

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job Title:	Pharmacy Technician
Pay Band:	4
Directorate:	Pharmacy
Base Hospital Site:	Trust wide

Essential Requirements

- See personal specification

Desirable Requirements

- See personal specification

2 Job Purpose

- To practice as a registered Pharmacy Technician.
- To undertake a full range of technical pharmaceutical activities within the dispensary including providing advice to patients and other healthcare staff.
- To support ward-based services on identified wards at the RVI and FH including the dispensing of discharge prescriptions, completing medication histories and providing patient counselling.

3 Dimensions

- Approximate time split: Dispensary 50% Clinical 50%
- Supervises rotational and student technicians, dispensing assistants, rotational assistants and reception/pharmacy assistants within the dispensary area.
- Advises and assists junior pharmacists, pre-registration and vocational students performing technical procedures.
- Contributes to controlling drug expenditure.
- Contributes to stock control and reduction in wastage of medicines.

4 Organisational Arrangements

Accountable to: Patient Services Operations Manager.

Managed by: Clinical Technician Educator

Supervises: Rotational and student Technicians, dispensing assistants, Rotational assistants and reception/pharmacy assistants within the dispensary.

5. Knowledge Training and Experience

- See personal specification.
- Induction period to include, Trust induction, one week departmental induction to familiarise the post holder with other sections of the pharmacy. Dispensary and ward induction period of 4 weeks to gain practical experience of work activities in the dispensary and on the wards to include a working knowledge of standard operating procedures.
- Requirement for CPD portfolio
- Will be expected to undertake an approved accredited checking Qualification
- Will be expected to undertake required training to support work at ward level

6 Skills

Communication and Relationships

- The ability to complete relevant documentation, for example, prescriptions and worksheets in a legible manner in compliance with legal requirements and to facilitate any future audit or investigation.
- Communicates with patients directly or by telephone regarding their medication.
- Counsels patients about their medication within pharmacy and at ward level. The post holder is required to communicate with a diverse range of people where there may be barriers to understanding e.g. hearing impaired patients or patients whose first language is not English.
- Communicates with a range of healthcare staff regarding patient's medication and pharmacy supplies, including advising and negotiating with ward staff.
- Communicates with other professional and technical staff within the pharmacy and at ward level, regarding specific patient and operational issues.
- Assesses medication supply issues and uses their knowledge and experience to decide upon the most appropriate course of action.
- Attends weekly technical staff meetings.

Analytical and Judgemental

- Interprets a full range of prescriptions in order to carry out the dispensing process accurately, identifying any incorrect dosage or drug interactions, and acting accordingly, if necessary, informing a pharmacist. Judgement is needed by the post holder to recognise when pharmacist intervention is required.
- Interprets prescription abbreviations and converts into English instruction for labelling and to calculate the quantity of medicine that is required.
- Helps manage the re-ordering of stock and non-stock items on individual wards. Judgement on what is an appropriate level is needed during holidays or busy periods.
- Will be expected to undertake an accredited technician checking course after completion of other in-house training schemes e.g. Discharge prescriptions medication orders, CD books, CD discharges and medibox prescriptions. Ability of the post holder to dispense with accuracy must be demonstrated before commencing any accredited checking course, which after successfully completing will enable the post holder to final check, for accuracy, dispensed medicines in addition to other items.
- Will be encouraged to undertake and complete the relevant modules of an accredited medicines management qualification.

- Self-checks own work and technically checks the accuracy of other pharmacy staff.

Planning and Organisational

- The technician will use their initiative and experience to make judgements about organising their day-to-day responsibilities particularly when service requirements change or when resources are unavailable.

Physical Dexterity

- Operates pharmacy computer system and eRecord for the ordering, dispensing and supply of pharmaceutical products throughout the working day, including preparation of labels and input of accurate data for stock control programme.
- Selects medicines from a range of similarly packaged products.
- Measures / counts medicines in the course of dispensing an individual prescription in the dispensary, which requires the post holder to maintain a high level of accuracy whilst working to tight deadlines.
- In common with all pharmacy technicians, If required the post holder is able to manufacture sterile (including i/m, i/v, s/c injectables), aseptically prepared and non-sterile pharmaceuticals utilising appropriate equipment.
- Operates eRecord to gain access to patient records and for the printing of required documentation.

7. Key Result Areas

Patient/Client Care

- Dispenses a full range of prescriptions in accordance with statutory requirements, health policies and departmental procedures.
- Provides information to patients and ward staff on routine drug dosage and use.
- Helps manage the supply of stock items to designated wards and departments to support prompt administration of drugs at ward level.
- Completes documentation to provide a complete auditable trail for individual products.
- Contributes to ward based services provided on identified wards this includes facilitating discharge, completing medication histories and providing patient counselling
- May provide technical advice on GSL and P (legal classifications) medicines.
- Will be expected to participate in evening, weekend and public holiday working rosters.

Policy and Service Development

- Works within Standard Operating Procedures within the dispensary and on the wards.
- Participates as may be appropriate, in pharmacy projects and developments and co-operates in implementing new policies and procedures arising from this.

