

## JOB DESCRIPTION

<b>Job Title:</b>	Pharmacy Technician - Offender Health
<b>Reports to (post title):</b>	Primary Care Matron/ Senior Pharmacy Technician
<b>Evaluated Banding</b>	Band 5
<b>Role Purpose:</b>  <p>To support provision of the highest quality patient care within the Offender Health directorate, through personal actions and continuous improvement.</p> <p>To work as an active member of the healthcare care team to ensure delivery of a specialist high quality, safe prison pharmacy ordering, distribution and supply service which reflects National and Local Policy and Priorities, taking into account the high level of security that must be maintained at all times.</p> <p>To maintain and support effective prescription management and medicines optimisation activity in the secure environment, including the administration and supply of prescribed medication directly to patients.</p> <p>To provide information and advice to patients and colleagues about medication and processes where appropriate.</p>	
<b>Role Context:</b>  <p>The role is significant in the provision of a comprehensive pharmacy service to patients in the prison, with the aim of affording patients in prisons equivalent healthcare to that in community.</p> <p>This role supports safe, cost effective prescribing and continuous improvement of patient care.</p>	
<b>Trust Values</b>  <p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p style="text-align: center;"><b>Trust Honesty Respect Compassion Teamwork</b></p>	
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<b>Working Practice</b>  <p>Effectively work as part of a team, supporting all aspects of the supply and distribution of medications, to ensure the safe, timely and accurate provision of medication to patients.</p> <p>Confirm medication histories (medicines reconciliation) by appropriate means and with patient consent and liaise with the prescriber to ensure continuity of essential prescribed</p>	<p>Accurate documentation</p> <p>Reporting of IP RA completed</p>

<p>medicines.</p> <p>Undertake accurate Risk Assessments to ascertain whether patients may hold their medications 'In Possession' or otherwise, recording appropriately.</p> <p>Respond to and process requests for medication ('apps') in order to facilitate the process of drug administration and supply to patients and ensure the safe effective and timely use of medication by patients, whether Not In Possession or In Possession.</p> <p>Check prescriptions generated to ensure accuracy and process any out of date prescriptions. Ensure prescription are legal and valid before requesting supply</p> <p>Work unsupervised in medication administration areas, and be responsible for medicines management within these areas.</p> <p>Work collaboratively with the Substance Misuse Team to administer controlled drugs medication to treat substance users in an organised and timely manner with particular attention to maintaining correct records including controlled drug records in accordance with the Trust and Local Policy.</p> <p>Effectively communicate with patients to receive or provide information relating to medications in a challenging environment, and refer appropriately.</p> <p>Effectively communicate with colleagues regarding patient care in a challenging environment. Provide advice on medicines related queries from any source. Refer as appropriate.</p> <p>Provide a medicines use review service for patients and liaise with prescribers to maximise safe, cost-effective prescribing, and improve the quality of patient care.</p> <p>Contribute to the monitoring of prescribing expenditure through use of formulary and audit.</p> <p>Lead and direct goods ordering and receipt duties to ensure the continued availability of medicines and related items within the Trust. These duties include:</p> <ol style="list-style-type: none"> <li>Stock control and creation of orders</li> <li>Sending order requirements and prescriptions by appropriate methods to the relevant supplier</li> <li>Checking deliveries and orders received</li> <li>Accepting delivery and subsequent transportation to healthcare</li> <li>Reconciling goods received against delivery</li> </ol>	<p>Accurate use of SystmOne programme</p> <p>Communication</p> <p>Expenditure review</p> <p>Ordering of medication</p> <p>Stock Audits</p> <p>Expiry date checks</p>
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<p>To adhere to the Trust and departmental policies and Standard Operating Procedures, in line with current legislation, covering Health and Safety, Data Protection Act and Equality and Diversity.</p> <p>Attend relevant meetings/ training associated with continuing professional development. This is to include Health and Safety, Manual Handling, Fire updates and any other Mandatory training, as well as daily handover and pharmacy team meetings.</p> <p>Assist in the development, implementation and review of Standard Operating Procedures in relation to medicines</p> <p>Contribute to the development of and support implementation of medicine management strategy and associated services and projects.</p> <p>Identify areas of development or improvement of the medicines management service</p> <p>Achieve objectives agreed at individual performance review, with line manager in order to effectively contribute to the systematic provision of pharmacy services ensuring progressive innovation and service development.</p> <p>To be aware of the safety and security requirements of a Prison environment and report any concerns in accordance with Trust and Local policies.</p> <p>To undertake any other duties that would be a reasonable expectation of the role.</p>	
<b>Dimensions</b>	
<p>Working within prisons (or other secure environment) housing up to 1200 prisoners or detainees. Involvement in the care of prisoners under supervision.</p> <p>Liaison with the nursing and wider healthcare team and prison staff to ensure continuity of care.</p> <p>Working across other prison sites as required to meet the needs of the service.</p>	
<b>Safeguarding</b>	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.</p>	

