



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

ANEURIN BEVAN UNIVERSITY HEALTH BOARD (ABUHB)
JOB DESCRIPTION

JOB DETAILS:

Job Title	Pharmacy Technician - Accredited Checking Technician (ACPT) & Medicines Management (MM)
Pay Band	5
Hours of Work and Nature of Contract	To be completed on recruitment
Division/Directorate	Primary Care and Networks
Department	Pharmacy
Base	To be completed on recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Chief Pharmacist, Acute Services
Reports to: Name Line Manager	Senior Technician
Professionally Responsible to:	Chief Pharmacist, Acute Services

OUR VALUES:

Ein GWERTHOEDD yw...

Pobol yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr llyn a wnaeth

BALCHDER

Our VALUES are...

People first

Personal responsibility

Passion for improvement

Pride in what we do

PRIDE

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

Job Summary/Job Purpose:

To carry out the accurate dispensing and distribution of pharmaceuticals to patients, wards, departments, hospitals and clinics served by ABUHB.

To undertake accuracy checking of prescriptions / patient profiles that have been dispensed by other pharmacy staff in line with local Standard Operating Procedures (SOPs).

To provide a ward based medicines management service as part of the pharmacy team

To provide advice to patients/carers on pharmaceutical matters.

To train and supervise less experienced technicians, trainees and support staff.

To use the pharmacy and other computer systems in order to carry out all tasks in an accurate and efficient manner.

DUTIES/RESPONSIBILITIES:**To accurately and safely dispense prescriptions for hospital inpatients, outpatients and patients being discharged from hospital by:**

- Checking that medication and doses are within the normally accepted range, referring any anomalies to the pharmacist on duty and if appropriate the prescriber.
- Dispensing clinical trials and Controlled Drugs (CDs).
- Ensuring the presentation and labelling medication complies with departmental, statutory and professional requirements.
- Advising patients/carers (who may be agitated, awkward or aggressive) how to administer their medication and to warn of any important side effects or adverse effects the medication may cause (This may involve critically, mentally or terminally ill patients).
- Working in a timely fashion such that prioritised work is done first.
- Demonstrating to and supporting technical and professional staff undergoing training in these tasks.
- Ensuring safe and secure storage of medicines, following departmental and legal guidelines.
- Acting as a first line trouble-shooter for all aspects of malfunction of the automated Pharmacy Robot Dispensing System (RDS), including transportation errors and program crashes, ensuring the accuracy, functionality and security of the system is maintained at all times. Call logging with the companies helpdesk where appropriate.
- Ensuring that stock is loaded in to the Pharmacy RDS in an efficient manner and reporting any issues immediately that will hold up the availability of specific lines through lack of loading functionality. This includes loading single packs through the doors, filling the belts with bulk stock, checking the reasons for rejected packs and setting the system to various modes and settings

To accurately check the dispensing of other members of the department, following completion of an ACPD course that meets the requirements of the National Education Framework by:

- Checking dispensed items for outpatients, inpatients and discharge, which may include CDs.
- Checking emergency boxes.
- Referring any dispensed item to the clinical checker to confirm suitability if appropriate.
- Informing other members of the pharmacy team about issues regarding safe and accurate dispensing, ensuring dispensing errors / incidents are documented.
- Maintaining accreditation status as set out in the departmental guidance.
- Ensuring all dispensing follows local procedures and standards, and advising on any changes to improve practice.

To provide, a near patient service to inpatients by :

- Working as part of a ward based pharmacy team, providing supervision and support for other members of the team. In conjunction with other members, plan the work of the team.
- Assessing patient's own drugs for suitability for use while in hospital.
- Accurately transcribing a patient profile for the pharmacist to clinically review.