Financial and Physical Resources

- Assists the dispensary manager in ensuring the dispensary stock is maintained and managed at the most appropriate level for an effective service, whilst minimising stockholding and wastage. The post holder contributes to this by participating in dispensary stock checks as delegated by the dispensary manager.
- Assists in maintaining the security of medicines within the department by working within Trust policies and departmental procedures.

- Works in such a way as to avoid unnecessary waste of drugs and materials e.g. using computer records to avoid duplicating prescriptions or issue of ward stock.
- Ensures returned medicines from wards and departments are processed appropriately to minimise waste.

Human Resources

Management

- Supervises the work of dispensing assistants, rotational assistants, reception / pharmacy assistants and more junior staff throughout the department and at ward level.

Education

- Participates in the training of staff, including supporting ATOs training to meet the minimum competency guidelines and student technician training through demonstration of practical skills.
- Participates in training relating to the role.

Information Resources

- Utilises pharmacy computer system to gain information on stock availability or orders, in response to queries from within the pharmacy department, wards departments and other hospitals.
- Refers to pharmaceutical reference books and medicines information unit to clarify routine queries on pharmaceutical products.
- Utilises pharmacy computer system and specialised labelling programmes to produce labels to be attached to products prepared in the dispensary.
- Uses e-mail system to communicate with colleagues internally and external to the Trust.
- Uses the pharmacy computer system for retrieval of confidential patient information.
- Utilises eRecord to ensure patient specific orders, active medication lists and discharge prescriptions can be printed to facilitate ward and dispensary processes.

Research and Development

- Participates in the research and development in relation to the role, this may include audit work and QI projects.

8. Freedom to Act

- Works independently, following Standard Operating Procedures during daily activities.
- Requirement to use initiative and experience when making judgements about priorities concerning workload.

Clinical Governance

- Post holder works within the boundaries of clinical governance set down by the Trust.
- Post holder is responsible for constantly maintaining a high standard of work.
- Works to formulary guidelines.

9. Effort & Environment

Physical

- Daily work involves standing at a bench for long periods of time with brief periods of sitting when producing labels. Is required to move around between various storage areas to collect stock, which may involve some bending, stretching and use of a kick stool.
- Required to walk between wards and around the hospital, including periods of time at the patient bedside and nurses station where workspace can be limited

Mental

- High level of concentration required during the ordering process, production of labels, selection of the correct medicines from various locations in the dispensary and the associated counting and measuring. Must be able to work accurately and with precision in a noisy, busy environment, often with frequent interruptions.
- High level of concentration needed when reading prescriptions.
- High level of concentration required when accuracy checking the work of others.
- Need for concentration and attention to detail during the preparation of labels and also when taking patient medication histories to ensure all the appropriate information is input accurately into the computer system.

Emotional

- Deals with a cross-section of the public on a daily basis where patients may be upset, distressed or angry due to what they perceive as being a long waiting time.
- Encounters inpatients who are acutely unwell with a variety of medical conditions.

Working Conditions

- Uses the computer as previously described.
- Occasional exposure to verbal aggression
- Handles hazardous materials e.g. cytotoxins when preparing or dispensing pharmaceutical products following COSHH guidelines. May come into contact with contaminated materials when sorting through patient's own medicines.
- Works in hot poorly ventilated conditions on occasions during the summer months. Drinks and refreshments are not permitted in these areas so post holder can become uncomfortable and find it difficult to cool down.

Agreed post holder..... Agreed Manager.....

Date..... Date.....

The Newcastle upon Tyne Hospitals NHS Foundation Trust**Person Specification****JOB TITLE:** Pharmacy Technician**BAND:** 4**DIRECTORATE:** Pharmacy

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
Qualifications & Education	<ul style="list-style-type: none"> S/NVQ Level 3 in Pharmacy Services or equivalent Registered with GPhC 	<ul style="list-style-type: none"> Experience as an assessor/ Educational Supervisor Successful completion of a recognised accredited checking technician qualification. 	
Knowledge & Experience	<ul style="list-style-type: none"> Experience of working in a Pharmacy Patient Services environment. Knowledge and understanding of pharmacy patient services, supported by practical experience gained through training. Knowledge and understanding of the Law and Ethics relating to the dispensing of medicines. Evidence of professional CPD 	<ul style="list-style-type: none"> Awareness of Trust policies and procedures relating to dispensary services. Knowledge of current COSHH and Health and Safety Legislation. 	
Skills & Abilities	<ul style="list-style-type: none"> Excellent oral communication Excellent written communication Excellent customer care Ability to maintain a high standard of accuracy in a busy environment Pharmacy computer skills Ability to use own initiative Able to work as part of a team Able to work under pressure 	<ul style="list-style-type: none"> Able to supervise others 	
Values / Behavioural / Attitudes	<ul style="list-style-type: none"> Motivated Willing to undertake additional training. Smart professional appearance Adaptable to change 		
Core Behaviours	<ul style="list-style-type: none"> Alignment to Trust Values and Core Behaviours Take personal responsibility to: <ul style="list-style-type: none"> engage with the Trust's Climate Emergency Strategy and Sustainable Healthcare in Newcastle (SHINE) initiatives; assist in embedding our sustainability values into everyday practice; and help ensure such practice is applied consistently by you and your colleagues 		

CANDIDATE:
SIGNED BY:
DESIGNATION:

REFERENCE NO:
DATE: