



Together

Job Description

Medicines Management Pharmacy Technician
(Band 5)

LANCASHIRE TEACHING HOSPITALS NHS FOUNDATION TRUST WORKFORCE DIRECTORATE

JOB DESCRIPTION

JOB TITLE: Medicines Management Pharmacy Technician

DIRECTORATE: Pharmacy

REPORTS TO: Medicines Management Team Leader

ACCOUNTABLE TO Chief Pharmacist

KEY RELATIONSHIPS: Assistant Director(s) of Pharmacy, Lead Pharmacist Medicines Safety (MSO) and Risk Management, Clinical Pharmacists, Dispensary Team Leaders, Pharmacy Technicians and ATO's, Pharmacy Procurement, Aseptic Team, Ward Managers, Oncology Nursing Teams, Discharge Lounge Team.

DIRECT REPORTS: Pharmacy Technicians, ATO's, Pre-Registration Student Pharmacy Technicians, medicines management assistants

HOURS: 37.5 hours

LOCATION: Royal Preston Hospital and Chorley and South Ribble District General Hospital

BAND: 5

NB: The post holder may be required to work in other departments across the organisation including across sites

DBS (Criminal Record) Check Level required for role:

Please indicate the level of DBS check required in this role	No DBS Required	Standard	Enhanced without Barred List Checks	Enhanced with Child only Barred List Check	Enhanced with Adult only Barred List Check	Enhanced with Child and Adult Barred List Checks
						Yes

KSF Core Dimension Levels for Role

Communication	Personal & People development	Health, Safety & Security	Service Improvement	Quality	Equality & Diversity
Core 1- Level 3	Core 2- Level 4	Core 3- Level 3	Core 4- Level 3	Core 5- Level 3	Core 6- Level 2

Role Summary

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Duties are carried out on a 6-12 month rotation:

To work in conjunction with the prescribing pharmacists, clinical pharmacists and medicines management assistants to deliver ward based clinical pharmacy and supply services within a delegated area of responsibility.

To contribute to effective patient flow within the organisation by supporting and prioritising safe and effective supply of medication for patients discharged via the Discharge Lounge.

To provide quality pharmaceutical care appropriate to the needs of the patient that is consistent with evidence based practice, clinical guidelines, legislation, policies and procedures.

To act as key link between wards and pharmacy department, integrating with the multidisciplinary team, providing technical expertise and advice on issues relating to medicines management and medicines governance.

To support the management and delivery of the Pharmacy Technician Led Chemotherapy and Mental Health Dispensing Services at Royal Preston and Chorley Hospitals

To provide line management, leadership and direction to the Pharmacy Technicians and Medicines Management Assistants

To plan and manage own workload and that of the pharmacy technicians and medicines management assistants to ensure clinical and supply services are delivered in a cost effective and operationally efficient manner.

To deputise for Dispensary and Medicines Management Team Leaders in their absence and during sessional dispensary and weekend shifts.

To support the delivery of training, development and competency assessment; maintaining quality and standards by contributing to the development and implementation of new services, processes and procedures to deliver services in line with Professional, Local and National directives

Key Duties and Responsibilities:

The duties and responsibilities listed below should be undertaken in accordance with the levels of competence as defined in the KSF outline for this post. In addition all staff are expected to act in accordance with the values and behaviours of the Trust

Our Values



Being Caring and Compassionate

Being caring and compassionate is at the heart of everything we do, it is about understanding what each person needs and striving to make a positive difference in whatever way we can.



Recognising Individuality

Appreciating differences, making staff and patients feel respected and valued.



Seeking to Involve

Actively gets involved and encourages others to contribute and share their ideas, information, knowledge and skills in order to provide a joined up service.













Building Team Spirit

Working together as one team with shared goals doing what it takes to provide the best possible service.






Taking Personal Responsibility

Individuals are accountable for achieving improvements to obtain the highest standards of care in the most professional way, resulting in a service we can all be proud of.

ROLE DUTIES	MEASURABLE OUTCOMES					
Communication Communicates all relevant information and advice to the pharmacy, nursing and medical teams; patients and service users; and with external organisations as required	Communication <ul style="list-style-type: none"> Communicates in a professional and timely manner Communicates within the role remit, information and advice to patients, carers and other members of the multidisciplinary team (MDT) Communicated effective handovers to team members and team leaders Communicates to resolve any service delivery issues in a constructive manner Communicates all situations outside of their role remit to appropriate pharmacist or senior pharmacy technician. 					