- Assessing patients' medication to ensure adequacy of supplies, whilst an inpatient and in readiness for discharge.
- Accessing patient information via the Clinical Workstation system.
- Supporting medicines reconciliation by confirming and documenting medication taken by patients pre-admission to hospital, using a range of sources in line with the current Health Board Medicines Reconciliation procedure.
- Appropriately resolving any discrepancies or interventions involving the patient's drug history and referring back to the ward pharmacist or appropriate health care professional where necessary.
- Preparing supplies by dispensing or checking, for inpatients and discharge prescriptions in a timely, legally and ethically acceptable manner to meet customer needs.
- Identifying and addressing any compliance / concordance issues, liaising with other healthcare professionals where necessary.
- Providing information / counselling on the use of medicines to selected patients and / or carers, taking into consideration the level of understanding and emotional well-being.
- Providing technical support and maintenance of Omnicell Automated Cabinets for wards and departments within ABUHB. This includes data programming, database maintenance, basic report creation, bin modification and staff training, for staff both within the Pharmacy Department and for all healthcare professionals at ward level. To add or remove, new or old items to or from the Omnicell Inventory; stock counting and correction via the cycle count function; assistance with installing new cabinets, layout and appropriate bin assignment; processing automated restocks and supplemental restocks; other user administrative duties such as adding user fingers or resetting password.
Coordinating the 6 monthly ward stock list review on designated wards, liaising with the ward based pharmacy team and nursing team

To provide a ward based discharge service by:

- Liaising with staff and / or patients / relatives on wards to establish discharge plans and needs and to enable adequate prioritisation for supply of prescriptions, optimising the process and providing a safe, timely and efficient service. Liaising with ward and pharmacy staff to identify issues that may prevent timely discharge.
- Supplying medication suitably labelled for discharge, including checking suitability of patient' own.
- Carrying the discharge bleep and working with the ward pharmacy team to ensure timely discharge medication, including the final accuracy check of medication.
- Providing patient with relevant information about their medication, ensuring suitable for their individual needs.
- As part of the pharmacy team organising, where necessary, compliance aids for individual patients prior to discharge from hospital e.g. medication reminder cards.
- Liaising with other health care professionals within primary and secondary care with regards to pharmaceutical discharge needs of patients, particularly for patients who are at risk of readmission as a result of poor compliance / concordance or where follow up regarding supply is necessary.
- Prioritising workload for self and the discharge team.
- Undertaking training and assessment of other technicians training for this role.
- Transcribing a drug history or a reconciled drug chart to 'Discharge notification' section on CWS on or during admission
- Transcribing WP10s to support discharge planning of patients requiring a multi dosage system (MDS) for discharge

To communicate accurate information to patients, carers, members of pharmacy and other healthcare professionals by:

Liaising with ward staff.

Answering the telephone and dealing with queries, referring drug related queries to the pharmacist or dispensary manager if appropriate.

Dealing with clients (including people who are agitated, awkward and aggressive) in a professional

manner.

Being sympathetic to the needs of the individual, especially critically, mentally or terminally ill patients.

To use the pharmacy computer system to access information, issue stock, and generate ward stock sheets, record prescription turnaround times and return stock to the shelves by:

- Assembling orders for wards and clinics, ensuring timescales and deadlines are adhered to.
- Auditing ward CD stocks on a regular basis as per MM Code of Practice.
- Checking the work of other pharmacy staff in accordance with the departments checking methods.
- Checking CD orders.
- Examining and recording returned stock.
- Assisting in the supervision of the work of other pharmacy staff.

To support the procurement of medication

- Assisting in delivering the day to day management of medicines procurement within a framework of legal, professional, departmental and Health Board financial policies and procedures.
- Assisting in the purchase and supply of non-formulary medicines ensuring compliance with both MTC/Formulary recommendations.
- Investigating and rectifying invoice/stock discrepancies or delivery issues to a satisfactory conclusion or refer any unresolved issues to the Senior Technician.
- Assisting in the management of the supply chain for pharmaceuticals to identify potential stock shortages, taking steps to ensure alternatives are available wherever possible.

To act as a mentor, expert witness and assessor to plan and provide competency based training and assessment to pharmacy technicians, pre-registration trainee pharmacy technicians, pharmacy assistants and pre-registration trainee pharmacists using competency based training packages, providing feedback and setting up action plans for development where necessary.

To prepare extemporaneous products for individual patients following SOPs and Good manufacturing practice (GMP), by:

- Preparing a worksheet with suitable formula
- Independently measuring ingredients
- Ensuring adequate labelling.

To comply with Health and Safety and COSHH legislation to ensure the safe handling of all pharmaceuticals, including:

- Anaesthetic liquids
- Cytotoxic agents
- Heavy boxes containing infusion fluids.

