

Job Description and Person Specification

Job Title: PHARMACY TECHNICIAN



respect ♦ open ♦ accountable ♦ working together ♦ innovative ♦ excellence

Visit us at www.kmpt.nhs.uk

Job Description

JOB TITLE: PHARMACY TECHNICIAN

BAND: 5

CARE GROUP: CORPORATE

DEPARTMENT: PHARMACY

HOURS OF WORK: 37.5

RESPONSIBLE TO: LEAD PHARMACY TECHNICIAN

ACCOUNTABLE TO: LEAD CLINICAL PHARMACIST

BASE: SWALE CMHT, SITTINGBOURNE, MEDWAY CMHT, GILLINGHAM AND LITTLEBROOK HOSPITAL, DARTFORD

JOB PURPOSE:

- To provide a comprehensive medicine management service within inpatient and community services in the trust when required. The split between inpatient services and community services will be according to agreed clinical need.
- Ensure medicine management processes are to a high standard across all sites.
- To provide a training resource on medicines management issues relating to mental health.
- The post will require the flexibility to move within the locality.

KEY RESULT AREAS:

Clinical (Inpatient)

- Responsibility for stock-controlled medication, including ordering, monitoring and storage, within clinical team environments.
- Liaise with clinical pharmacist regarding complex specialist treatment.
- Produce clinical intervention reports.
- To report medication safety incidents and work with the medicine safety officer to reduce and support learning from incidents.
- To liaise with other health care professionals to negotiate help to aid patient compliance, and provide support, particularly in patients with complex physical disorders.
- To participate in monitoring compliance to nationally and locally agreed protocols and policies concerning medication management issues within your locality.

- To work with other pharmacy technicians working within the local CCG's, providing support and mentoring on mental health issues.
- Provide clinical and technical support to wards as appropriate.
- Contribute to discharge planning activities and prioritisation of medicines supply.
- Liaise with the pharmacy team from departments that provide a supply service to KMPT patients and deliver appropriate training in mental health issues.
- Liaise with the Lead Locality Pharmacist, on issues relating to mental health pharmacy in order to develop medicines management services, and to attend Locality Team meetings.
- To contribute to Clinical Audit where required and participate in practice research to improve pharmacy services and patient care.
- To participate in clinical trials where necessary and maintain Good Clinical practice (GCP) certification.

Clinical (Community)

- To take the lead role in the co-ordination of the safe supply of clozapine in the community mental health teams working alongside nursing colleagues in the clinic environment.
- To provide training to staff on managing clozapine and to accredit those who will use Point of Care Haematology (PocHi) analysing machines.
- To support community clozapine initiation and titration in accordance with trust policies.
- Providing support to the depot clinics within the Community Mental Health Team.
- To undertake medication and compliance reviews (in area of clinical competence) in community mental health services and patient's homes in order to improve patient care and encourage good quality and rational prescribing.
- To provide counselling to patients on medicines related issues thereby supporting medicines optimisation and adherence to medication.
- To work within established processes to monitor the physical health of patients as well as side effects and adverse events caused by medication.
- To provide medicines management services co-ordinating and planning the prompt supply of medication to patients, dealing with urgent supply issues and problems and ensuring high medicines management standards and accurate medication regimens are prescribed.
- To provide quality, effective pharmacy services to improve patient care including technical and clinical services, and assisting in the education and training of pharmacy and nursing staff.
- Contribute to the development and implementation of policies and procedures within the service.
- Maintaining and managing a lithium database for all lithium patients within the community under the care of KMPT.

- Provide advice to psychiatrists and nursing staff on the use of medication for non-psychiatric conditions that clozapine and depot patients may be taking.

i. Managing data

- Monitor use of specific high-cost products, ensuring that Trust guidelines are followed.
- To be responsible for the storage of data within their base.

ii. Education, training and supervision

- Participate in the provision of training to other healthcare professionals.
- Educate patients about their drug therapy with the provision of verbal or written information where necessary including participation in medicines education groups for patients and carers as necessary. As well as providing one to one counselling sessions where necessary.
- To participate in the KMPT supervision process in accordance with good practice guidelines.
- To participate in regular appraisal and to maintain a continuing professional development record as required by GPhC.
- Keep up to date with mandatory training required by KMPT.

