

Job Description

Job Title: Rotational Pharmacy Technician – Clinical Services	Band: 4 – 5 developmental post
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Responsible to: Chief Technician
Accountable to: Chief Pharmacist
Key Relationships with:- <ul style="list-style-type: none"> • Pharmacy colleagues (both clinical and non-clinical) • Patients • Carers and/or relatives • Members of the Public • Other primary care health professionals • Allied health professionals • Consultant colleagues and all members of their clinical teams

<p>Purpose of Role:</p> <p>The post holder will be based in the Pharmacy at Colchester Hospital and will be required to provide cover on a rotational basis to all dispensaries in the East Suffolk and North Essex NHS Foundation Trust. The post holder will provide dispensing, counselling and near patient services in various dispensaries including the inpatient, oncology and outpatient areas, as well as working at ward level on a rotational basis to develop their clinical skills and support the ward based teams.</p> <p>Any or all of the following duties may be undertaken following specific training and assessment of competency. Duties will then be carried out with minimal supervision. Written standard operating procedures are available for work undertaken and the technician must adhere to them unless otherwise authorised. The post holder is also responsible for providing supervision and training to pharmacy assistants, student technicians, pre-registration pharmacists and pharmacy technicians.</p> <p>This is a transitional post designed to encourage and support the development of a pharmacy technician's progression to a band 5 role. The post holder will follow a programme of further development and will be expected to complete appropriate competencies and qualifications before progressing to the Band 5 role. Staff must be self-motivated and demonstrate developing supervisory and leadership skills.</p> <p>The post holder will:</p> <ul style="list-style-type: none"> • Take responsibility for the “pharmaceutical care” of patients within particular clinical areas and wards during periods of duty in those areas. • Contribute to the financial control of medicines by ensuring that all medicines are utilised within the realms of the Trust formulary, agreed local guidance via the Medicines Optimisation Committee and national processes (NICE, nationally commissioned medicines etc). • Minimising medicines-associated risk and ensuring medication safety in accordance with local and national guidance.

Key Responsibilities:

Service Delivery and Improvement

Dispensary Tasks

- To dispense for inpatients and outpatients by calculating appropriate dosage and quantities required against prescriptions / requisitions, following departmental Standard Operating Procedures (SOPs).
- To dispense unlicensed medicines and clinical trials, ensuring that all relevant paperwork is completed.
- To undertake final accuracy checking duties within the dispensary and to record dispensing errors using the right first time error reporting system.
- To query prescriptions anomalies and potential supply problems with senior staff.
- To ensure that all customers receive the appropriate medicine in the correct form and in a timely manner.
- To ensure that all medicines are labelled and packaged appropriately and all relevant patient information and compliance aids / sundries are supplied.
- To dispense controlled drugs for ward stock and named patients, following all relevant Pharmacy procedures and legal requirements.
- To perform a self-check on all dispensed items to ensure accuracy and quality prior to placing the item in the designated area for final checking.
- To receive in prescriptions from a wide range of outpatient clinics and use listening and questioning skills to obtain appropriate information to enable effective service provision.
- To operate the cash till and debit / credit card machine to take payment for prescriptions.
- To ensure that the declaration of payment / exemption on outpatient prescriptions has been correctly filled in and clearly endorsed with grounds for exemptions if a fee is not paid.
- To sell over the counter products under the supervision of a Pharmacist.
- To provide appropriate medication counselling to all service users, ensuring understanding and concordance by modifying communication in response to the level of understanding.
- To gain experience in the Shift Manager's rotation. This will include shadowing the lead technician in a variety of dispensary areas eg outpatients, oncology and inpatient dispensaries, learning about appropriate staff deployment, supervision, communication and delegation of duties, developing skills in prioritisation of workload, increasing involvement in decision making, developing leadership skills and appropriate referral to senior staff once the limitations of role have been met.
- To visit external units and work independently.
- To prepare and maintain resuscitation boxes, emergency cupboards and similar medicine storage packs.
- To support medicines management, optimisation and safe and secure handling of drugs across the Trust including assisting with the return and recycling or disposal of medicines no longer required.
- To place routine and urgent dispensary orders with the appropriate supplier and authorise as required.
- To receive pharmaceuticals from external supplies and Pharmacy Stores.
- To ensure good stock control by assisting with stock checks, ensuring correct stock rotation and the re-ordering of stock when minimum levels are reached. To investigate stock discrepancies as appropriate and authorise departmental stock takes.

