

# Recruitment information pack



**PUSH THE BOUNDARIES**

**ENJOY FLEXIBLE WORKING**

**EXPERIENCE THE LONDON LIFESTYLE**



**IMPACT ON PATIENT OUTCOMES**

**DIFFERENT ENVIRONMENTS**

**FLEXIBLE WORKING**

# WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focussed on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

# OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

# OUR HOSPITALS

## Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

### Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

**Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

#### **Hammersmith Hospital, Acton**

Hammersmith Hospital is a specialist hospital renowned for its strong research connections, and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

#### **Queen Charlotte's & Chelsea Hospital, Acton**

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

#### **St Mary's Hospital, Paddington**

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

#### **Western Eye, Marylebone**

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

## **WHY JOIN US?**

### **Reach your potential through outstanding learning and development opportunities**

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

### **Experience the rich heritage of hospitals that have made history**

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

### **Draw on huge expertise as part of a strong international community**

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious

### **Reach your potential in hospitals that make history**

Charing Cross | Hammersmith | St Mary's |  
Queen Charlotte's & Chelsea | Western Eye

diseases, neurology and trauma care – to name just a few. We are part of the prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

### **Feel supported by a positive culture**

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

### **Recognition and career progression**

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

### **Conduct research here**

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

### **Access brilliant benefits and enjoy a new social life**

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

# JOB DESCRIPTION

Job Title	Senior Medicines Management Pharmacy Technician – Specialist Medicine
Band	5
Directorate/ Department	Pharmacy
Division	Division of Women's, Children's and Clinical Support
Location of work	St Mary's Hospital
Hours	37.5
Reports to	Senior Lead Pharmacist, Hepatology
Accountable to	Chief Pharmacist, Imperial College Healthcare NHS Trust

## 1. Job purpose

2. To assist in the provision of a high quality patient focused medicines management service to patients of the Trust
3. To develop, maintain and manage the safe, efficient and cost-effective supply of medicines to patients on the medical wards
4. To co-ordinate the use of patients' own medication, individual patient dispensing, discharge planning and patient education on medicines
5. To support the Senior Lead Pharmacist with the delivery of any service developments associated with ward-based clinical pharmacy service required to meet local and national requirements

## 6. Key stakeholders

- Senior Lead Specialist Medicine Pharmacist
- Hepatology team at St Mary's hospital including doctors, pharmacists and specialist nurses
- Pharmacy specialist medicine team
- Other Pharmacy staff

- GP practices
- Community pharmacies
- Nursing home staff
- Patients and their carers
- Pharmacists and trainee pharmacists
- Pharmacy technicians (students and qualified)
- Pharmacy assistants

## 7. Key areas of responsibility

- To assist in the provision of a high quality patient focused medicines management service to patients in the Trust
- To help ensure that service provision is flexible and responsive to patient needs
- To support all pharmacists (including trainee pharmacists ) in the provision of the service
- To help audit the service against set standards and assist in the review of service provision
- To ensure the safe reuse of patients' own drugs to optimise cost efficiency
- To ensure the safe storage of medications stored in patients' lockable cabinets

## 4. General Responsibilities

### 1. Medicines Management Service Provision

- To assist in the provision of a high quality patient focused medicines management service to specialist medicine wards at St Mary's Hospital
- To ensure that medication histories are checked and documented accurately and that any potential discrepancies are resolved in line with operational procedures
- To liaise and communicate with carers, GPs, members of the public and other healthcare professionals
- To undertake a review of patients' own drugs to accurately assess the suitability of continued use while the patient is in hospital
- To participate in the discharge planning of patients with ward staff and other healthcare professionals both in secondary and primary care
- To minimise delays in discharge by ensuring that medication is available at the appropriate time
- To provide information to patients and carers regarding their medication and further supplies and communicate effectively in situations where there are language barriers or physical/mental disabilities with the aim of improving adherence
- To review medication management at home and undertake medicines adherence assessments
- To communicate with community pharmacies for admission and discharge processes as necessary
- To be responsible for stock control and stock management of medicines on designated wards in communication with the ward pharmacist, ward managers and assistant technical officers (ATO's)



- To return unwanted or out of date medicines to Pharmacy for disposal or for return to Pharmacy stock
- To arrange the supply and return of Controlled Drugs from the wards in an efficient manner
- To support the efficient transfer of medications between wards and assist in reducing medication wastage
- To carry out audit and project work as designated by the Senior Lead Pharmacist
- To highlight the potential for direct dispensing packs on specific wards to aid smooth discharge and discuss these with the Senior Lead Pharmacist
- To assist in the training of pre-registration trainee pharmacy technicians and trainee pharmacists as necessary
- Assist in the provision of drug home care delivery service including entering information on to the pharmacy computer system and processing of prescriptions and resolving queries
- Assist the pharmacists in financial drug expenditure reporting and ensure medications are charged to the correct speciality.