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	<ul style="list-style-type: none"> • Counsels patients on their medication and is able to answer medication related enquiries at the level appropriate to own knowledge, skills and understanding • Identifies patients who have problems with understanding their medication and refers to Team Pharmacist as appropriate. • Uses the ward/EPMA communication sheet to keep an accurate and complete record of all activities and information relating to patient pharmaceutical care. • Answers the telephone according to procedures and takes accurate messages as required. • Takes an active role in service and MDT meetings, providing technical information and advice. • Receives feedback from patients/service users/team members. • Develops and maintains communication with people about difficult matters or difficult situations, in an appropriate, supportive and empathic manner to achieve satisfactory outcomes. • Communicates with people in a form and manner consistent with their level of understanding, culture, background and preferred ways of communicating. • Maintains confidentiality at all times and communicates in line with relevant legislation, policies and procedures 					
Service Delivery Deliver as part of the Pharmacy Team, pharmaceutical care in an holistic manner that is consistent with evidence based practice, clinical guidelines, legislation, policies and procedures. Provide an effective clinical and medicine supply service to wards/departments and patients.	Service Delivery <ul style="list-style-type: none"> • Uses Quadramed and liaises with ward pharmacist and nursing staff to identify workload priorities and to update ward/EPMA communication sheet • Own work is organised and prioritised appropriately and time is managed effectively • Identifies new patients and ensures accurate drug history are identified and recorded as per procedure • Interprets prescriptions for problems, resolves or refers problems in an appropriate and timely manner • Checks Patients Own Medicines as per procedure. 					






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<p>Support the Clinical Pharmacists and Medicines Management Assistants to enable effective use of knowledge and skills across the ward team</p> <p>Act as an Accredited Pharmacy Technician Accuracy Checker.</p> <p>Deputise for Team Leaders</p> <p>Work with the discharge lounge team to co-ordinate and process discharge medication, supporting patient flow across the organisation.</p> <p>Provide a Pharmacy Technician-led pharmacy dispensing service to oncology day case.</p>	<ul style="list-style-type: none"> • Responds to missed doses in a timely manner • Requests supplies or relabelling of medication for new patients and for existing patients prescribed new items as per procedures, liaising with the Team Pharmacist to ensure inpatient chart and requests are clinically checked. • Ensures EPMA record is updated • Plans the on-going top-up supplies of medication ensuring patients maintain sufficient medication to prevent an out of stock situation and to ensure adequate supplies of medicines for discharge. • Processes discharge prescriptions as per procedure. Performs ward based accuracy checks on the patients medication to authorise those medications suitable for supply on discharge, requests relabelling of medicines that have changed or a supply of medication to fulfil the prescription • Ensures the maintenance and review of ward stocks, liaising with ward manager, Directorate Pharmacists, pharmacy assistants and Procurement and Supply Team leader • Ensures ward controlled drug stocks are ordered on the correct day. In conjunction with Procurement and Supply Team Leader, reviews CD stock holdings to ensure adequate stock levels and reduce ordering outside of the weekly order day at weekends. • Supports good housekeeping in relation to patient's own controlled drugs and expired stock. • Responds appropriately to Trust's capacity issues and liaises with team pharmacist. Escalates issues appropriately. • Attends dispensary promptly as per rota schedule for sessional checking slots • Ensures deadlines are achieved by checking work by identified priorities. • Generates labels for and dispenses medication as staffing resources and priorities dictate, 					
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	<ul style="list-style-type: none"> • Ensures all transactions using the Ascribe and ARX systems are accurate • Deputises for Team Leaders • Participates in late, weekend and bank holiday rotas • Contribute to the reduction of medicines waste, reduction of risk and improved patient compliance • Communicate with patients on matters concerning their medication supply and maintain associated records • Ensure medicines reconciliation with the patients GP practice following discharge in liaison with the relevant hospital pharmacist, practice pharmacist and community pharmacist • Support the patient to remain independent around their medicines by offering compliance solutions • Liaise with the patient, carers and appropriate health and social care professionals to support the prevention of re-admittance due to medication related problems • Contribute to development of practical and innovative solutions/ideas on how to address issues in support of patient care • Work as part of the multidisciplinary team within the discharge lounge, proactively identifying and processing discharges • Co-ordinating the timely processing of discharge prior to transfer to discharge lounge • Actively planning and processing discharges in advance for the following day • Liaise with chemotherapy day case team, oncology pharmacists to ensure planning and management of supply of chemotherapy • Accuracy checking dose banded chemotherapy in the oncology day case department • Manages efficient stock of chemotherapy preparations and minimises waste and expenditure. • Liaises with the Aseptic team in Preston Pharmaceuticals to 					
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	co-ordinate the supply of chemotherapy <ul style="list-style-type: none"> Prepare Covid-19 vaccines for use in the vaccination hub 					
Teamwork and Leadership Contribute to effective team working within pharmacy Lead and manage the work of Pharmacy Technicians, ATO's, Pre-Registration Student Pharmacy Technicians and Pre-registration Pharmacists. Acts as a role model, presenting a positive image of self, team and the organisation. Develop positive relationships with internal and external key personnel including ward managers, discharge lounge and oncology day case Comply with legal and organisational requirements, standards and codes of practice on equality, diversity, discrimination and rights relevant to own role and responsibilities	Teamwork and Leadership <ul style="list-style-type: none"> Works as part of the pharmacy ward team, ensuring the best use of resources, skills and time. Liaises with the multidisciplinary team to ensure pharmacy is integral to patient care. Works with the multidisciplinary team to ensure effective services within the discharge lounge and oncology day case. Fulfils own commitments to other team members within agreed timescales and according to overall work priorities Supports other team members in the completion of activities or objectives Understands role of wider team and acts to support colleagues appropriately Manages the workload and staff in the in the absence of the team leader Delegates and supervises, ensuring work is realistic, achievable and takes into account team members abilities and development needs. Contribute to recruitment and selection of Pharmacy Technicians and Medicines Management Assistants Plans and manages probationary periods for new starters Challenges and appropriately manages performance issues including attendance, conduct and capability according to Trust Policies Carries out one to one meetings and timely staff appraisals. In conjunction with Team Leaders, sets and agrees personal objectives and personal development plans in line with training needs and big plan objectives Support staff health and well being <ul style="list-style-type: none"> Takes personal responsibility and acts in a leadership role when working in discharge lounge and oncology 					

