

Job Description

Post Title:	Discharge to Assess, Community Medicines Optimisation Technician, Community Medicines Optimisation Service (CMOS)
Band:	5
Reports to:	Senior Medicines Optimisation Pharmacist, CMOS
Accountable to:	MLCO/ TLCO Head of Pharmacy and Medicines Optimisation, Community Medicines Optimisation Service (CMOS)

Main Purpose of Job:

Under the direction of the Senior Medicines Optimisation Pharmacist:

- Provide a medicines optimisation service to support designated Discharge to Assess Bed Based Units in Manchester and other CMOS services
- To work as part of the multidisciplinary team to:
 - Provide better co-ordinated care to patients
 - Reduce hospital re-admissions
 - Improve medicines safety
 - Improve medicines compliance
 - Reduce medicines wastage
- Encourage and support the development of good practice and safe medicines management systems in the Discharge to Assess Units and other CMOS services
- Assist in the development and implementation of medicines management policies and procedures to support safe and cost- effective use of medicines in line with local priorities, national directives, medicines legislation and professional ethics in care homes
- Contribute to new service developments and medicines optimisation projects
- Support the delivery of a medicines optimisation service to other Community Medicines Optimisation Service (CMOS) work-streams when required
- Participate in any new arrangements that may involve flexible working, e.g. extended hours or 7 day service.

Main Tasks/Overview of Responsibilities:

Responsibility for Patient Care

- Support senior pharmacists to establish safe working arrangements for medicines in the Community Medicines Optimisation Services
- Support the delivery of a medicines optimisation service to the Discharge to Assess Units
- Assist in the development and implementation of medicines reconciliation for the patients.

- Liaise with pharmacists, technicians, and other health care professionals in secondary and primary care to ensure continuity of care on patient transfer.
- Contribute to the discharge planning process within the Unit
- Identify and act on medicines errors/queries, reporting complex issues to a medicines optimisation pharmacist as appropriate.

Planning and Organising

- Ensure that databases are kept accurate and up to date
- Co-ordinate own daily workload

Analysis and Data Management

- Undertake audits and compile detailed data reports for senior staff and external organisations.
- Monitor and report progress of completed medicines reviews.
- Assist in the Community Medicines Optimisation Service audit programme.
- Analyse, compare, interpret and check complex and sensitive information from various sources about patient's social and medical conditions and their medicines.
- Input information regarding patient's medicines onto electronic systems (EMIS) as required
- Monitor and log incidents and report to senior Pharmacists as appropriate

Responsibilities for Human Resources

- Provide medicines management training and advice for community staff
- Assist in the development and training of other medicines optimisation and healthcare staff.

Responsibilities for Physical and Financial Resources

- Have a personal duty of care for equipment and resources used in course of work.
- Minimise medicines wastage by developing and implementing efficient working systems
- Provide reports as necessary to enable financial planning

Communications and Leadership

- Provide appropriate feedback to the Senior medicines optimisation pharmacist and MLCO/ TLCO Head of Pharmacy and Medicines Optimisation, Community Medicines Optimisation Service (CMOS) as required.
- Communicate effectively and appropriately with healthcare staff and patients regarding medicines issues
- Provide counselling and reassurance to patients on aspects of their medicines, overcoming barriers to communication with patients who have physical, mental, social, language, hearing, or sight problems.

Partnership Working

- Work with MLCO/TLCO staff, care workers, doctors, GPs, PCN pharmacists, Community Pharmacies, hospital staff, social services, voluntary organisations, patients and carers as necessary to ensure safe, effective use of medicines and so improve patient care.
- Work in partnership with staff working in all work-streams of the Community Medicines Optimisation Service

Clinical Governance

- Contribute to the development of medicines management policies and procedures
- Investigate and deal with medicine supply discrepancies
- Contribute to the Community Services Medicines Optimisation Service's governance agenda
- Participate in objectives set by the Trust, CQC, DH and others to meet clinical governance targets, develop patient care, improve clinical outcomes and ensure compliance with all

standards expected for medicines optimisation and the interface between primary and secondary care.

Research, Development and Audit

- Audit medicines management systems currently in place within Community Services and other workstreams in order to develop and improve services.
- Assist in the development of audit tools for use across all work-streams of the Community Medicines Optimisation Service
- Promote evidence-based practice that reflects the principles of governance and clinical effectiveness to improve the quality of patient care

Risk Management

- Participate in and promote the Trust incident reporting system and complaints procedure
- Contribute to improving processes for safe handling of medicines and prescribing within MLCO/TLCO Community Services

General

Physical effort

Physical effort is required in all aspects of the work including:

- Extensive use of computer, monitor and keyboard
- Prolonged sitting
- Travel between sites, external organisations and patients' homes.

Mental effort

- Prolonged concentration and accuracy is required for most duties of the post: for example; planning, organising, analysis, report writing, attending meetings, negotiating
- Constant need to evaluate situations, prioritise work and meet deadlines whilst managing frequent interruptions.

Emotional effort

Working conditions may include:

- Unpredictable work patterns
- The obligation to meet deadlines and urgent requests
- Occasional dealing with complaints, verbal aggression and challenging circumstances.
- Occasional exposure to distressing circumstances during investigation of medicines related incidents.

Health and Safety

Postholder will be required to ensure the adoption of safe work practices consistent with Health and Safety. The postholder must not, by act or omission, wilfully endanger themselves or others whilst at work. All accidents and untoward occurrences must be reported and potential hazards identified.