RESPONSIBILITY:

- To work within the General Pharmaceutical Council (GPhC) guidelines, the Royal Pharmaceutical Society (RPS) Code of Ethics and within the framework of the policies and procedures of the Trust.
- Ensure that a “Duty of Candour” is maintained with services users/carers at all time.
- Co-ordinates and maintains medication supply to the wards and teams.
- Initiates and completes a medicine reconciliation for each identified patient.
- Is a key member of the Multidisciplinary Team, participating in team meetings in order to maximize patients potential for independent medicines management.
- To support the pharmacists in attaining CQUIN and KPI targets.
- To prepare discharge medication in a timely and efficient manner.
- To communicate discharge information to patients, Community Pharmacies and GPs.
- Discussing medication with patients and carers and developing a variety of approaches to support informed care.
- Educating colleagues about medicines management and medicines optimisation.
- To be responsible for the relevant data collection on work activities, as required, and to maintain a high standard of clinical record keeping.

ENVIRONMENT:

- Maintaining and promoting a safe environment taking account of infection control and identifying and reporting hazards and risks in a timely manner.
- Intense emotional effort to manage and respond to challenging behaviour of mentally ill people in crisis on a regular basis. This may include exposure to verbal and physical aggression on occasions.
- Working to tight / short deadlines within a demanding environment.
- The post holder must be able to work competently in a challenging environment and be able to react to changing care demands whilst demonstrating the highest levels of care and empathy towards patients. This is across all aspects of the role in a flexible manner demonstrating the trust values.
- Treat patient and their family members using a high degree of empathy and advanced communication skills.

JOB SUMMARY:

To assist the locality lead in developing an integrated medication management service to patients in the locality.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

Internal

- Chief Pharmacist
- Deputy Chief Pharmacist
- lead advanced community clinical pharmacist and Lead Clinical Pharmacists
- Senior Inpatient and Community Pharmacists within KMPT
- Locality Lead Pharmacy Technician
- Other pharmacy staff, KMPT
- Clinical Directors, KMPT
- Heads Of Psychiatry
- Medical, nursing and support staff, KMPT

Other NHS

- Pharmacy staff from local acute trusts
- GPs, Community Pharmacists

External

- Patients/carers
- Voluntary organisations
- Clinical Commissioning Group Pharmacy Advisors

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

SAFEGUARDING:

All staff have a duty to identify, report and record incidents of potential or actual abuse. This statement applies whether the victim is an adult or child. All queries will be addressed by the Trust Safeguarding Team.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:

Chief Pharmacist
Deputy Chief Pharmacist
Lead Clinical Pharmacists
Clinical Pharmacists
Medicine Safety Officer
Lead Medicine management Pharmacy Technicians
Medicines management Pharmacy Technicians

JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Person Specification

Knowledge, Skills, Training and Experience

	ESSENTIAL	DESIRABLE
Training & Qualifications	<ul style="list-style-type: none"> • Pharmacy technician or dispensers Qualification (NVQ 3 or equivalent) • Registered with GPhC • Medications management knowledge including appropriate policies and legislation acquired through formal education and specialist training • Basic general education 	<ul style="list-style-type: none"> • Accredited Medicine management qualification • Basic life support/ first aid training • Experience in using the Point of Care Haematology (PocHi) machine • Accredited accuracy checking qualification
Experience	<ul style="list-style-type: none"> • Minimum of 12 months post-qualification experience • Working in various disciplines and across organisational boundaries, linking primary and secondary care • Working within a clinical/ward environment 	<ul style="list-style-type: none"> • Experience and/or an interest in mental health
Knowledge & Skills	<ul style="list-style-type: none"> • Advanced IT literacy, especially Excel and Access • Good understanding of primary care • Able to work alone to short deadlines • Able to work as part of a team • Good at practical problem solving • Excellent communication skills • Good presentation skills – both written and oral • Ability to plan, organise and prioritise own workload • Able to co-ordinate around a number of complex activities which may require the adjustment of plans 	<ul style="list-style-type: none"> • Good understanding of the issues affecting mental health prescribing • Good social skills • Project management skills
Other	<ul style="list-style-type: none"> • Attention to detail • Commitment to CPD • Ability to take responsibility • Current driving licence with access to a car • Ability to cope with emotionally challenging and distressing circumstances • Ability to cope with occasionally violent and aggressive situations 	