



Pharmacy Storekeeper

Department: Pharmacy – Northwick Park Hospital

Division: Womens, Childrens and Clinical Services

Responsible to: Principal Technician Pharmacy Procurement & Stores

Accountable to: Chief Pharmacist

Band: Band 3

Hours: 37.5

Location*: Northwick Park Hospital

*To meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.

Our vision and values

Our vision is quality **at our HEART**.

Quality...

Delivering quality means consistently meeting requirements and exceeding expectations.

We strive to deliver quality in everything we do – from the clinical care we provide and the employment opportunities we offer, to the support services and systems that underpin our care.

And in delivering high-quality clinical care, we mean services that are safe, effective, offer a good patient experience, are timely, equitable, and sustainable.

...at our HEART

By placing quality at our heart, everything we do as an organisation should further our ability to deliver quality.

This includes the people we hire, the skills our employees develop, the behaviours we celebrate, how we think and act, the investments we make, our systems and processes, and our organisational values.

Our vision also encompasses our **HEART** values, which were shaped and developed in 2017 by more than 2,500 employees as well as many patients. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

- ♥ **Honesty:** we're truthful, we're open, and we speak up
- ♥ **Equity:** we're kind and caring, we act with fairness, and we're understanding
- ♥ **Accountability:** we're professional, we strive for excellence, and we improve
- ♥ **Respect:** we're attentive and helpful, we're appreciative, and we act with empathy
- ♥ **Teamwork:** we involve others, we support our colleagues, and we set clear goals.

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Our objectives

Our objectives set out how we plan to realise our vision. They offer our employees, partners and our communities' clarity about what we will do.

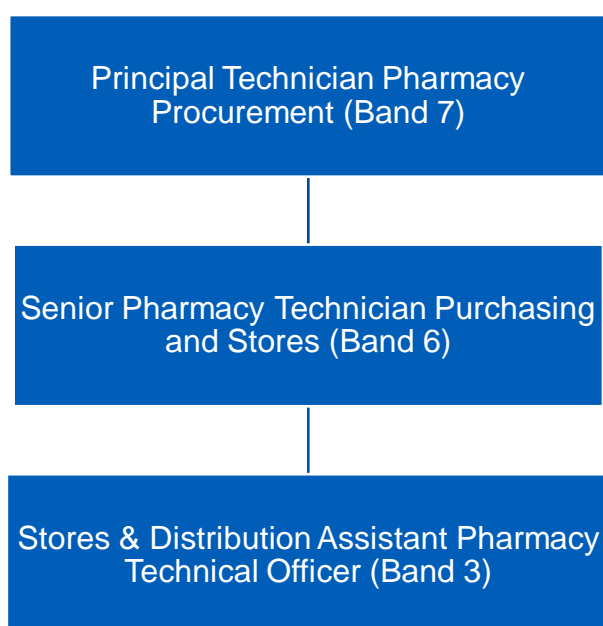
- We will provide high-quality, timely and equitable care in a sustainable way.
- We will be a high-quality employer where all our people feel they belong and are empowered to provide excellent services and grow their careers.
- We will base our care on high-quality, responsive, and seamless non-clinical and administrative services.
- We will build high-quality, trusted ways of working with our local people and partners so that together we can improve the health of our communities.

You can read more about our vision, values, and objectives at lnwh.nhs.uk/OWF.

Job Summary

The Storekeeper will report to the Principal Pharmacy Technician for Purchasing. The post holder will be based in the Pharmacy Stores and Distribution department and will assist in the daily receipts from external suppliers and issue medicines via picking tickets. The Post holder will support the Drug Distribution Service when necessary. The Post holder will also assist with the training and induction of new staff and will support duties including helping to manage stock, cleaning, tidying. The post holder should have an NVQ level 2 in Pharmacy Services.

Structure



Key Responsibilities

1. Receiving Medicines from Suppliers:

- The post holder will be based in the Pharmacy Stores and will assist in the goods-in processes from external suppliers and place stock in its appropriate location following department procedures.
- The post holder will assist in the continual reconfiguration and organisation of the store to improve efficiency and take part in environmental monitoring requirements and expiry date checks.
- Receive controlled drugs and ensure they are checked against delivery note and purchase order according to departmental procedures in a timely manner.
- Train as a robot super user and support with resolutions of robot related issues.
- Accurately receive stock delivered onto the CMM stock management system.
- Receive deliveries of nutritional feeds and deliver to the diet store.

