

PCPA Potential Interview Questions for Primary Care Pharmacy Technicians

Applicants Name.....

	Interviewer	Questions/Selection Criteria	Interview Response	Scoring System 1 = Well below required competency for role 2 = Meets some elements of competency 3 = Meets required standard 4 = Exceeds elements of competency 5 = Exceptional at this competency level
1		Settling in Questions a: Tell us about your career path and why you followed this particular career path?		
		b: What is your experience of working in a clinical setting (other than community pharmacy)?		
		c: Tell us about your experience of medicines optimisation using examples wherever possible		
2.		Commitment to this area of practice? a: What attracted you to this Job?		
		b: What do you know about the role of a GPpractice/CareHomes/CCG Pharmacy Technician		
		c: What attracted you to this particular role?		
		d: What challenges do you think will affect primary practice in the next 5 years which could have an impact on this role?		
3		Planning & Organising a: How do you organise your workload?		
		b: How do you manage stress? Explain using examples to illustrate.		
4		Teamwork a: In this role being part of a cohesive team is something we have strived for and achieved. How would you integrate yourself into our team?	Integration	

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		Do you have any novel ideas to galvanise this team further when we don't all work under the same roof?	Ideas	
		b: What makes a good team? Give an example of a 'good' team you have been part of or lead.		
5		Managing Conflicts a: Give an example of when you have had a misunderstanding with a colleague? How did you solve the problem? b: Describe an example of a potential conflict with a colleague or a patient?	Misunderstanding Conflict	
6		Communications Can you describe a scenario where communications led to either a good outcome? Or a bad outcome?	Good Bad	
7		Flexible Approach to Work a: Give an example where you have gone 'that extra mile' for the benefit of a work organisation?		
		b: One of our Business Aims is to have a good work/life balance – how would you maintain this balance and still meet the needs of the practice you work in?		
8		Clinical Governance a: What do you understand by Clinical Governance?		
		b: Tell us about a complaint or significant error/event that you have had to deal with recently?		
10		Special Interests a: Do you have any specialist areas of interest, or are there any which you would like to develop? How would you go about developing your scope of practice?		

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11		Personal Qualities a: If your current manager /colleagues we asked what your biggest strength was, what would they say? And what would they say your biggest weakness was?	Strength Weakness	
		b: If I asked a friend of yours to describe you – what would they say?		
		c: What are the things that you find challenging about your work?		
		d: What are the things you enjoy about your work?		
12		General a: We have had a response to our vacancy – why are you the right person for the position?		
		b: Professionally - where do you see yourself in 5 years time? 10 years time?		
		c: How do you keep up to date? What training needs do you feel you have for this post?		
13		CV Questions: Ask any questions from CV including:		
14		IT skills a: Microsoft? b: GP systems?		
15		General House Keeping Questions When could you start? (notice period) PT or FT?	Start PT or FT	

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		Accurate contact details: phone number for outcome Can we contact references/check details		
16		Any questions for us?		

Overall scores	Overall agreed score	Decision	Yes	No
Competency for the role		Appoint		
Commitment to this area of practice		Onhold		
Planning and organising		Reject		
Teamwork				
Communication				
Managing conflict		References		
Flexibility		DBS		
Evidence based practice		Professional Indemnity		
Personal qualities				
Total				