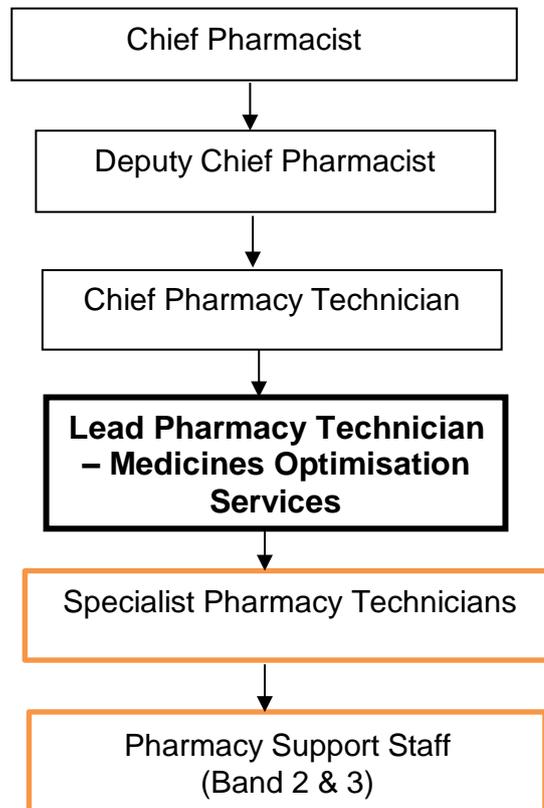


| 1. JOB DETAILS | |
|--|---|
| Job title: | Lead Pharmacy Technician - Medicines Optimisation Services |
| Accountable to: | Chief Pharmacist |
| Managerially (if required) | Chief Pharmacy Technician |
| Professionally (If required) | Chief Pharmacy Technician |
| Agenda for Change Band: | 6 |
| Location: | Pharmacy Department HDH |
| 2. JOB SUMMARY | |
| <ul style="list-style-type: none"> • To manage and develop the delivery of Medicines Optimisation services across all patient areas to provide a joined up medicines supply service between dispensary and ward based pharmacy teams • To direct the technical Medicines Optimisation workforce and co-ordinate their workloads to ensure efficient delivery of the service to patients, wards and departments of the Trust and other healthcare organisations. • To manage and develop pharmacy technical services including in relation to drug history taking, patient counselling and accuracy checking. • To direct and provide support to staff rotating through the Medicines Optimisation service areas e.g. pre-registration pharmacists, pre-registration pharmacy technicians, pharmacists and other technical posts. • To develop medicines supply pathways between the pharmacy department and patient areas. • To develop innovative medicines supply models to support patient flow challenges in the organisation e.g. near patient dispensing, optimising the use of patients own medicines. • To develop and lead strategies for reducing medicines related delays in discharge. • To develop and lead strategies for reducing medicines waste. • To develop communication channels across the pharmacy and ward areas in order to facilitate efficient working practices and an effective Medicines Optimisation service. • To train and develop staff in Medicines Optimisation services. • To maintain links with other Lead and Specialist Pharmacy Technicians and other pharmacy staff to ensure a safe and efficient service. • To evaluate Medicines Optimisation services in order to highlight areas of good practice and identify service development opportunities. • To contribute to the setting of KPIs for Medicines Optimisation services and monitor services against these targets. • To identify and implement risk reduction strategies across Medicines Optimisation services. • To develop regional and national links with Medicines Optimisation technicians in order to share best practice. • To liaise with GPs, community pharmacies and external organisations in order to improve the Medicines Optimisation service. | |

3. ROLE OF DEPARTMENT

To provide a safe, patient-focussed and effective hospital based pharmacy and medicines optimisation service to the HDFT and its stakeholders

4. ORGANISATIONAL CHART



5. KEY WORKING RELATIONSHIPS

- All members of the Pharmacy team
- Medical and Nursing Staff
- Specialist Nurses
- North Yorkshire CCG
- Community Pharmacy
- General Practitioners
- Primary Care Networks
- Other clinical multidisciplinary colleagues in primary care

6. DUTIES AND RESPONSIBILITIES OF THE POST

Leadership

- To provide leadership and management to all aspects of Medicines Optimisation.
- To lead, develop and maintain a working environment that encourages teamwork, mutual support and excellence in service delivery and reduces risks to a minimum.
- To develop and implement a strategy for improving the skill mix within the Medicines Optimisation team.
- To provide leadership and support overseeing the supply and distribution of pharmaceutical products to the wards, departments and clinics as appropriate.

- To actively review and develop the roles of the Medicines Optimisation team.
- To line manage and ensure all staff receive individual performance reviews (appraisals) and to support identified objectives and training requirements.
- To provide leadership into the recruitment and selection of new staff.
- To respond appropriately to urgent / complicated requests from ward and clinic areas.
- To provide leadership and management to ensure the efficient, cost effective and timely supply of medicines.
- To contribute to departmental forward planning.
- To maintain high professional standards at all times and ensure compliance with statutory regulations concerning pharmaceuticals and the provisions of the Health and Safety at work Act.
- To manage resources effectively within the Medicines Optimisation service.