2. Management Of Pharmacy Stores

- Ensure all deliveries from suppliers are put away in the allocated locations, stock is rotated, and expiry dates of the stock stored in pharmacy stores is regularly checked.
- Ensure that the Pharmacy stores, shelves, fridge, and floors are kept clean and tidy.
- Carry out daily rolling stock checks generated from the CMM stock control system and assists with investigation of any discrepancies.
- File and maintain all stores paperwork which include requisitions, picking lists, stock check sheets, unlicensed paperwork, and any specially requested medicine or nutritional feed.
- Ensure any concerns with the operation of the fridge/freezer, air conditioning unit, robot, security doors and camera are escalated appropriately to the senior technician for stores and distribution. .
- Assist with the fortnightly wastage collection by Trust waste disposal contractor.
- Assist with the flow of information between the purchasing office and the stores which may involve supporting the operations in the purchasing office.
- To assist with inputting and retrieving medicines from the robot and to support with the monthly expiry date checks.

3. Other Duties

- Assist with checking the diet store and the prompt manual ordering of nutritional feeds.
- Respond to and deal with queries in person and over the phone from other multi-disciplinary teams.
- Check and prepare medicines and dispatch them to dispensary, wards, and clinics.
- Participate in the late duties and weekend and bank holidays shifts as per the departmental rotas.

4. Training

- Full training will be provided within the department for staff to undertake stores and distribution and dispensary duties. Staff will be required to have or undertake QCF level 2 in Pharmacy Services.

Additional responsibilities

Information governance

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data.

The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance appraisals, holiday and sickness records, salary reviews and remuneration details and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks).

The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation.

You must always comply with the Trust's data protection policy, and you agree that you will only access the systems, databases or networks to which you have been given authorisation.

The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal.

You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

Information security

All staff must adhere to the requirements of the Trust's information security policy, which covers the deployment and use of all the Trust's electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the policy may result in disciplinary action and could also result in a criminal offence.

Health and Safety at Work Act (1974)

You are required to take reasonable care for your health, safety, and welfare and that of other people who may be affected by your actions or omissions. These responsibilities apply at all times whilst you are at work or on duty, and apply to all Trust premises, also whilst working in the community or on any other Trust business.

Equal opportunities and equalities legislation

It is the policy of London North West University Healthcare NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

Patient and public involvement

Section 11 of the Health and Social Care Act 2001 places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and

ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

Risk management

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

Corporate/clinical governance

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

Infection control and hospital-acquired infection

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's infection prevention and control policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of healthcare associated infections including MRSA. All staff have the following key responsibilities:

- staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact.
- staff members have a duty to attend infection control training provided for them by the Trust.
- staff members who develop an infection that may be transmissible to patients have a duty to contact occupational health.

Safeguarding children and vulnerable adults

Everyone has a personal and a professional responsibility to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns.

Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk.

The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people, and vulnerable adults.

As an employee of the Trust, you have a responsibility to ensure that:

- a) you are familiar with and adhere to the Trusts procedures and guidelines for safeguarding children and vulnerable adults.
- b) you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Staff commitment to patient care

You are expected to ensure that patients' needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

Health records

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy.

For further information refer to Records Management Code of Practice via gov.uk.

NHS constitution and code of conduct for managers

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.

The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.

Person specification

Job title: Stores and Distribution Pharmacy Assistant Technical Officer

Division/department: Womens, Childrens and Clinical Services / Pharmacy

Requirement	Essential	Desirable
Education/ qualifications	<ol style="list-style-type: none"> 1. NVQ (QCF) level 2 in Pharmacy Services or an equivalent Pharmacy Assistant certificate 2. Good standard of education, GCSE or equivalent. 3. Numerate and fluent in the English language 	
Knowledge and experience	<ol style="list-style-type: none"> 1. Worked in a pharmacy either hospital or retail. 2. Dealing with the public/ healthcare professionals. 3. Demonstrate attention to detail and accuracy. 	<ul style="list-style-type: none"> • Worked in a Hospital Pharmacy Stores & Distribution Department
Skills, abilities, and attributes	<ol style="list-style-type: none"> 1. Ability to train and supervise staff. 2. Good communication skills 3. Able to talk to patients and staff. 4. Good telephone manner 5. Able to overcome barriers to communication. 6. Good interpersonal skills. 7. Good organisational skills. 8. Ability to learn fast, be flexible, a good team player and show initiative. 9. Hard working and able to work well under pressure. 10. Reliable and conscientious. 11. Capable of moderate physical activity. 	<ul style="list-style-type: none"> • Ability to organise workflow. • IT Microsoft skills an advantage

Requirement	Essential	Desirable
HEART values	<p>Demonstrate commitment to Trust HEART values: honesty, equity, accountability, respect, and teamwork.</p> <p>Demonstrate commitment to place Quality at our HEART</p>	<ul style="list-style-type: none"> Click or tap here to enter text.

Person specifications should be kept to a maximum of 25 bullet points

Job description and person specification drafted / amended by

- Name: Nicole Edey-White
- Designation: Principal Pharmacy Technician – Procurement and Stores
- Date: 04/04/2024

Job description and person specification agreement

Job holder's name:

Date:

Line manager's name: Nicole Edey-White

Date: 04/04/2024