

# NHS England South East Showcasing Pharmacy Technician Careers

*An event showcasing inspiration, innovation and real-world pharmacy technician career journeys.*

NHS England South East Pharmacy Team is hosting a virtual event to showcase the diverse, evolving and impactful roles of pharmacy technicians across the South East. The session will highlight career development, retention, leadership, education and training pathways, and widening participation.

This event is open to pre-registration trainee pharmacy technicians (PTPTs) and pharmacy technicians, working across the NHS England South East region.

**Date: Wednesday 24<sup>th</sup> June 2026**

**Time: 10:00 – 14:00 (join from 09:50)**

**Location: Teams Webinars**

## **10 Year Health Plan Three Shifts:**

■ Analogue to digital | ■ Care closer to home | ■ Sickness to prevention

## **Four Pillars of Practice:**

🩺 Clinical | 🌟 Leadership | 🎓 Education | 🔬 Research





Time	Agenda Item
<b>STEP INTO THE DAY</b>	
09:50	Join online <i>Get settled, check audio, say hello in the chat</i>
10:00	Welcome from NHS England South East Pharmacy Technician Team <i>What to expect • How to engage • Where this fits in your journey</i>
10:10	Keynote Speaker: <b>Amy Laflin</b> , President, APTUK “Why Pharmacy Technician Careers Matter”

## INNOVATE & CONNECT

Session 1 – Digital Panel Discussion How pharmacy technicians are shaping safer, smarter medicines systems.	
10:20	<b>Charlotte Grimwood</b> - “ <i>Making digital safer for patients</i> ” Pillars: 🏠 🌟 🎓   Shift: 🟪 <b>Joanna Hadowska</b> - “ <i>Automation that frees time for care</i> ” Pillars: 🏠 🌟 🎓   Shift: 🟪
10:45	South East Pharmacy Technicians Communities of Practice <i>Connect • share • learn • develop across the system</i>

## CHOOSE YOUR SESSION(S)

Choose the breakout that matches your interest:

🏠 Clinical | 🌟 Leadership | 🎓 Education | 🧪 Research

🟪 Analogue to digital | 🟩 Care closer to home | 🟨 Sickness to prevention

## EXPLORE YOUR PATH

Session 2 – Breakout rooms <i>Three journeys, one profession - see how pharmacy technicians are shaping care, services and careers.</i>	
11:00	<b>a) Workforce &amp; Development</b> <b>Rowena Penson</b> - “ <i>Building pathways &amp; progression</i> ” Pillars: 🎓 🌟   Shift: 🟨
	<b>b) Technical Services Leadership</b> <b>Megan O’Connor</b> - “ <i>Leading training in aseptics &amp; production</i> ” Pillars: 🏠 🌟 🎓   Shift: 🟩 🟪
	<b>c) Medicines Administration &amp; Patient Care</b> <b>Sarah Blowers</b> - “ <i>From medicines supply to patient-centred care</i> ” Pillars: 🏠 🌟 🎓   Shift: 🟩 🟨 🟪



**11:25 Comfort Break**

Session 3 – Community Pharmacy Q&A Session  
*Real talk: progression, services, and clinical opportunities in community pharmacy.*

11:35

**Abbie Kingston** - “From dispensing to delivering services”  
Pillars: 🏠 🌟 | Shift: 🟢 🟠

**APPLY & GROW**

**12:00 NHSE SE Pharmacy Support Worker Development Pathway**  
*Inclusive routes • development • next steps*

Session 4 – Breakout rooms  
*Develop your leadership skills, clinical practice and system impact across sectors.*

12:15

- a) Leadership & Learning**  
**Nicola Arnold** - “Coaching & developing the workforce”  
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- b) Care Home Practice**  
**Alan Hopkins** - “Optimising medicines in care homes”  
Pillars: 🏠 🌟 🎓 | Shift: 🟢 🟠
- c) Patient Monitoring & Optimisation**  
**Helen MacFarlane** - “From hospital to primary care practice”  
Pillars: 🏠 🎓 | Shift: 🟠

**12:40 Comfort Break**

Session 5 – Breakout rooms  
*Explore specialist roles and how pharmacy technicians are leading across services and systems.*

12:50

- a) Specialist Cancer Services**  
**Claire Kennedy** - “Advanced clinical leadership in cancer care”  
Pillars: 🏠 🌟 🎓 | Shift: 🟢
- b) Improvement & Partnerships**  
**Hannah Taylor** - “Driving system improvement beyond the dispensary”  
Pillars: 🌟 🎓 | Shift: 🟡 🟢
- c) Clinical Trials Leadership**  
**Helen Tomlinson** - “Clinical trials leadership & delivery”  
Pillars: 🏠 🌟 🎓 🔬 | Shift: 🟢



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Session 6 – Breakout rooms

*Explore how pharmacy technicians are delivering care across primary care, ambulance services and wider system roles.*

**a) Primary Care Practice**

**Layla Pruce** - “Clinical impact in GP practice”

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13:15

**b) Ambulance Service**

**Paige Birchley** - “Supporting frontline urgent care”

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**c) System Roles & Career Development**

**Lindsey Smith** - “Leading in secure environments”

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## CONTINUING YOUR JOURNEY

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CPPE Training Opportunities

13:40

**Bianca Glavin**

*What’s available • how to access • what to do next*

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Q&A

13:55

*Ask anything • routes into roles • learning and support*

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Close

14:00

*Takeaways • signposting • stay connected*

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## Speaker Bios

### Nicola Arnold

#### **“Coaching, leadership, development”**

*Education • Leadership | Digital Transformation*

Nicola is Head of Learning and Organisational Development with over 30 years' NHS experience. With a strong pharmacy background and expertise in coaching and leadership, she is dedicated to supporting workforce development and enabling individuals to achieve their full potential through innovative learning approaches.

