

Pharmacy Support Staff

Position	Role
Medicines Counter Assistant (MCA)	MCA's are generally the first point of contact for patients providing a wide range of functions to support the delivery of services and the retail functions of the pharmacy. They undertake the prescription reception process. Advice on the treatment of self-limiting illness and basic healthy lifestyle support will be provided by MCAs working to a protocol and under the supervision of the pharmacist. Some MCAs will provide aspects of commissioned services following appropriate training and accreditation. It is a professional requirement that any assistant who is given delegated authority to sell medicines under a protocol should have undertaken, or be undertaking, an accredited course relevant to their duties.
Dispenser/Dispensing Assistant	Dispensers support the pharmacist in the dispensing of prescriptions and the management of dispensary stock. They will also generally fulfil the roles of an MCA when required. It is a professional requirement that dispensing assistants are competent in the areas in which they are working to a minimum standard equivalent to the Pharmacy Services Scottish/National Vocational Qualification (S/NVQ) level 2 qualification or undertaking training towards this.
Pharmacy Technician	Pharmacy Technicians support the pharmacist in the dispensing of prescriptions and the management of the dispensary. Like Dispensers and MCAs they also provide aspects of commissioned services, following appropriate training and accreditation
Accredited Checking Technician (ACT)	ACTs are pharmacy support staff that have undertaken additional training to allow them to undertake an accuracy check of dispensed medicines. The pharmacist will undertake a clinical check of the prescription during the dispensing process, but working with an ACT means the pharmacist does not need to undertake the final accuracy check of the dispensed medicines in most circumstances. An increasing number of pharmacy contractors are supporting members of their dispensing team to qualify as ACTs in order to improve the efficiency of the dispensing process and to free up pharmacist time to allow them to deliver other services.

All pharmacy staff are required to respect the confidentiality of patient information.