## **2. General Service Provision**

- To work in the dispensary to assist in the medicines management process and as part of the weekend/late duty/bank holiday rota
- To dispense medication accurately in accordance with standard policies and procedures.
- To work as an Accredited Checking Technician (ACPT) in the dispensary and on the wards; a minimum of 8 hours per month checking in the dispensary needs to be undertaken to demonstrate continuing fitness to practice
- To optimise patients' knowledge of their drugs
- To enhance the quality of patient care
- To demonstrate a whole-system patient focused approach
- To communicate with patients and health care professionals
- To input prescription information using the Pharmacy Computer system
- To collect and handle prescription monies according to Government and Trust policy
- To dispense and supply drugs to patients (including using the automated dispensing system ('Robot'))
- To have a working knowledge of pharmacy stock control and ordering systems
- To have a working knowledge of all procedures, legislation or national guidelines relating to the storage and dispensing of unlicensed medicinal products, controlled drugs, oral chemotherapy and clinical trials
- To have a working knowledge of pharmacy stock control and ordering systems
- To participate in Controlled Drugs audit, Drug Stock Security audits, and expiry checks
- To liaise with external bodies including community pharmacies, GPs, and necessary pharmacy networks

## **3. Training and Development**

- To have passed the core in-house accreditations and to have commenced the HEELaSE Medicines Optimisation Programme (MOP) for Pharmacy Technicians course and our in-house training programme. To act as an accredited checking pharmacy technician in the dispensary (or to start the course within six months of joining and achieve the qualification within 12 months of commencement of the course)

- To participate in relevant medicines management pharmacy technician team meetings
- To participate in departmental education and training schemes and actively participate in continuous quality improvement of pharmaceutical care
- To participate in the education and training of pharmacy staff, nursing staff, medical staff and other health care professionals as appropriate e.g. NVQ A1 assessor
- To provide in-house training and supervision of other staff as appropriate
- To participate in other areas of pharmacy practice in order to ensure a broad base of pharmaceutical knowledge
- To identify own training needs and document in personal development plan
- To undertake continual professional development and maintain a CPD portfolio, in line with requirements of professional body, including continuing education and attendance at appropriate courses and study days

#### **4. General Responsibilities**

- To participate in all relevant departmental meetings and contribute to effective communication within the department
- To be aware of and apply, relevant legislation such as the Health and Safety at Work Act, Control of Substances Hazardous to Health, GMP and Medicines' Act
- To have a working knowledge of all procedures, legislation or national guidelines relating to the storage and dispensing of unlicensed medicinal products, controlled drugs, oral chemotherapy and clinical trials
- To have a working knowledge of pharmacy stock control and ordering systems
- To at all times practice in accordance with the Code of Conduct of the General Pharmaceutical Council
- To uphold the security of drugs and the premises at all times
- To take part in the weekend, late duty and bank holiday service according to rota

#### **5. Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.



## PERSON SPECIFICATION

Directorate/ Department	Senior Medicines Management Pharmacy Technician – Specialist Medicine	5

Criteria Relevant to the Role	Essential	Desirable
Education/ Qualifications	<p>Registered Pharmacy Technician with the GPhC</p> <p>NVQ level 3 Diploma in Pharmacy Service Skills (QCF) and relevant underpinning knowledge (BTEC Level 3 in Pharmaceutical Science) or equivalent</p> <p>Mandatory professional CPD as defined by the GPhC</p>	<p>ACPT or recognised accredited pharmacy technician checking qualification (or to be achieved within 12 months of commencement)</p> <p>Qualified NVQ assessor</p> <p>LPE&amp;T pharmacy technician self-development scheme stage 2 or equivalent</p>
Experience	<p>Post qualification experience of working in a UK hospital; this must include a solid grounding in all aspects of hospital pharmacy</p> <p>Experience of pharmacy computer systems</p> <p>Experience of audit</p>	<p>Experience of working as a ward based-technician</p> <p>Experience of JAC pharmacy system</p> <p>Experience of using electronic prescribing systems e.g. Cerner</p> <p>Experience of training others</p> <p>Experience of managing change</p>

Skills/Knowledge/ Abilities	<p>Excellent interpersonal skills</p> <p>Experience of providing patient consultations with regard to medications</p> <p>Excellent ability to organise and prioritise work</p> <p>Good knowledge of main roles and practice of pharmacy staff</p> <p>A good understanding of national and local priorities</p> <p>Demonstrates ability to problem solve and make decisions</p> <p>Good ability to use computer systems including excel and word</p> <p>Able to prioritise and organise work as well as working under pressure</p> <p>Able to work both alone and in a team</p> <p>Good personal organisation and time management skills</p> <p>Demonstrates awareness of and commitment to Quality Customer Care</p> <p>Able to teach and supervise others</p> <p>Able to evaluate and improve service quality</p> <p>Able to adapt and cope with change</p>	Leadership and delegation skills
Values and Behaviours	Demonstrable ability to meet Trust values	
Other Requirements	<p>Excellent verbal and written communication skills</p> <p>Able to communicate empathetically with patients</p> <p>Able to communicate complex information to staff and patients</p> <p>Demonstrated good understanding of key NHS objectives and publications</p>	Computer skills (word, PowerPoint, e-mail, Access) to an advanced level

## Additional information

## **1. Health and safety**

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

## **2. Medical Examinations**

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

## **3. Equal Opportunities**

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

## **4. Safeguarding children and vulnerable adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

## **5. Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults**

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

## **6. Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

## **7. Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

## **8. Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

## **9. Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staffs are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

**Flu vaccination** – the Trust's expectation is that all patient-facing staff have an annual flu vaccination, provided free of charge by the Trust. Staffs have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

## **10. No Smoking**

The Trust operates a smoke free policy.

## **11. Professional Association/Trade Union Membership**

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.