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### Paige Birchley

#### **“Ambulance medicines optimisation”**

*Clinical Leadership • Education | Care Closer to Home • Prevention and Early Intervention*

Paige is a Senior Pharmacy Technician within the ambulance service, supporting frontline care through medicines optimisation and workforce education. Her role highlights the critical contribution of pharmacy technicians in urgent and community care pathways.

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### Sarah Blowers

#### **“Expanding pharmacy technician roles in direct patient care”**

*Clinical • Leadership • Education | Care Closer to Home • Prevention and Early Intervention*

Sarah is a Pharmacy Technician who progressed from community into acute hospital practice, developing expertise in medicines management, accuracy checking, and training. She now works as a Medicines Administration Pharmacy Technician, delivering direct patient care and supporting medicines optimisation.

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### Charlotte Grimwood

#### **“Digital safety, led by technicians”**

*Clinical • Leadership • Education | Digital Transformation*

Lead Digital Clinical Safety Officer, Charlotte brings over a decade of experience across medicines management, governance, and digital safety. She now leads clinical risk management for digital programmes, ensuring technology is implemented safely while championing the leadership role of pharmacy technicians in digital transformation.

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### Joanna Hadowska

#### **“Automation & systems leadership”**

*Clinical • Leadership • Education | Digital Transformation*

Joanna is Lead Pharmacy Technician for Automation and Systems Management, with experience spanning community, care homes, and hospital pharmacy. Now specialising in digital systems, she demonstrates how pharmacy technicians can lead innovation and improve efficiency across modern medicines services.

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## **Alan Hopkins**

### **“Optimising medicines in care homes”**

*Clinical • Leadership • Education | Care Closer to Home • Prevention and Early Intervention*

Alan is a Senior Pharmacy Technician in Medicines Optimisation in Care Homes at Sussex Community NHS Foundation Trust. Having begun his career in community pharmacy in 1999, he has progressed through hospital medicines management and leadership roles and now works with care homes and multidisciplinary teams to optimise medicines use in frailty and reduce harm.

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## **Claire Kennedy**

### **“Advanced cancer services leadership”**

*Clinical • Leadership • Education | Care Closer to Home*

Claire is an Advanced Clinical Pharmacy Technician and Operational Manager within cancer services. She leads a specialist, pharmacy technician-led service, supporting complex cancer treatment pathways, while contributing to national workforce development, demonstrating the growing clinical and leadership impact of pharmacy technicians in oncology.

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## **Abbie Kingston**

### **“Community services & career growth”**

*Clinical • Leadership | Care Closer to Home • Prevention and Early Intervention*

Abbie is an Accuracy Checking Pharmacy Technician in community pharmacy who has progressed from shop floor to pharmacy manager. She delivers a range of clinical services and supports workforce development, highlighting the expanding role of pharmacy technicians in improving access to care within communities.

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## **Helen MacFarlane**

### **“Bridging hospital experience to primary care impact”**

*Clinical • Education | Prevention and Early Intervention*

Helen is a pharmacy technician with experience across community, hospital, and primary care. She has developed skills in medicines management, accuracy checking, and workforce training before transitioning into primary care. Her current role focuses on patient monitoring and medicines optimisation, supporting early intervention and improved long-term health outcomes.

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## **Megan O’Connor**

### **“Training leadership in aseptics”**

*Clinical • Leadership • Education | Care Closer to Home • Digital Transformation*

Chief Pharmacy Technician for Production and Training, Megan has progressed rapidly through a variety of technical and clinical roles. She now leads workforce development and service transformation, illustrating the impact pharmacy technicians have on service delivery and system-wide care.



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## **Rowena Penson**

### **“Education pathways & progression”**

*Education • Leadership | Prevention and Early Intervention*

Rowena is a Lead Pharmacy Technician for Education and Development with a diverse background across industry and hospital pharmacy. She leads multi-sector training programmes and is passionate about developing the workforce, supporting career progression, and improving patient outcomes through education.

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## **Layla Pruce**

### **“Clinical primary care impact”**

*Clinical • Leadership | Care Closer to Home • Prevention and Early Intervention*

Layla is a Clinical Pharmacy Technician working in primary care, where she delivers patient-facing services including medicines optimisation and specialist clinics. Her work reflects the growing clinical impact of pharmacy technicians in community-based healthcare settings.

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## **Lindsey Smith**

### **“Leading in secure environments”**

*Clinical • Leadership • Education | Care Closer to Home • Prevention and Early Intervention*

Lindsey is a Pharmacy Manager in prison services with over 20 years’ experience across community, hospital and secure settings. She now leads teams and works as part of multidisciplinary care in complex prison environments. Her career demonstrates how pharmacy technicians can progress into leadership roles across diverse sectors.

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## **Hannah Taylor**

### **“Improvement, partnerships, innovation”**

*Leadership • Education | Digital Transformation • Care Closer to Home*

Hannah is Head of Business Improvement and Partnerships with a diverse career spanning procurement, education, and senior leadership. She now drives innovation and system-wide improvement, demonstrating the breadth of opportunities available to pharmacy technicians beyond traditional roles.

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## **Helen Tomlinson**

### **“Clinical trials leadership & delivery”**

*Clinical • Leadership • Education • Research | Prevention and Early Intervention*

Helen is Head of Pharmacy Clinical Trials, leading a team supporting over 250 studies. With experience across aseptics, oncology, dispensary, and clinical trials, she has progressed into senior leadership roles. She now leads the delivery of pharmacy clinical trials services, demonstrating the expanding leadership and specialist impact of pharmacy technicians in research