Medicines Supply

- To dispense and issue medicines to patients and ward/department areas ensuring that all necessary information is available.
- To check dispensed items as an accredited checker.
- To provide advice and information to patients on how to take their medicines effectively and safely.
- To take payment for prescription charges and generate receipts as required.
- To ensure that all information required for stock control and medicines use reporting is recorded accurately.
- To liaise with procurement staff regarding urgent ordering required and other healthcare staff about supply problems/delays.
- To investigate stock discrepancies, adjust stock levels and ensure adequate stock levels are maintained.
- To dispense clinical trial medication and complete required documentation following defined Standard Operating Procedures.
- To dispense hospital only medicines and unlicensed medicines in accordance with Standard Operating Procedures.
- To dispense oral Systemic Anti-Cancer Therapy taking necessary precautions in accordance with Standard Operating Procedures.

Training, Quality Assurance and Service Improvement

- To be responsible for training and supporting all grades of pharmacy staff in Medicines Optimisation activities, including preparation and updating of training packages as appropriate.
- To re-assess competencies on a regular basis and identify any training needs.
- To perform the final competency sign off for staff as appropriate.
- To provide expert witness testimony for students and other staff undertaking relevant training courses.
- To identify training needs of staff and devise individual training plans.
- To develop and update induction & training packages for Medicines Optimisation services.
- To contribute to Regional training packages and study days relating to Medicines Optimisation.
- To ensure accurate documentation and record keeping within the Medicines Optimisation service.
- To ensure relevant SOPs relating to the areas of responsibility are written, approved and authorised in conjunction with other appropriate staff and managers.

- To ensure the delivery and implementation of agreed procedures and monitor compliance with all SOPs.
- To coordinate and lead pilot schemes and service improvement to assess benefits of new ways of working.
- To assist in auditing the service against set targets in conjunction with Internal Audit Department as appropriate.
- To prioritise workload and analyse situations to resolve problems.
- To contribute to service developments and ensure change is managed smoothly.
- To be responsible for ensuring good dispensing and medicines distribution practice.
- To identify and implement risk reduction strategies in the Medicines Optimisation work areas.
- To develop efficient communication channels with the rest of the pharmacy team to ensure a good understanding of the service and the roles and responsibilities of staff.
- To participate, as a registered pharmacy technician, in the late opening, weekends and bank holidays on a rotational basis.
- To work to agreed objectives with annual appraisal with the Chief Pharmacy Technician.

7. WORK SETTING AND REVIEW

The post holder will work closely with the Chief Pharmacy Technician, Specialist Pharmacy Technicians to ensure an effective and efficient Medicines Optimisation service. The post holder will be expected to work unsupervised on day-to-day tasks and to use initiative to resolve issues.

The post holder will be a point of contact regarding complaints from patients and service users.

As a registered Pharmacy Technician the post holder will also support dispensary and ward based medicines optimisation services during late night, weekend and bank holidays.

8. JOB DESCRIPTION AGREEMENT

Post holder's signature

Date

Line Manager's signature

Date

PERSON SPECIFICATION

POST TITLE: Lead Pharmacy Technician – Medicines Optimisation and Medicines Supply

| Factor | Essential | Desirable |
|------------------------|--|--|
| Qualifications | <ul style="list-style-type: none"> • Educated to degree level or equivalent through training in BTEC in pharmaceutical science and / or NVQ level 3 in pharmacy services or equivalent • Registered with the General Pharmaceutical Council as a Pharmacy Technician • Up to date CPD portfolio in line with GPhC requirements • A minimum of 2 years post-qualification experience as a Pharmacy Technician • Accuracy Checking qualification | <ul style="list-style-type: none"> • NVQ Assessor i.e. A1 / A2 or equivalent • APTUK membership • Management / Leadership qualification or evidence of formal management / leadership training. • Able to demonstrate detailed knowledge of legislation and current NHS standards relating to supply of medicines. |
| Experience / Knowledge | <ul style="list-style-type: none"> • Extensive post qualification experience in Medicines Optimisation in a hospital setting. • Management qualification or experience of staff and service management • Broad range of technical skills • Experience of training others • Experience of managing and developing staff including delivering appraisal • Medication history taking NVQ Level 4 qualification or equivalent • Experience of incident and error reporting and monitoring • Experience of the development and implementation of procedures | <ul style="list-style-type: none"> • Development and introduction of SOPs |
| Skills and Aptitudes | <ul style="list-style-type: none"> • Strong value base in line with HDFT values and behaviours • Excellent verbal, numeric and written communication skills • Good interpersonal skills • Good analytical and prioritisation skills • Identify and meet own training needs | <ul style="list-style-type: none"> • Organisational skills • Ability to evaluate own work • Good keyboard skills |

| | | |
|--------------------|--|--|
| | <ul style="list-style-type: none"> • Good IT skills including the full Microsoft Office Suite and relevant software • Ability to meet deadlines and manage a large and varied workload • Problem solving abilities • Ability to work on own initiative and without close supervision | |
| Other requirements | <ul style="list-style-type: none"> • Professional and diplomatic • Team worker • Adaptable • Highly motivated • Methodical, good attention to detail • Enthusiastic • Satisfactory DBS clearance | |
| | | |

PERSON SPECIFICATION AGREEMENT

Post holder
Date

Line Manager
Date

Each of the above points should be considered in the light of minimum requirements listed in the job description.