

Panayiotis (Pani) Sphikas [My LinkedIn Profile](#)

Portfolio website <https://pharmtechps.github.io/portfolio.html>

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GPhC (General Pharmaceutical Council) reg no: 5016019

Hi, I am Pani, an operations manager, pharmacy technician, developer, educator, digital healthcare generalist, and UX designer. I am passionate about innovative user-centred design solutions that improve the user and patient experience. As a generalist with a broad range of skills, I have honed my problem-solving skills to identify patterns in human behaviours that I apply to solve problems related to design, people management, projects, and systems. I bring a broad range of specialist expertise and knowledge that make me versatile in my approach to tasks. But more importantly, I care about people, my team, patients, and our communities.

Employment history

Pharmacy Operations Manager (Patient, Clinical, Distribution and Pharmacy Digital Services) University College London Hospitals (UCLH) 2018 - PRESENT

I am responsible and accountable for the delivery of an effective, efficient and high-quality pharmacy medicines management and distribution service across seven hospital sites.

In my role, I directly manage and am responsible for:

- Six hospital pharmacy dispensaries and approximately 80 WTE staff.
- Pharmacy Digital services: including implementation, maintenance and development of digital software solutions.
- Clinical service for ward-based pharmacy technicians and support staff.
- Pharmacy distribution service & MHRA wholesale dealers licensed warehouse supplying NHS organisations.
- Project management of various small and large-scale digital and operational changes
- Responsible for 10 million pound stock holding.
- Strategic development of pharmacy services.

I am an EPIC superuser and I was heavily involved in the design of various EPIC workstreams, including inventory, ambulatory and willow. I am the bridge between EPIC and pharmacy operational activity due to my technical knowledge and skill set.

Pharmacy Education Programme Director UCLH 2017 - PRESENT

I am strategically responsible and accountable for pharmacy technician and support staff educational development. This covers a workforce of approx 160 staff and broad educational pathways that include HEE-funded pharmacy education, degrees, courses and apprenticeship programmes.

Chief Technician UCLH 2012 - 2017

Responsible for pharmacy distribution, outpatient and inpatient pharmacy service at UCLH

Product Manager and e-Learning design lead London Pharmacy Education & Training 2011 - 2012

Secondment to Design, develop, market, implement and deliver the Accreditation in Medicines Management (AIMM) programme across the London South East, Essex and Kent HEE region.

Education

University of Manchester *MSc Healthcare Leadership* 2017
Open University, *PGCert-Leadership* 2015
University of Greenwich- *BSc Hons-Human Physiology* 2004
NVQ A1 Assessor Award 2010
BTEC/NVQ level 3 Pharmacy Services 2006

Qualification and Certificates

Google Certificate UX design,2021
PRINCE2 (Practitioner), 2011
Action After Review Conductor 2008

Awards

NHS Leadership Award in Senior Healthcare.2017
Finalist Allied Health Professional
of the year UCH 2019

Tools I use

Figma, Power Bi, MS SQL, MS Excel,
Microsoft Office, EPIC, Moodle, MS Visio,
Google tools, Google Classroom,

I can Code in

HTML, CSS, JS,
Various CSS/JS libraries