

Who's Who in a Community Pharmacy

The Pharmacist



- **The Pharmacist** (*pharmacist with their responsible pharmacist sign*)
 - Every pharmacy is under the personal supervision of its Responsible Pharmacist. Their name will be clearly displayed. There are most likely to be available on the premises during the whole of the pharmacy's opening hours. Regulations allow absence for up to 2 hours, however some of the activities of the pharmacy such as selling medicines are severely restricted during that time.
 - The pharmacist is a university graduate, trained in medicines and is a registered and regulated healthcare professional.
 - The Accessible Healthcare Professional on the High Street



The Healthcare Assistant



- **The Healthcare Assistant**
 - The first point of contact with members of the public
 - Trained to a national standard in medicines sale (Medicines Counter Assistant Training)
 - Trained to use protocols to identify when it is appropriate to advise customers and patients and

when to refer to the pharmacist.

- All Healthcare Assistants receive the same minimum level of training whether working 4 hours per week or 40.
- Many are also trained as Health Champions and are usually Dementia Friends

Dispensing Assistants and Pharmacy Technicians



- **Pharmacy Technician**
 - A registered professional trained to a minimum NVQ Level 3. Many continue training to become "Accredited Checking Technicians"
- **Dispensing Assistant**
 - Training to a minimum NVQ Level 2 is required to work in the dispensary - with the course covering important medicines safety

Pharmacies, Pharmacists and Technicians are all regulated by the General Pharmaceutical Council (GPhC): <https://www.pharmacyregulation.org/>