	<p>dispensaries</p> <ul style="list-style-type: none"> • Treats everyone with dignity and respect. • Behaves in line with Trusts Values. • Takes account of own behaviour and the impact or effect on others • Acts in accordance with current legislation, policies, procedures and good practice relating to equality & diversity. 					
<p>Learning and Development</p> <p>Maintain and develop own professional competence and seek to extend the scope of personal knowledge and skills within scope of role and professional practice, policies and legislation.</p> <p>Supports the training and development of pharmacy team</p>	<p>Learning and Development</p> <ul style="list-style-type: none"> • Achieves and maintains accuracy checking and medicines management competencies. • Actively participates in the Appraisal process. • Undertakes identified learning and development opportunities negotiated during the Appraisal Process and identified to support job role. • Maintains personal CPD in line with GPhC Professional Standards. • Provides, assesses and monitors training for medicines management assistants, pharmacy assistants and Pharmacy Technicians, pre-registration students and pharmacists. • Supports Pre-registration Pharmacy Technicians in gathering of evidence of competency. • Supports Pre-registration Pharmacists in gathering of evidence of competency for their Pre-Registration Portfolio. • Supports the induction of new pharmacy staff • Supports induction of new ward staff around pharmacy and medicines related issues. • Provides advice and support as required to trainees and colleagues and gives feedback in a manner likely to maintain and improve performance • Acts as a Medicines Management Trainer and Assessor for a nominated module of the training programme. • Completes Mandatory training as outlined by the Trust in the Risk Management TNA 					