<b>Disclosure and Barring Services</b>
Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.
<b>Infection Control</b>
All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with infection prevention and control mandatory training requirements specific to their role.
<b>Equality and Diversity</b>
All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.
<b>Sustainability and Net Zero – Supporting Our Green Plan</b>
The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimising travel.
<b>Data Quality Statement</b>
All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.
<b>Communication</b>
<p>Communicate complex and sensitive information concerning patient's conditions and medicines within a custodial environment, requiring the post holder to have persuasive and reassurance skills and overcoming barriers to understanding with patients with additional or special needs</p> <p>Answering routine queries and referring to appropriate senior pharmacy or nursing staff as necessary.</p> <p>Establish effective working relationships within the pharmacy/ prison healthcare team and Medicines Management Team and with other colleagues.</p>

Establish relationships with other health professionals so that they are kept informed to ensure a partnership approach to medicines management that promotes seamless patient care.

Liaising with external suppliers as required both face to face and by telephone, fax and email.  
Attend and contribute to team meetings on issues relevant to prison pharmacy services, prescribing, medicines management and service development.

Communicate systems and procedures to new staff in a way they can understand, to enable them to utilise the information.

Always acting in a dignified and responsible manner with patients, visitors and colleagues, using appropriate language and communication skills which acknowledge cultural differences.

### **Knowledge, Training and Experience**

BTEC in Pharmaceutical Sciences/ NVQ Level 3 in Pharmacy Services or equivalent plus knowledge and experience of pharmacy and technical procedures to degree level or equivalent

Professional registration with the General Pharmaceutical Council.

Evidence of up to date CPD portfolio

Solid understanding of pharmacy procedures and practices, eg ordering of stock and prescribed medication, supply and administration to patients.

Up to date clinical and technical knowledge of a broad range of medicines management issues

Sound understanding of Standard Operating Procedures and policies

Excellent verbal and written communication skills

Influencing skills and patient counselling skills

Strong IT skills to use software packages for Patient Medication Record, SystmOne and /or other programmes

Knowledge of Microsoft Office tools

Knowledge of data protection and confidentiality issues

Experience of participating in clinical research or clinical audit

Experience in development of systems and procedures and audit of these

Knowledge of manual handling

### **Analytical and Judgement Skills**

Identify risk issues concerning medicines, such as poor compliance and concordance, bullying,

diversion and overdose; and contribute to solutions through multidisciplinary treatment planning.

Identify patients requiring additional monitoring and refer when appropriate.

To make independent judgements involving role related facts and situations, some of which require analysis. These include assessing levels of stock, resolving emergency stock problems, the review of stock lists and processing returns eg following receipt of Drug Alerts.

Processing patient requests (via healthcare applications or 'apps') for medication supply and taking appropriate action. Accurately and efficiently reviewing prescriptions, orders and requests for medication.

Assess medicines related queries and liaise with prescribers, healthcare staff and external providers to resolve such queries. Provide daily support to prescribers.

Utilise SystmOne reporting and stock check data to identify medications that require reordering and take appropriate action.

To analyse and reconcile medicines for new receptions into prison

Provide problem solving advice about service provision and medicines management issues to service users

To assist in the analysis of audit data supporting the Trust clinical audit programme

### **Planning and Organisational Skills**

The post holder is required to organise their own time, planning work (e.g. treatments, audits, stock management, responding and prioritising patient queries and movement of medicines), in line with the Prison regime and service ordering deadlines, including transport and delivery schedules, and medication administration times.

