

# Job Description

Job Title:	Medicines Management Technician
Band:	5
Base:	You may be required to work in other designated locations of the Trust as well as your primary base. In particular, flexibility is required across the three main hospital sites (Leicester Royal Infirmary, Leicester General Hospital and Glenfield Hospital). If your initial location is one of these sites excess travel reimbursement would not apply for a permanent or temporary change of base.
Reports to:	CMG Lead Pharmacist
Accountable to:	Chief Pharmacist

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

Job Summary	<p>To improve the quality of patient care by the provision of an efficient medicines management service for patients in a clinical area, This includes drug history taking, facilitation of the use of patient's own drugs, one stop dispensing, counselling patients about their medicines and discharge co-ordination / processing.</p> <p>To provide a range of clinical and ward services under the direction of the CMG lead Pharmacist and to participate in dispensary based duties according to service need</p>
Staff	<p>To act as a line manager for allocated staff ensuring that all aspects of performance, attendance, training and appraisal are addressed in accordance with Trust Policy</p>

## KEY WORKING RELATIONSHIPS

- Pharmacy General Managers
- Principal Technicians
- Chief Technicians
- Professional development team
- Dispensary and Replenishment Team Leaders
- Technicians, Pharmacists
- Replenishment teams
- UHL Pharmacy Senior Management Team and Pharmacy Leadership Team
- Chief Pharmacist
- Deputy Chief Pharmacists
- CMG Lead Pharmacists
- CPO Manager and other CPO staff
- Clinical Trials Team
- Aseptic Service Team
- Administration and clerical support staff
- Service users
- Business partners

## KEY RESULT AREAS

- To coordinate medicines supply activity at ward level and to provide effective communication and coordination with central dispensaries.
- To be responsible for the supply of items for one-stop dispensing (once clinically checked by pharmacist). This will include generating the order, dispensing and placing in the patient's bedside medicine cabinet and endorsing charts as per departmental policy. To ensure all patients medication is transferred to the correct ward with the correct patient as necessary.
- To implement and maintain the Patients Own Drug (POD) scheme for the designated area (and self-administration where introduced) according to trust-wide policies.
- To coordinate discharge planning and implementation in conjunction with the clinical pharmacist and ward staff, through involvement with medical and nursing staff identifying patients for discharge, checking medicines against the TTO letter and dispensing, re-labelling as necessary.
- To ensure that accurate drug histories are obtained for identified patients by communication with the patient/carer and/or by liaising with external organisations including GP practices, community pharmacies and nursing/residential homes.
- To undertake patient counselling on selected patients and to work with the clinical pharmacist to ensure patients understand their discharge medication.

- To liaise with ward staff over any relevant medicines management issues to ensure concordance/compliance with prescribed medication.
- To be responsible for the maintenance of ward/department stock (including controlled drugs) including ensuring drugs are put away and rotated after delivery, and updating of ward stock lists for the designated clinical areas (in conjunction with the clinical pharmacist and ward staff). To ensure that stock no longer required is returned to pharmacy and/or reutilised in a timely fashion.
- To be responsible for ensuring that medicines, including Controlled Drugs, which are returned to pharmacy from their wards are either returned to stock or disposed of in accordance with current procedures.
- To maintain up to date handover sheets to ensure effective communication to other pharmacy staff.
- To carry out the three monthly checks of controlled drugs in clinical areas which keep CD's in accordance with the Leicestershire Medicines Code.
- To aid in the maintenance of prescriptions and records for patients supplied with drugs through outside agencies e.g. Healthcare at Home.
- To train and support nursing, medical and pharmacy staff regarding new drugs, delivery systems/ formulations/calculations, protocols and the POD scheme (and self-administration if appropriate).
- To participate in the training and/or mentoring of all pharmacy staff and act as a role model for other technicians.
- To participate in a reciprocal cover arrangement to maintain the medicines management service; which may include working at other sites.
- To be responsible for / contribute to line management and supervision of Ward Based Technicians / Medicines Management Assistants within the team.
- To lead or participate in ward based audit schemes or other forms of research and development
- This is a generic job description some teams may have specific requirements including: - attendance at pre-admission clinics, costing of drugs and regimens, additional record keeping of specialist drugs, setting up computerised systems to assist in this, enhanced services to discharge lounges. Involvement in audit of practice, setting up and invoicing of clinical trials and reclaiming money for drugs subsidised for non-commercial clinical trials may be included as part of the role.

### Dispensary/ Departmental duties

- To undertake the role of trouble shooter as described elsewhere and when necessary to deputise for the Dispensary Team Leader, in order to ensure an efficient flow of work through the department, and to ensure that adequate staff cover is maintained at all times.

- To dispense and check prescriptions including clinical trial medication, aseptic and extemporaneous preparations in accordance with professional and ethical standards laid down by the General Pharmaceutical Council and in accordance with departmental time and error standards.
- To issue dispensed medication to outpatients and counsel them on the correct and safe usage of their medication so that patients feel well informed and able comply with their medication regimen.
- To issue and ensure other authorised pharmacy staff issue Controlled drugs to meet all the legal requirements in the Misuse of Drugs Act (1971) and to departmental procedures.
- To ensure all drug transactions are entered accurately and timely to the pharmacy computer system so stock discrepancies are minimised.
- Ensure that all stock taking requirements are met so that the catalogue of monthly stock take is maintained.
- To have specific responsibility for the management of a particular area of the dispensary e.g. stock control, extemporaneous dispensing, cardiac arrest boxes outstanding prescriptions and controlled drugs.
- To maintain a tidy dispensary so that space is effectively utilised and bench space is kept clear and clean so good dispensing practice is maintained to include stock rotation and expiry checks.
- To participate in the training and assessment of all staff in the dispensary team, to evaluate that training and to be a role model for student technicians and pre-registration pharmacists, in order to ensure systems and procedures are understood, and competency standards achieved.
- To ensure all complaints about the service are recorded and dealt with effectively and promptly according to hospital procedure referring to the Principal Technician or Pharmacy General Manager as necessary

## GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>



# Person Specification

Post: Medicines Management Technician

Band: 5

Criteria	Essential	Desirable	Stage Measured at A – application I – Interview T – Test
Commitment to Trust Values and Behaviours	Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours		Interview
Training & Qualifications	NVQ , QCF & BTEC Level 3 Pharmacy Services Registration on the GPhC Pharmacy Technician register Accredited accuracy checker	In-house courses e.g. H & S, manual handling, COSHH. NVQ, QCF assessor qualifications	
Experience	Relevant post qualification experience Good dispensing practice Experience of POD or equivalent schemes	Supervisory skills Staff training Working on wards Patient Counselling	Application form and references
Communication and relationship skills	Good written and verbal communication		Application form and Interview
Analytical and Judgement skills	Logical reasoning & problem solving Accurate and high attention to detail		
Skills	Numerate/literate Calm under pressure Strong interpersonal skills Decision making Methodical and organised	Innovative	At interview and references

Job Title:  
Date Finalised:

	<p>Motivator</p> <p>Time management skills</p> <p>Ability to empathise with individuals</p> <p>IT Skills</p>		
Planning and organisation skills	<p>Ability to work as team member and work alone as required</p> <p>Able to accept direction</p> <p>Ability to use initiative</p>		Application form and interview
Equality, Diversity and Inclusion	<p>Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.</p> <p>All staff are expected to engage in compassionate and inclusive leadership in the provision of high quality care and interactions with others</p>		