<p>Quality and Governance</p> <p>To ensure the quality of quality of service provision</p> <p>Comply with current legislation, policy, good practice, organisational and professional codes of practice and ethical standards</p> <p>To ensure any incidents and near misses are identified, reported and recorded according to Trust policy.</p> <p>Contribute to the formal handling and investigating of complaints, error reports, accident/incident reports and monitor for preventative and/or corrective action and improvement</p> <p>Proactively manage risk and maintain safety, conforming to health, safety and security legislation, policies, procedures and guidelines.</p>	<p>Quality and Governance</p> <ul style="list-style-type: none"> • Ensures standards are maintained to reduce the risk from errors. • Organises, prioritises and adjusts own workload in a manner that maintains and promotes quality and supports the achievement of department Key Performance Indicators and deadlines. • Demonstrates understanding of the department policies and procedures. • Undertakes work activities consistent with legislation, professional guidance, policies and procedures. • Works within the limits of own competence, levels of responsibility and accountability in the team. • Liaises with other team Medicines Management Assistants, Pharmacy Technicians and pharmacists to ensure efficient transfer of medicines between wards and to avoid duplication of work. • Liaises with ward team pharmacist and carries out, records and reports outcomes of three-monthly Controlled Drug stock checks. • Assists in the monitoring of storage and security of medicines and brings to the attention of the Ward Manager and/or Directorate Pharmacist any risks or issues • Complies fully with the Trust Dress Code, Infection Control and Hand Hygiene Policies. • Maintains the cleanliness and tidiness of the ward/department areas. • Reports all accidents, incidents, near misses, faulty equipment or environmental issues immediately as per Trust Policy ensuring appropriate actions to minimise risk. • Carries out risk assessments and takes appropriate action to minimise risks in line with Trust policy and timescales • Moves and handles equipment and materials, using agreed moving and handling procedures 					
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	<ul style="list-style-type: none"> • Maintains a high standard of patient care, demonstrating quality customer service. • Actively tries to resolve issues and complaints at local level, or ensure clear and concise advice is given to people on the procedures in place e.g. PALS, complaints. • Reports any issues and complaints to the appropriate person 					
Service Improvement To contribute to the delivery and achievement of the department Service Plan and specific service improvements	Service Improvement <ul style="list-style-type: none"> • Takes an active part in Team Meetings • Makes constructive suggestions as to how the service can be developed and improved for users and the public. • Supports the implementation of new services and processes • Participates in reviewing, updating and implementation of standard operating procedures • Contributes to the delivery of objectives within the department Service Plan • Contributes to audits, data collection and evaluation of results as directed • Contributes to the evaluation the effectiveness of services changes • Promotes pharmacy services and provides pharmacy information to nursing staff and patients. 					
Financial Management To support the department to deliver PET targets and achieve financial balance Manages high cost medicines to minimise waste and reduce costs.	Financial Management <ul style="list-style-type: none"> • Contributes to departmental strategies to reduce expenditure, eliminate waste and manage service within budgets • Is responsible for efficient and effective stock management of high costs chemotherapy medicines. 					

Occupational hazards or exposures relevant to this job (please tick)			
Physical			
Patient moving & handling	<input type="checkbox"/>	Regular DSE work	<input type="checkbox"/>
Regular equipment / material moving & handling > 10kg	<input type="checkbox"/>	Climbing ladders and / or working at height	<input type="checkbox"/>
Noise (LEP,d > 80)	<input type="checkbox"/>	Hand Arm Vibration	<input type="checkbox"/>
Hot or cold conditions	<input type="checkbox"/>	Exposure to Ionising Radiations	<input type="checkbox"/>
Entry into confined spaces	<input type="checkbox"/>	Other potential ergonomic problems	<input type="checkbox"/>
Driving on Trust business	<input type="checkbox"/>	Vocational driving (C1,D1, LGV, PCV)	<input type="checkbox"/>
Chemical			
Exposure to known respiratory irritants or sensitisers	<input type="checkbox"/>	Exposure to known skin irritants or sensitisers (including latex)	<input type="checkbox"/>
Exposure to asbestos (non-licenced work)	<input type="checkbox"/>	Exposure to any other chemicals	<input type="checkbox"/>
Biological			
Exposure-prone procedures	<input type="checkbox"/>	Laboratory exposure to pathogens	<input type="checkbox"/>
Other			
Night work	<input type="checkbox"/>	On-call duties/ lone working	<input type="checkbox"/>

Governance

The post holder will operate at all times to high standards of probity. This will include compliance with:

- Health and safety regulations
- All policies and procedures approved by the organisation
- Trust Standing Financial Instructions
- Working within Data Protection Legislation, Health & Safety at work Act 1974, maintain confidentiality at all times, as required by legislation and our policy
- Working to defined policies and procedures, actively implementing the development of the electronic solution
- Work within the limitations of the role
- Professional codes of conduct including the NHS Managers Code of Conduct (where these apply)
- All policies and procedures related to infection prevention and control as relevant to their post
- To raise any concerns as soon as possible, as per whistle blowing policy, relating to any:-
 - Healthcare matters, e.g. suspected negligence, mistreatment or abuse of patients; the quality of care provided
 - Concerns about the professional or clinical practice or competence of staff
 - The treatment of other staff, including suspected harassment, discrimination or victimisation
 - Health, safety and environment issues
 - Suspicion or knowledge of theft, fraud, corruption, bribery allegations or other financial malpractice
 - Employment standards and/or working practices
 - Criminal offences or miscarriages of justice
 - Failure to comply with any other legal obligation
 - Deliberate concealment of any of the above

Information Governance

- To be fully aware of and committed to all policies, procedures and initiatives relating to information governance - this will include, but not limited to, data quality improvements, confidentiality and information security
- To take personal responsibility for safeguarding and ensuring the quality of information.