Clinical Pharmacy Activity

- To provide a patient centred approach to medicines management by undertaking ward visits to specialist areas. These clinical areas may be varied and will depend upon the needs of the Trust.
- To provide a link between the wards and the pharmacy department regarding supply of stock pharmaceuticals, to include regular stock list reviews and to liaise with senior ward staff and be a point of contact.
- To have completed or be enrolled on the local / regional qualifications for Medicines Management and Medicines Reconciliation.
- To assess patient's own medicines (PODs) for suitability for re-use.
- To participate in training nursing / ward staff in pharmacy related issues.
- To undertake the Medicines Reconciliation process for admitted patients in line with national, Trust and departmental guidance.
- To assist nursing colleagues in identifying those patients suitable to self-administer their own medicines, to order further supplies if required and endorse the prescription using the Pharmacy endorsement guidelines.
- To transcribe medicine requirements from drug charts to the electronic Medicines Management (eMM) program.
- Identify patients with complex medication needs, potential drug interactions and prescription queries, resolving problems where possible and referring to the ward Pharmacist or prescriber where necessary.
- Support and assist in the discharge process by ensuring adequate medicine supplies for in-patients.

- To counsel patients or carers (having completed in-house or accredited training) including those with complex medication regimens, medication compliance concerns and communication barriers such as disabilities, confusion or deliberate non-compliance.

Leadership

Management Responsibilities:

Under the guidance of the Assistant Chief Pharmacist and the Chief Technician, the post holder will:

- Proactively support senior pharmacy colleagues to ensure that all relevant dispensary or ward issues are highlighted to all appropriate departmental staff.
- To assist with the induction, training, supervision and assessment of pharmacy personnel. Evaluate progress and feedback to both the trainee and senior staff as appropriate.
- To perform annual appraisals (after training) for lower banded staff members within the Pharmacy team.
- Continuously provide support and guidance to all pharmacy staff, especially more junior grades.
- To contribute to the maintenance, implementation and review of all departmental procedures.

Education and Training tasks:

Under the guidance of the department's Education and Training team, the post holder will:

- Contribute to the holistic pharmacy teaching agenda.
- To commit to the Technician Self Development scheme. Band 4-5 technicians will be expected to participate in the Technician Self Development Scheme which supports technicians to develop the skills as above.
- Proactively contribute to the training of pre-registration pharmacists, student technicians and newly appointed staff as required to do so.
- To commit to personal self-development (CPD) and training, reflecting the needs of the individual, the post and the department as identified through performance appraisal.
- To provide constructive feedback to colleagues to assist in their on-going development and the demands of the department.
- To complete competency based assessments in all Technician duties.

Financial and Performance Management

- To attend Trust mandatory courses and any other courses identified at performance review.
- To participate in regular review meetings with their line manager to discuss current practice and assess objectives set at previous meetings and at appraisal.
- To seek feedback from colleagues and line managers to enable continuing personal development.
- To identify own progress, areas for future development and recognise positive learning experiences, in preparation for appraisal.
- To observe at all times, the recommendations contained in the Code of Ethics as issued by the General Pharmaceutical Council.
- To maintain technician registration and satisfy the governing body's requirements for Continuing Professional Development by ensuring own personal and professional education needs are met and documented accordingly.
- Act in a safe and professional manner at all times.
- Liaise with senior managers and pharmacists to ensure the smooth running of the pharmacy service.
- Demonstrate appropriate behaviour in stressful and difficult situations.