Freedom to Act

Postholder will be required to;

- Use own initiative to prioritise workload and action findings.
- Be accountable for own continuing professional development in order to keep medicines management knowledge up to date.
- Work unsupervised at various times as required

Any Other Duties within the Framework of the Post

- Ensure best practice and comply with requirements for entry onto the pharmacy technician register.
- The post holder will be required to undertake any other duties and responsibilities within the framework of the post

Conditions of Service:

Appraisal

The postholder will be appraised by a Senior Community Services Medicines Optimisation Pharmacist

Security

The postholder has a responsibility to ensure the preservation of NHS property / resources and must report all potential or actual breaches of security

Confidentiality

The postholder will maintain confidentiality at all times in respect of their work.

Team Briefing

The Trust operates a system of team briefing which is based on the principle that people will be more committed to their work if they fully understand the reasons behind what is happening in their organisation and how it is performing.

Smoking

The trust operates a no smoking policy. The policy applies to staff, patients and visitors and extends to the hospital grounds as well as internal areas. Staff appointed will undertake not to smoke on hospital premises.

Review

This job description will be reviewed periodically in consultation with the postholder to reflect the changing nature of the duties and requirements of the service.

Equality and Diversity

MFT encourages equal opportunities and operates an Equal Opportunities Policy. All individuals regardless of race, ethnicity, nationality gender or disability are encouraged to apply for all advertised posts.

MFT may make 'reasonable adjustments' to the post/workplace in order to facilitate the employment of individuals with a disability. These adjustments will be in line with the requirements of the Equality Act 2000.

Disclosure of Criminal Background

All NHS employers are required to check with the Criminal Records Bureau the possible criminal background of staff and volunteers who apply to work with vulnerable patients. If it is a requirement of the post that such a check be undertaken, successful applicants will be asked to complete and sign a Disclosure Form giving permission for the screening to take place. Having a criminal record will not necessarily bar you from working with the Trust. This will depend on the nature of the position and the circumstances and background of offences. Please note applicants refusing to sign the form will not be progressed further.

INFECTION PREVENTION AND CONTROL

It is the requirement for all staff to comply with all infection control policies and procedures as set out in the Trust's Infection control manual. The post Holder is also responsible for ensuring that they and all their staff attend mandatory training, including infection prevention and control.

HEALTH AND SAFETY

The trust has a statutory responsibility to provide and maintain a healthy and safe environment for its staff to work in. All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or missions. Safe working practices and safety precautions must be adhered to. Protective clothing and equipment must be used where appropriate. The Trust's Health and Safety Policies outline your responsibilities regarding Health and Safety at work.

RISK MANAGEMENT

It is a standard element of the role, and responsibility of all staff of the Trust, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

SAFEGUARDING

Ensure that the policy and legislation relating to child protection and safeguarding of Children, young people and vulnerable adults are adhered to. It is the responsibility of all staff to be aware of their individual responsibilities and to report any concerns to the identified person within your department/ division or area of responsibility.

CONFIDENTIALITY AND SECURITY

The post holder is required to maintain confidentiality at all times in all aspects of their work. All employees must maintain confidentiality and abide by the Data Protection Act. **TEAM BRIEFING**
The Trust operates a system of Team Briefing, which is based on the principles that people will be more committed to their work if they fully understand the reason behind what is happening in their organisation and how it is performing.

NO SMOKING POLICY

The Trust operates a no smoking control policy, which applies to all staff, patients and visitors and extends to the hospital grounds as well as internal areas.

THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER

This job description indicates the main functions of the post holder and may be subject to regular review and amendment in the light of service development. Any review will be undertaken in conjunction with the post holder and in line with Trust policy.

Person Specification
Community Medicines Optimisation Technician

	Essential	Desirable
Registration	Registration with GPhC	
Qualifications	Pharmacy technician – BTEC in Pharmaceutical Sciences or equivalent	BTEC for clinical pharmacy technicians
Experience	<p>A significant amount of experience working as a pharmacy technician in hospital or community pharmacy</p> <p>Experience of implementing change and new developments</p> <p>Experience of developing guidelines/ protocols/ SOP</p>	<p>Experience of working in a hospital as a ward-based technician</p> <p>Experience of working in community or primary care-based teams</p> <p>Experience of analysing prescribing data</p> <p>Experience of working as part of a wider multidisciplinary team</p> <p>Experience of training healthcare professionals/ unqualified staff</p> <p>Experience of audit</p>
Knowledge and skills	<p>Understanding of current medicines optimisation issues.</p> <p>Basic knowledge of primary care</p> <p>Evidence of continuing professional development</p> <p>Data analysis skills</p> <p>Attention to detail</p> <p>Excellent written and verbal communication and interpersonal skills including communicating complex or potentially distressing information to patients / carers</p> <p>Ability to work independently or as part of a team.</p> <p>Ability to work under pressure, dealing with peaks and troughs in workload</p> <p>Ability to prioritise and meet deadlines.</p> <p>Ability to influence change.</p> <p>Ability to identify when advice needs to be sought</p> <p>Workload management</p> <p>Reflective practice skills</p> <p>IT literate</p>	<p>EMIS skills</p> <p>Report writing skills</p> <p>Assessment, planning and evaluation skills</p> <p>Analytical and creative problem-solving skills</p>
Other requirements	<p>Highly motivated and reliable</p> <p>Demonstrates values consistent with those of the Trust</p> <p>Able to drive</p> <p>Access to a vehicle</p>	

