



University Hospitals of Morecambe Bay

NHS Foundation Trust

JOB DESCRIPTION

Job Title:	Generic Higher Level Pharmacy Technician
Department/Ward:	Pharmacy - UHMB
Band:	5
Care Group:	Core Clinical Services
Responsible to:	Senior Technicians
Accountable to:	Chief Pharmacist / Accountable Officer for Controlled Drugs
JOB SUMMARY:	<p>To support the work of a busy pharmacy and undertake dispensing of all types of medication/prescriptions for patient use.</p> <p>To provide specialist pharmaceutical services at an advanced level in specialist areas including clinical trials, oncology, audit, and medicines reconciliation.</p> <p>To provide safe, timely, cost effective appropriate and high quality pharmaceutical services for patients and staff.</p>

KEY WORKING RELATIONSHIPS:

General

- To adhere to legislation, national and local standards and procedures in all tasks performed.
- To lead on the introduction and use of new technology and techniques in accordance with the needs of the service within area of expertise and support in other areas.
- To acquire with training, a working knowledge of the pharmacy computer system in order to use as required following and implementing departmental policies and procedures.
- To work as a member of the pharmacy team to provide safe, timely, appropriate and high quality pharmaceutical services covering reception, dispensary, Aseptic, purchasing, distribution, oncology and Clinical Trials.

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- To perform general reception duties in accordance with departmental procedure and customer relations training.
- To maintain stock and consumable levels ensuring stock rotation and completion of stock checks within designated areas
- To perform general tidying and non-domestic cleaning duties in the department as needed, ensuring the safe disposal of waste.
- To have a good working knowledge of COSHH (Control of Substances Hazardous to Health) regulations for the storage, handling and disposal of pharmaceutical products.
- Strictly follow handling and storage procedures when handling heavy boxes and potentially hazardous products such as cytotoxic drugs, flammable materials and other chemical ingredients, and to clean up spillages when required.
- To ensure that the collection/delivery of medication, prescriptions (including Controlled Drugs and Cytotoxics) and controlled drug orders to wards is carried out, to an agreed timetable as required to maintain service standards.
- To label and dispense, Controlled drugs, Cytotoxics, palliative care prescriptions, unlicensed medication and assemble medication for patients, keeping accurate records.
- To accurately dispense medication for patients being discharged from hospital including individual monitored dosage systems
- To reconstitute liquid antibiotics following set guidelines and using appropriate equipment, wearing Personal Protection Equipment (PPE) as necessary.
- As an accredited Accuracy Checker, to supervise and check the work of Student Technicians, Assistant technical Officers and Senior Assistant Technical officers, Technicians and pharmacists, (where the pharmacist has dispensed or is learning to check).
- To prepare and check patient packs/orders for supply to wards, clinics, community and departments.
- To be actively involved in the correction and investigation of operational problems within the relevant section of the department, which may include stock discrepancies in conjunction with with the responsible Senior Technician or pharmacist.
- To work as a member of a team issuing and receiving stock items (some weighing in excess of 15Kg) ensuring that all stock movement is entered into the JAC Pharmacy computer system.
- To monitor and record storage temperatures and ensure security of stock.
- To provide accurate record keeping of controlled drugs kept in the pharmacy including supplies to wards and departments and orders received into the pharmacy
- To assess and credit returned drugs, following the Pharmacy returns policy

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- To liaise with relevant senior staff regarding queries from wards and departments relating to patients medication and ward stock orders
- To provide support and troubleshoot problems with pharmacy led and other systems e.g. JAC, Mediwell, ARX(Pharmacy robot), EDI, Blueteq and Varian Medonc, contacting external service providers as necessary to resolve issues.
- Participate and lead in audit and research of pharmacy practice, relevant to own area.

Management and Leadership

- To be responsible for leading in service provision in specialist areas including clinical trials, oncology, audit, aseptics and medicines reconciliation, providing cost effective, specialist pharmaceutical services at an advanced level
- To lead in the storage, labelling, dispensing, stock control and record keeping of clinical trials in accordance with set guidelines, following UK legislation.
- Propose changes to working practices and implement Pharmacy policies and standard operating procedures, including legislation within specialist areas
- To order medications and supplies on computerised order systems, following authorised signatory and to follow up problems and queries that arise.
- To organise the workflow and lead the smooth running of the service within designated area, plan rotas and supervise staff ensuring targets are met to satisfy key performance indicators.
- To be responsible for data entry and produce reports, including financial reports, data for Key Performance Indicators, drug usage spreadsheets and audit data to relevant bodies for own designated area.
- To regularly audit the accuracy of computer and paper records for all drugs including controlled drugs, to investigate and rectify discrepancies in line with current legislation`
- To co-ordinate ordering and supply of unlicensed drugs following Pharmacy policy, ensuring that all relevant paperwork has been completed as per legislation
- To lead in service provision and participate in the aseptic preparation of total parenteral nutrition (TPN), intravenous additives, cytotoxic medication and sterile and non-sterile small scale manufacture of items for individual patients, following departmental procedures and legislation.

