

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
 - Work in partnership to best support our community's needs
 - Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
 - Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
 - Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
 - Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
 - Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning• Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

| | |
|------------------------|---|
| JOB TITLE | Pharmacy Technician Medicines Management |
| DIRECTORATE | Integrated Surgery, Cancer and Clinical Support |
| DEPARTMENT | Croydon University Hospital (CUH) Pharmacy Department |
| BAND | Band 4 |
| RESPONSIBLE TO | Chief Technician Medicines Management |
| ACCOUNTABLE TO | Chief Pharmacist |
| RESPONSIBLE FOR | N/A |

JOB SUMMARY

- To work in conjunction with clinical pharmacists and other medicines management technicians to deliver ward based pharmacy services within a delegated area of responsibility.
- To support the development and progress of clinical pharmacy services.
- To contribute to the patient safety agenda and clinical governance through medicines management.
- To support the cost effective and efficient medicines management services to wards and patients.
- To act as a key link between wards and the pharmacy department, integrating within the trusts multi-disciplinary team.
- To label, dispense and accuracy check clinically screened prescriptions for both inpatients and for patients being discharged.
- To participate in the general running of the department undertaking the full range of duties of a pharmacy technician.

MAIN DUTIES AND RESPONSIBILITIES

1.0 Clinical Services

- 1.1 Actively participate in provision of the clinical pharmacy service to a designated area.
- 1.2 Delivers a clinical pharmacy service to a defined clinical area in line with the standards defined within the "Clinical Pharmacy Handbook". This includes safely and efficiently undertaking: accurate and timely Medicines Reconciliation to all in-patients as part of the risk assessed clinical service, including taking and recording medication histories, assessing that patients' own drugs are fit for use, supporting self-medication schemes, transcribing / relabelling and ordering of screened medications and providing a medication counselling service as required through the Pharmacy Team (this includes the utilisation of MaPPs).
- 1.3 Supports the ward to ensure that medications are stored safely, securely and appropriately in line with local and national requirements. This includes supporting the ward in ensuring that the Controlled Drug stock checks on their designated wards are completed every 3 months, and that any unnecessary CDs are removed from the ward monthly.
- 1.4 Communicates and works closely with the ward pharmacist to highlight any medication discrepancies or any other patient pharmaceutical needs that are not within the scope of their own competence.
- 1.5 Identifies and manage patients' pharmaceutical needs and makes appropriate referrals in line with local policy.
- 1.6 Assists in the on-going top-up supplies of medication at ward level, ensuring patients have sufficient medication to prevent omitted / delayed medicines.
- 1.7 Liaises with multidisciplinary team on a daily basis, including identifying patients for discharge.
- 1.8 Contributes to making medication arrangements for patients due to be discharged from Hospital, including assessing suitability of PODs and further supplies required, assessing the need for and organising compliance aids, providing medication counselling to patients and/or carers and liaising with community pharmacists, GP's, nursing and residential homes if appropriate.
- 1.9 Liaises with multidisciplinary health and social care staff in primary care, including community pharmacies to support on-going seamless care for patients in relation to their medicines management needs (this includes discharge referrals).
- 1.10 Ensures all duties are carried out in a timely manner, and are completed within the time allocated.
- 1.11 Contributes to delivering a responsive ward based dispensing service to meet the needs of patients within the Trust.
- 1.12 Contributes to clinical pharmacy projects / audits as needed.
- 1.13 Contributes to service changes and ensures the timely and successful delivery of objectives by the clinical team.



- 1.14 Participates in initiatives to promote an effective, proactive discharge medicine management system across CHS.
- 1.15 Participates in and accredited by, the training programme for pharmacy technicians in relation to drug history taking, transcribing and medication ordering and consultation skills in accordance with local procedures and following appropriate training and assessment of competence.
- 1.16 Uses interpersonal skills to develop and maintain relationships with patients and colleagues including counselling patients and carers to ensure they gain maximum benefit from their medicines and educating them in regarding the use of equipment for the administration of medicines. This includes communication with nursing and residential home staff.

2.0 Governance

- 2.1 Ensures that departmental and trust policies are followed at all times.
- 2.2 Demonstrates awareness of, and commitment to, the Trust's clinical governance agenda.
- 2.3 Supports the medication safety strategy by identifying and reporting adverse events and incidents.
- 2.4 Contributes towards Cost Improvement Programme or other efficiency or savings programmes and assists in the implementation of the necessary changes to deliver savings
- 2.5 Assists in the delivery of any Trust agreed CQUINS within area of working.
- 2.6 Access and use Summary Care Records as per Trust policy.

3.0 Education & training

- 3.1 To competently complete internal and external accreditations (according to job role) within agreed timeframes.
- 3.2 Assists in the delivery of training for nursing staff in medicines use at ward level and the clinical pharmacy service.
- 3.3 Assists in the induction training of pre and post registration pharmacy technicians and preregistration pharmacists.
- 3.4 Acts a role model for junior pharmacy technicians and preregistration pharmacy technicians working within the Trust.
- 3.5 Identifies own training and personal development needs and actively seeks opportunities to meet training and development needs, (demonstrating a commitment to continuous personal and professional development (CPD)), and maintains an up-to-date portfolio of practice.

4.0 Values and Behaviours

- 4.1 The post holder is required to uphold and model the Trust values in everything they do.