To follow Good Distribution practice (GDP) and contribute to the Quality management system through documentation of deviations, complaints and change control.

Relationships:

- Responsible to the Senior Pharmacy Technician in the section.
- Liaises with Principal Pharmacy Technicians.
- Accountable to the Chief Pharmacist, Acute Services.
- Liaise with pharmacists, pharmacy technicians and ancillary staff undertaking duties within the department.
- Communicate with Medical, Nursing, Professional and Technical staff on pharmaceutical matters.

Location:

Base to be confirmed but may be required to undertake pharmaceutical duties at other hospitals, if required, within the Health Board.

Hours of Duty:

37.5 hours per week or pro rata for part time staff, including Saturdays, Sundays, public and statutory holidays as arranged on a rota basis.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	Registered with the General Pharmaceutical Council Btec in Pharmaceutical Science or equivalent NVQ Level III Pharmacy Services Accredited Checking Technician Medicines Management Qualification including Drug history taking /medicines reconciliation Evidence of Continuing Educational and Personal development	NVQ expert witness	Application form Pre employment checks Documentary evidence
Experience	Hospital pharmacy experience. Near patient pharmacy services		Application Interview References
Aptitude and Abilities	Knowledge of principles of Good Manufacturing Practice COSHH regulations Good inter-personal skills Organisational abilities Good verbal and written communications skills Ability to work under pressure and to tight deadlines Basic keyboard skills	Ability to speak Welsh Basic knowledge of the functions of the NHS	Application Interview Reference
Values	Highly motivated Diplomatic Flexible approach to work and adaptable to changing demands and situations Conscientious, responsible and reliable Good with patients Able to work alone or as part of a team		Application Interview References

Other	Special requirements to perform in the role e.g. Ability to travel within geographical area Able to work hours flexibly Anything else not covered above		Application Interview
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GENERAL REQUIREMENTS

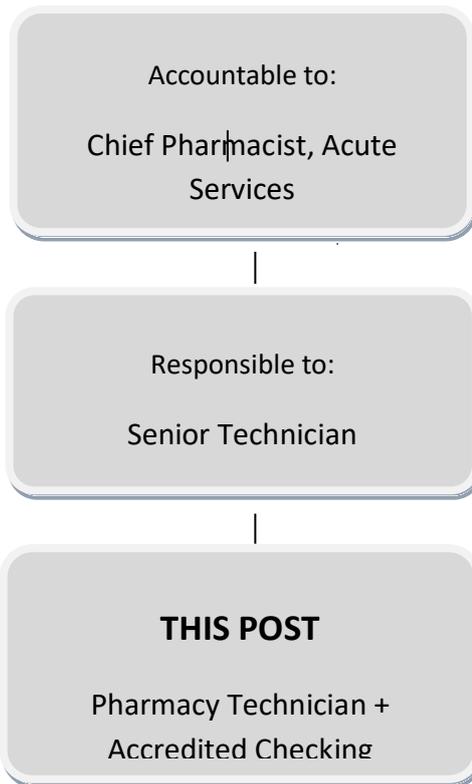
- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation 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.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.

- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Boardsites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Pharmacy Technician (Accredited Checking Technician (ACT) & Medicines Management (MM))

Organisational Chart



Job Title: Pharmacy Technician + Accredited Checking Technician (ACT) & Medicines Management (MM)

Supplementary Job Description Information

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Lifting or weights/equipment without mechanical aids – requirement to move stock boxes	Daily		
Occasional restricted position sat at desk for long periods of time.	Daily		

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration for reviewing reports, calculations, policy documents, projects. Predictable work patterns may be interrupted by urgent requests for advice, to problem solve staff and/or service provision issues.	Weekly		
Concentration for dispensing/checking prescriptions as ACT/MM Technician on a rota basis	Weekly		

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Dispensing of medicines to terminally ill, distressed patients and/or relatives Dealing with clients/patients who may be irritable, awkward and aggressive	Monthly		
Managing staff problems, providing emotional support to distressed staff members, occasionally communicating personal/confidential information including disciplinary proceedings	Weekly		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Handles contained chemicals, anaesthetic liquids, cytotoxic agents and heavy boxes of infusion fluids	Weekly		
Exposure to verbal aggression from clients/patients	Monthly		