Risk Management and Governance

- To comply at all times with the departmental dress code and appropriate use of personal protective equipment (PPE) when undertaking all tasks.
- To follow procedures accurately and efficiently and report any differences between procedures, manufacturer's guidelines or working practice.
- To ensure that Trust Health and Safety policy and COSHH procedures are read annually.
- To be aware of the location of fire, security and first aid equipment. Be familiar with emergency procedures and in the event of an emergency, summon assistance if necessary.
- To report all accidents / incidents to senior staff and ensure that an incident form is completed.
- To ensure that environmental monitoring is carried out in accordance with procedures and investigate abnormal results in liaison with senior staff.

General

- To work with external bodies as and when appropriate to represent the pharmacy service and to promote the profile of services at ESNEFT
- To act as an independent practitioner. To prioritise own workload effectively and in a manner that maintains quality. Delegate when appropriate.
- To know limits of own knowledge and authority and refer to senior staff appropriately.
- To communicate effectively with colleagues, managers and other healthcare professionals.
- To answer telephone queries and action appropriately.
- At all times present a positive and professional image of the pharmacy department to all service users.
- To act as a role model / mentor to members of the department and Trust staff at all times.
- To assist in maintaining necessary computer and other records of work undertaken.
- To complete all paperwork accurately and legibly so that it may be audited appropriately.
- To deputise for more senior colleagues in their absence and make decisions necessary for the provision of high quality pharmaceutical service.
- To participate in audits of service provision and present the results in a suitable format. To assess audit results and identify necessary action points for service improvement in liaison with the Assistant Chief Pharmacist and Chief Technician.
- To maintain patient / practitioner / colleague confidentiality at all times.
- To respond to emotional situations in a professional and calm manner.
- To ensure all work completed complies with departmental Standards of Practice, risk management and health and safety policies and protocols.
- Non-discriminatory behaviour and a courteous, sympathetic approach to all co-workers and the public are expected at all times.
- To treat everyone with respect and dignity and recognise that people are different and have differing perspectives.
- Recognise and challenge one's own behaviour and the behaviour of others when it has the effect of undermining equality and diversity.
- Report behaviour that undermines equality and diversity.
- To act in a way that acknowledges people's beliefs, preferences and choices. Take into account the effect of your behaviour on others.

General

- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk and North Essex NHS Foundation Trust's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by East Suffolk and North Essex NHS Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:

Claire Sharp, Chief Technician

Date:

Person Specification

Job Title: Pharmacy Technician

Band: Band 4 – 5 Developmental role.

Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Registered Pharmacy technician with the GPhC. Accredited Checking Technician (ACPT). 	<ul style="list-style-type: none"> Medicines Reconciliation Patient Counselling CMMPT
Experience	<ul style="list-style-type: none"> Team Leading / Staff Co-ordination Pharmaceutical dispensing and stock control. 	<ul style="list-style-type: none"> Hospital Pharmacy Clinical Ward Based work
Knowledge	<ul style="list-style-type: none"> Computer literacy of standard databases including dispensing and labelling systems Evidence of CPD activity in all areas required for role. Good pharmaceutical knowledge 	<ul style="list-style-type: none"> Structure of the modern NHS Awareness of current national issues affecting pharmacy, especially relating to Medication Safety Hospital Formulary
Personal Skills	<ul style="list-style-type: none"> Commitment to further training and self-development Demonstrated ability to communicate information effectively using clear written and spoken English Proven organisational skills Proven time management Ability to meet the standards of the Trust code of conduct at all times Self-motivated Understanding of hygiene standards in the preparation of medicines Appreciation of confidentiality issues Ability to meet objectives and targets Demonstrated ability to concentrate for prolonged periods of time Accurate, flexible and adaptable Physically fit – lifting and carrying duties Good attendance record 	<ul style="list-style-type: none"> Car driver