Contribute to the planning and organisation of staff rotas

Allocation and reallocation of work to junior members of staff in the Pharmacy Team

### **Physical Skills**

Requirement for hand eye coordination for accurate medicine administration

Standard keyboard skills, with prolonged periods looking at visual display equipment.

Dispensing and replenishing stock carried out while standing for long periods.  
Bending, stretching, lifting and carrying of objects, eg trolleys, tote boxes, boxes of feeds etc.

Personal Protection and Breakaway training.

Ability to travel across all Trust sites

<b>Responsibility for Patient/ Client Care</b>
<p>To support patients, nursing team, prescribers and healthcare teams in the implementation of medicines related policies and formulary</p> <p>Supply in-possession medicines and supervised medicines directly to patients, and act as 'First signature' for Controlled Drugs requiring two members of staff to administer.</p> <p>Advise and assist patients to adjust and manage issues around their medicines use, providing medicines information and counselling to improve compliance and concordance.</p>
<b>Responsibility for Policy/ Service Development</b>
<p>Implements policies in own role, and proposes changes to working practices in own working area</p> <p>Assist in the development and implementation of local guidelines and integrated pathways.</p> <p>The duties and responsibilities of the post will be undertaken in accordance with Local and Trust policies and procedures. It is the post holder's responsibility to ensure they keep up to date with these policies.</p>
<b>Responsibility for Financial and Physical Resources</b>
<p>Maintains security of stock – Receives, stores and issues pharmaceutical stock.</p> <p>Supporting cost effective prescribing through the effective use of approved formulary</p>
<b>Responsibility for Human Resources</b>
<p>Day to day supervision of junior members of staff</p> <p>To deliver training to prison healthcare staff to ensure that services provided to patients are of a consistently high standard.</p> <p>Oversee and demonstrate daily duties, and provide advice and guidance, to less experienced staff, including student technicians, pre-registration trainee pharmacists, work experience students and new staff.</p> <p>To communicate systems and procedures to new staff in a way they can understand, to enable them to utilise the information.</p>
<b>Responsibility for Information Resources</b>
<p>Maintain accurate and contemporaneous patient health care records including computerised systems (SystmOne) and databases.</p> <p>Occasional requirement to produce statistical reports for audits</p> <p>Data entry - inputting of stock control data onto the pharmacy computer system.</p>

<p>Using Pharmacy computer systems, and shared areas to manage files.</p> <p>Ensure adherence to Information Governance policies relating to the safeguarding of information.</p>
<b>Responsibility for Research and Development</b>
<p>Undertakes surveys and audits as necessary to own work</p> <p>Participate in the implementation of new working practices to achieve improvements within the healthcare department.</p>
<b>Freedom to Act</b>
<p>Work is managed rather than supervised and follows Trust, Directorate and local Standard Operating Procedures.</p> <p>Adhere to COSHH regulations and all other relevant legislation relating to medications management.</p> <p>To work independently to deliver pharmacy services within the prison environment to ensure continuity of supply of medicines and in accordance with the Medicines Act 1968 and current GPhC guidance</p> <p>Work within approved prison medicines management policies and Standard Operating Procedures</p>
<b>Physical Effort</b>
<p>Frequent requirement to exert light physical effort for several long periods during a shift.</p> <p>Requirement to walk to prisoner wings, clinic areas and reception across a large geographical site.</p> <p>Unlocking and locking prison gates throughout the site.</p> <p>Moving, lifting and carrying of orders, using appropriate methods eg trolley.</p> <p>Walking long distances to collect stock deliveries and manoeuvring trollies etc</p>
<b>Mental Effort</b>
<p>Frequent requirement for concentration; work pattern can be unpredictable due to the nature of the prison environment.</p> <p>Work is frequently interrupted to answer the telephone, queries from colleagues and/ or respond to drivers/ deliveries.</p> <p>Required to prioritise urgent orders.</p>
<b>Emotional Effort</b>
<p>Occasional exposure to distressing or emotional circumstances i.e. challenging behaviour from</p>

patients.