5.0 Other

- 5.1 Demonstrates accountability to patients, service users, stakeholders and the profession.
- 5.2 Maintains registration as a Pharmacy Technician on the General Pharmaceutical Council (GPhC) register.
- 5.3 To be accredited or work towards achieving the title of Accredited Checking Technician and once qualified, undertakes a minimum of 8 hours checking per month, with 4 of those hours within the main pharmacy.
- 5.4 Dispenses and checks prescriptions for out-patients, in-patients and clinical trials, as required ensuring correct entry of patient and drug data, safety of prescription and accuracy of dispensing.
- 5.5 Assists in the supervision and direction, where appropriate, of other pharmacy staff.
- 5.6 Participates in local rota arrangements for covering late nights, and weekend and Bank Holiday duties.
- 5.7 Attends such courses, study days and meetings that are mandatory for all staff and others considered relevant to the post.
- 5.8 Ensures that safe working systems are in operation in accordance with Trust and departmental procedures.
- 5.9 Ensures and follows legal, ethical, professional and employer's codes of conduct and ensures departmental standards are met, including that all legal requirements relating to the prescribing, dispensing and storage of pharmaceutical products in the Trust are met and are in accordance with criteria set out under COSHH regulations (e.g. Health and Safety, Medicines Act). Ensures that this is evidenced, documented and reported.
- 5.10 Aware of and adheres to the Trust Corporate Governance commitments.
- 5.11 Motivates and inspire others in order to create and maintain a good working environment and facilitate staff retention.
- 5.12 Undertaken any other duties as specified by the Chief Pharmacist.

Liaises with:

- Pharmacy Leadership team Lead
- Lead technician - Education and training
- Lead Directorate Pharmacists
- Other Pharmacy staff
- Medication Safety Officer
- Ward managers and all members of their clinical teams
- Medical, Nursing and Support Services staff
- GPs
- Community Pharmacists



- CCG / Integrated Care Network Staff
- Patients and carers
- Residential / nursing home managers / staff

Supervises:

- Pharmacy Technicians (rotational and permanent)
- Pre-registration Pharmacy Technicians (rotational)
- Pre-registration Pharmacists (during induction)

The post-holder's main base of work will be at Croydon University Hospital but may be required to visit clinics and other sites within the Trust depending on operational requirements.

GENERAL

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure the Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:



- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).

Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the General Pharmaceutical Council Code of Professional Conduct and Scope of Professional Practice.
10. Budget Holders are responsible for adherence to Standing Financial Instructions
11. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
12. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by: Karen Dicks.

Current post holder :

Date:

Line Manager:

Date

PERSON SPECIFICATION

JOB TITLE: Pharmacy Technician – Medicines Management **DATE:** March 2021

BAND: 4 (with extra duty commitment)

DEPARTMENT: CUH Pharmacy

| HEADINGS | ESSENTIAL | DESIRABLE | HOW TESTED |
|-------------------------------------|--|---|------------|
| EDUCATION AND QUALIFICATIONS | <p>NVQ in Pharmacy Services level 3 with BTEC in Pharmaceutical Science as underpinning knowledge or equivalent</p> <p>Registration with the General Pharmaceutical Council</p> <p>Evidence of commitment to CPD and maintains an up to date CPD portfolio.</p> <p>National accredited checking qualification</p> | <p>National Medicines Management Course or equivalent or evidence of competence</p> | A / T / I |
| KNOWLEDGE AND UNDERSTANDING | <p>Good knowledge of clinical pharmacy and role of a medicines management technician.</p> <p>Understanding of hospital environment</p> <p>Good IT skills and knowledge of pharmacy computer systems.</p> <p>Good understanding of working effectively within a multi-disciplinary team.</p> <p>Good understanding of Medicines Optimisation</p> | <p>Knowledge of regulations, legislation and pharmacy standards of conduct</p> <p>Knowledge of cost improvement or other efficiency or savings programmes.</p> | A / T / I |
| EXPERIENCE | <p>Recent post qualification experience in a hospital pharmacy setting</p> <p>Experience of working as a medicines management technician</p> <p>Dispensing experience</p> <p>Previous experience of training / supervision of other staff</p> <p>Demonstrates ability to deal with the general public and also demonstrates empathy and sensitivity to patient's needs where required.</p> | <p>Primary care experience</p> <p>Patient medication counselling</p> <p>Conducting / being involved with quality improvement</p> <p>Electronic Prescribing.</p> | A / T / I |

| HEADINGS | ESSENTIAL | DESIRABLE | HOW TESTED |
|---------------------------|---|--|------------|
| SKILLS / ABILITIES | <p>Demonstrable communication (written and oral), organisational and problem solving skills</p> <p>Accurate with good attention to detail</p> <p>Excellent customer care and near patient care service</p> <p>Excellent IT skills and familiarity with common software packages (e.g. Microsoft Word, Excel, PowerPoint etc.) and hospital systems e.g. Cerner, JAC</p> <p>Ability to work under pressure</p> <p>Demonstrate the ability to work and concentrate whilst coping with interruptions and distractions.</p> <p>Self-motivated and ability to motivate others / act as a role model.</p> <p>Personal awareness of limitations.</p> <p>Effective time management skills.</p> <p>Friendly / supportive, highly motivated, confident and enthusiastic.</p> <p>Upholds and models the Trust values</p> <p>Reliable, polite and approachable.</p> | <p>Presentation skills</p> <p>Involvement in projects / audits.</p> <p>JAC literate</p> <p>Member of APTUK</p> | A / T / I |

A= Application T= Test I=Interview