted below and remains largely unchanged from October 2017. Staff in blue boxes are based in Crawley and those in orange are in London.

**Figure 1 HEE LaSE Pharmacy Team Structure October 2018**