Dispensary and Ward services:

- To provide a comprehensive, cost effective, one-stop and ‘non-stock’ dispensing service ensuring a full medication history for patients, to reconcile with their current prescription and work with the pharmacist to highlight and resolve queries. To check patients' own drugs and assess their suitability for use, and identify discrepancies. arranging re-supply of patients' drugs

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- To counsel all patients on their medication during admission and prior to discharge, providing information on dosage, use and side effects in order to facilitate concordance and safe and effective use of their medicine, identify and highlight potential compliance issues and production of medication charts where necessary
- To participate in the discharge process and liaise with other healthcare professionals to ensure accurate and timely provision of discharge medication to patients.
- To prepare extemporaneous preparations (products from raw materials) for individual patients in accordance with good manufacturing practice, regarding Control of substances Hazardous to Health (COSHH), Health and Safety legislation and approved master formulae. To ensure that products defined by COSHH are prepared in a laminar airflow cabinet. This includes antibiotic mixtures, creams and ointments.
- To return, assess and credit drugs from wards that are no longer required following Pharmacy returns policy

Training and development

- Participate in the Trust appraisal and personal development review process; identify role and band specific training needs and agree the development/implementation plans for these needs with supervisor
- Responsible for ensuring own mandatory training is up to date supporting others to enable them to complete.
- Responsible for ensuring all essential work related training is relevant to role and band, and up to date in accordance with Pharmacy SOPs and training plans
- Mentor less experienced staff in setting priorities and completing tasks.
- To assist the senior technician in the delivery of an induction and training programme for Support ATOs, student technicians and entry-level technicians as required .
- Teach, inform and support others as appropriate in designated skills.
- To assess within own area of competence, training of Student Technicians, SATO and ATO staff and writing up expert witness statements accordingly.
- Responsible for own continual professional development in order to keep pharmaceutical, clinical and technical knowledge current. To attend appropriate training courses for technicians and encourage other staff to undertake further training. To ensure best practice and comply with the requirements of the General Pharmaceutical Council and maintain registration.

Governance

- All pharmacy staff of University Hospital Morecambe Bay NHS Trust must adhere to all current Trust policies and procedures
- Promote risk management systems within own area and ensure untoward incidents are reported according to departmental / trust policy.

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- Support the department / ward manager in identifying and managing departmental risks
- Keep up to date with incident reporting and complaints procedures, as per department legislation and trust policies
- Participate in the investigation of complaints/litigation/adverse incidents and ensure all documentation is completed.
- To perform regular audits of the accuracy of computer and paper records upholding controlled drug legislation
- To investigate discrepancies in record keeping in regard to Controlled Drugs ensuring that errors are found and rectified correctly in accordance with correct procedures. This will include problem solving for the designated area of work, as well as answering queries, chasing progress and developing alternative strategies and new procedures.
- To inspect the storage of medications including controlled drugs on wards and departments as well as within pharmacy premises, to ensure safe and secure storage of medications and compliance with all regulations.
- To plan and organise audits and projects and work to set timescales for completion.
- To liaise with other colleagues of various grades, both within the department and within other departments, to arrange meetings and ensure audits and project work are kept on target.
- To investigate errors and incident reports, collecting and collating statements as necessary.
- To attend meetings with a variety of health care professionals, drug companies and hospital staff to participate in the initiation of new systems.
- To communicate face to face, by telephone, fax and e-mail in a professional manner, showing empathy and understanding, especially where there may be barriers to understanding and emotional issues involved, escalating to senior Pharmacy management as necessary

Pharmacy staff responsibilities

Prioritise people

- Treat people as individuals and uphold their dignity
- Listen to people and respond to their preferences and concerns
- Make sure that people's physical, social and psychological needs are assessed and responded to
- Act in the best interests of people at all times
- Respect people's right to privacy and confidentiality

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Practise effectively

- Always practise in line with the best available evidence
- Communicate clearly
- Work cooperatively
- Share your skills, knowledge and experience for the benefit of people receiving care and your colleagues
- Keep clear and accurate records relevant to your practice
- Be accountable for your decisions and duties to other people

Preserve safety

- Recognise and work within the limits of your competence
- Be open and candid with all service users about all aspects of care and treatment, including when any mistakes or harm have taken place
- Always offer help if an emergency arises in your practice setting or anywhere else
- Act without delay if you believe that there is a risk to patient safety or public protection
- Raise concerns immediately if you believe a person is vulnerable or at risk and needs extra support and protection
- Supply and dispense medicines within the limits of your training and competence, the law, our guidance and other relevant policies, guidance and regulations
- Be aware of, and reduce as far as possible, any potential for harm associated with your practice

Promote professionalism and trust

- Cooperate with all investigations and audits
- Respond to any complaints made against you professionally
- To ensure people's wellbeing is protected to improve their experiences of the healthcare system
- Social Networking - Pharmacy individuals must be aware of consequence of they act in any way that is unprofessional or unlawful on social media (but not limited to):
 - sharing confidential information inappropriately;
 - posting pictures of patients and people receiving care without their consent;
 - posting inappropriate comments about patients;
 - bullying, intimidating or exploiting people;
 - building or pursuing relationships with patients or service users;

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- stealing personal information or using someone else’s identity;
- encouraging violence or self-harm;
- Inciting hatred or discrimination.

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

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TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL IMPACT

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

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TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.