Behaviour

The post holder will be expected to:

- Support the aims and vision of the organisation

- Act with honesty and integrity at all times
- Be a positive ambassador for the organisation
- Demonstrate high standards of personal conduct
- set an example and encourage openness and honesty (particularly in reporting incidents and near misses) and will actively foster a culture of learning and improvement
- Value and respect colleagues, other members of staff and patients
- Work with others to develop and improve our services
- Uphold the organisational commitment to equality and diversity
- Take personal responsibility for their words, deed and actions and the quality of the service they deliver

Job Review

This job description will be reviewed periodically to take into account changes and developments in service requirements. Any changes will be discussed fully with the post holder.

Signature of Post Holder:

Date:

Signature of Manager:

Date:

LANCASHIRE TEACHING HOSPITAL NHS FOUNDATION TRUST

PERSON SPECIFICATION

POST: Medicine Management Pharmacy Technician

Band: 5

DIRECTORATE / DIVISION: Diagnostics and Clinical Support

ATTRIBUTE	ESSENTIAL	DESIRABLE	HOW ASSESSED
Qualifications & Education	<ul style="list-style-type: none"> Level 3 Diploma in Principles and Practice for Pharmacy Technicians <p>OR</p> <ul style="list-style-type: none"> Other recognised Pharmacy Technician Qualification meeting requirements for registration with GPhC Registered with the GPhC Pharmacy Technician Accuracy Checking Certificate equivalent to the National Framework. 	<ul style="list-style-type: none"> Post-Graduate Leadership and Management qualification. Relevant specialist Post-Graduate qualification APTUK Member Medicines Management Accreditation (to include DrugHistory taking and Medicines Reconciliation) 	<ul style="list-style-type: none"> Application form Interview Assessment
Knowledge & Experience	<ul style="list-style-type: none"> Knowledge and experience of Medicine Management processes undertaken as a registered Pharmacy Technician 	<ul style="list-style-type: none"> Knowledge and practical experience of managing staff and resources. Experience in using 	<ul style="list-style-type: none"> Application Form Interview Skills Test/Scenario/Presentation

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	<ul style="list-style-type: none"> • Understanding of current pharmacy and NHS issues. • Working within GDP guidelines. • Knowledge of medicines legislation and clinical governance. • Knowledge of relevant policies and procedures. • Good knowledge of drug therapies • IT and Computer systems, including Pharmacy specific systems • HR policies and legislation. • COSHH Regulations. • Health & Safety at Work Act. 	<p>electronic patient records systems.</p> <ul style="list-style-type: none"> • Experience with automated pharmacy systems 	<ul style="list-style-type: none"> • Portfolio of evidence
Skills & Abilities	<ul style="list-style-type: none"> • Good communication skills • Ability to identify and implement new clinical services. • Good interpersonal skills • Ability to prioritise demands on service and plan workload of self and others to meet deadlines • Planning and organisational skills • Ability to work accurately with attention to detail at all times and when under pressure • Ability to interpret information, make decisions and act accordingly • Skills in training and 		<ul style="list-style-type: none"> • Application Form • Interview • Skills Test/ Scenario/Presentation Portfolio of evidence

	development of a range of staff <ul style="list-style-type: none"> • Highly developed physical skills • Demonstrates use of initiative 		
Values & Behaviours	<ul style="list-style-type: none"> • Caring and Compassionate • Professional attitude and role model for others • Demonstrates respect for work colleagues, patients and service users and recognises individuality and needs of others • Enthusiastic and self-motivating with ambition to succeed • Team Player, approachable and supportive both to subordinates and superiors • Is self-aware, understanding the impact their behaviour has on those around them • Manages emotions • Reliable and flexible to needs of service • Committed to providing quality service and supporting service improvement • Open to new ideas, and willing to explore new approaches • A commitment to personal and professional development and an ability to lead others in this process 		<ul style="list-style-type: none"> • Application Form • Interview • Skills Test/Scenario/Presentation • Portfolio of evidence • References

	<ul style="list-style-type: none">• Able to accept guidance and constructive criticism• Responsible and accountable		
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