

Why Work as a... Pharmacy Services Assistant

A solution for your training needs and career progression

ROLE OVERVIEW

A PSA will be involved in supporting the supply, preparation and assembly of medicines and products; issuing them to patients and other healthcare professionals and assisting in providing advice to patients to help them to make effective use of their medicines. They will be responsible for ordering and receiving medicines, as well as their storage, disposal and return. They will have an understanding of healthy lifestyle choices and relevant screening services.

KEY POINTS

- **Level:** 2
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** This apprenticeship provides an ideal entry into the occupation and supports progression within the sector

KNOWLEDGE REQUIREMENTS



- Dispensing procedures, and practices
- How to complete pharmacy calculations, eg the number of tablets or volume of liquid to be supplied
- The roles and responsibilities of the pharmacy and healthcare team
- The requirements and rationale behind Standard Operating Procedures (SOPs)
- Application of relevant systems used in Pharmacy Practice and the restrictions and values around the use of social media
- The importance of treating people as valuable and unique individuals
- How to identify risks and hazards in a workplace environment

SKILL REQUIREMENTS



- Order, receive, maintain and issue pharmaceutical stock
- Act in accordance with systems and organisational governance
- Handle information (record, report and store information) related to individuals and/or patients in line with local and national policies
- Use judgement and refer service user as appropriate to another member of the team, GP, healthcare worker, manufacturer etc
- Act appropriately in situations to prevent harm to yourself and others
- Communicate effectively with the public, carers and other health and social care professionals using a range of techniques to determine their needs, and keep information confidential

BEHAVIOUR REQUIREMENTS



- Be trustworthy and honest, respectful and caring
- Act with integrity and fair conduct, have the courage to say when something is wrong
- Be a reliable and capable member of the workforce and recognise your own value and that of your team
- Display effective interpersonal skills
- Respect patients' values

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