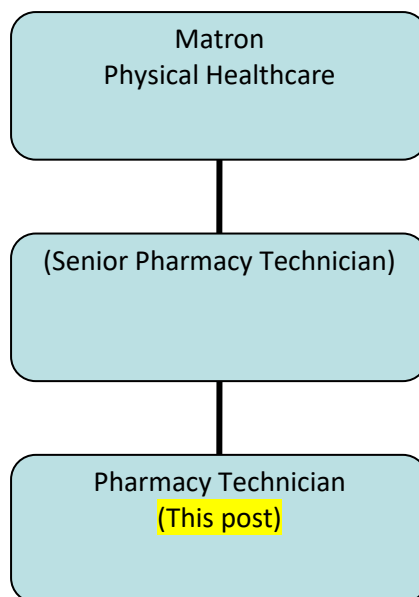
### Working Conditions

Occasionally working with medical gases and other hazardous solutions (cytotoxics drugs).

Occasional exposure to aggressive behaviour of prisoners, with potential verbal abuse and/ or physical violence.

The prison environment houses healthcare services for offenders who are either on remand awaiting court dates or have been sentenced. This involves being the subject of searching and security procedures, having responsibility for keys and working in a restrictive, locked environment.

### Organisation Chart



### Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously

striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



### Signatures

After reviewing the questionnaire please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

Next level Manager :

Date:

## EMPLOYEE SPECIFICATION FOR THE POST OF PHARMACY TECHNICIAN OFFENDER HEALTH

All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation

Attribute	Essential	Weight	Desirable	Weight	How Identified
Values	<p>All colleagues are expected to demonstrate at interview that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:  <b>Trust Honesty Respect Compassion Teamwork</b></p> <p>All colleagues are expected to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation</p>	2			I
Physical requirements	<p>Able to unlock and lock prison gates</p> <p>Able to travel across a large geographical area eg for training or meetings</p> <p>Able to move equipment and supplies around the prison site, involving bending, stretching, lifting moderate weights</p>	2 2 2			I
Qualifications - Academic / Craft / Professional	<p>BTEC in Pharmaceutical Sciences and NVQ Level 3 in Pharmacy Services or equivalent</p> <p>Current Professional registration as Technician with the General Pharmaceutical Council</p> <p>Evidence of up to date CPD portfolio</p>	2 2 2	Competency training and experience of eg stock management	2	Certificate A, I  Register

Training	Previous training in core technician roles eg labelling, dispensing, accuracy checking	2	Conflict Resolution	2	A, I
			Manual Handling	2	
			Breakaway	2	
			Medicines Administration	2	
Experience	Extensive experience of working in pharmacy  Evidence of Team working  Experience of accurate computer based stock control Clear understanding of the role of pharmacy technicians in prescription management	2  2  2	Experience of working in secure environment eg secure hospital or prison	2	A, I, R
			Previous experience of using SystmOne	2	
			Evidence of working in extended technician roles		
			Previous employment in a customer/ patient facing role		
Knowledge	Pharmacy procedures and legislation and good practice relating to medicines management Health and safety considerations Manual Handling	2	COSHH regulations PSIs and PSOs Participation in Audit Understanding of principles of clinical governance	2	A, I, R
Skills	Proficient IT skills Good written and verbal communication with a range of individuals and groups Strong interpersonal/ influencing skills Ability to assess stock issues, resolve problems Ability to work alone and within a team Ability to work to agreed procedures	2	Ability to speak other languages  Calmness under pressure Confidence in dealing with patients	2	A, I, R

	Excellent time management Change management				
Contractual Requirements	Shift working 150hours over 4 weeks, through eRoster Flexible working arrangements may require some unsociable hours to meet the needs of the service Ability to travel to Trust locations				I

**PLEASE NOTE THAT ALL CRITERIA WILL BE SUBJECT TO REASONABLE ADJUSTMENTS WHERE THE APPLICANT HAS DECLARED A DISABILITY AS DESCRIBED IN THE EQUALITY ACT 2010**