

Job Description

Job Title:	Procurement and Distribution Assistant - Pharmacy
Base:	Great Western Hospital
Grade:	Band 4
Reporting to:	Pharmacy Procurement and Distribution Lead

Our Values

Our STAR values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Service	We will put our patients first
Teamwork	We will work together
Ambition	We will aspire to provide the best service
Respect	We will act with integrity

Main Purpose of the Job

The Stores & Distribution role in a pharmacy encompasses maintaining high work standards and ensuring efficient and safe distribution systems. Key responsibilities include ordering essential items to avoid shortages, and keeping to-follows lists updated to manage out-of-stock medication and organising workloads. The role involves organising daily stock checks, assisting with staff training, and acting as a super user for pharmacy robots, addressing errors, and training others.

The role involves keeping ward stock lists current, assisting with product recalls, and performing routine stores duties like ward top-ups. Additionally, it requires maintaining computerised records, tracking expiry dates, and obtaining credits for returned items. Training new staff and handling procurement and distribution-related tasks, including managing licenses and addressing invoice queries, are crucial aspects of this role. It also involves supporting the Trust Outpatient Pharmacy and collaborating with other pharmacy team members to improve patient care and flow.

To have delegated duties to undertake the day-to-day WDA licensed activities ensuring that the service and facilities are compliant with all aspects of Good Distribution Practice (EU GDP 2013/C 343/01), and all other relevant medicines regulations and quality standards. To support and deliver related training provision to all operational staff within the facility. To support the operational lead in all aspects of regulatory audit (internal and external).

Main Responsibilities and Duties

Stores & Distribution

1. Encouraging a high standard of work at all times
2. Organising the workload in pharmacy stores so that ward stocks are ordered, issued and sent accurately and efficiently, and ensuring the Distribution systems lead to safe work practices
3. Complete the ordering process to ensure that we do not run out of any essential items, helping to place orders with contracted or most cost effective suppliers
4. Keeping the to-follows list up to date, chasing up out of stock medication and sorting out solutions to shortages such as ordering different brands
5. Organising daily stock checks

6. Assist with the training of staff as appropriate
7. Act as super user for the Pharmacy Robots, dealing with any errors and training staff in its use
8. Ensuring that staff follow the department COSHH and Health and Safety guidelines
9. To act as an Accredited Checking Assistant and carry out all tasks required to maintain checking status
10. Keeping ward stock lists up to date, adding items once authorised to stock lists, and helping to review them with the Procurement & Distribution Technicians.
11. Helping to deal with product recalls, identifying affected stocks and arranging for items to be sent back to suppliers.
12. Undertaking routine Stores duties as required, such as ward top-ups and stock picking
13. To ensure that the appropriate credits are obtained for items returned to suppliers, wrongly invoiced and where contractors fail to meet their contractual obligations.
14. To initiate and to maintain computerised records for stock items in accordance with Trust policy.
15. To maintain a system for the identification of expiry dates and the prompt exchange, disposal or return for credit or items nearing their expiry date.
16. Assist the Procurement and Distribution Lead in ensuring there are adequate and up to date written training manuals for all areas to assist staff in following the correct operating procedures.
17. Participate in the induction programme for any new staff to the pharmacy team where applicable, providing training in Pharmacy Stores, Distribution and Purchasing.
18. To assist the Senior Technician with responsibility for Health and Safety in the removal of defective and potentially harmful medicinal products following Drug Recalls and to ensure that such items are segregated ready for return or disposal.
19. To keep pharmacy staff informed about major stock availability problems and to notify these officers promptly of significant delays or shortages, and where appropriate arrange alternative sources of supply.
20. To assist with CMU contract changes, updating JAC and Medecator as appropriate.
21. To assist the senior technicians with maintaining and upholding manufacturers to the CMU contracts.
22. To assist the Procurement and Distribution Lead and be integral in the preparation, implementation and the on-going maintenance of the Wholesalers dealers' and Home Office licenses.
23. To ensure that the facilities and service are compliant with all aspects of Good Distribution Practice (EU GDP 2013/C 343/01), and all other relevant medicines regulations and quality standards.
24. To ensure that all activity undertaken within GWH Pharmacy Procurement Services is compliant with Good Distribution Practice (EU GDP 2013/C 343/01) and all relevant department procedures.
25. To assist in the provision of training and the competency of all operational staff within the facility, specifically to include: Good Distribution practice of Medicinal products for Human use and Falsified Medicines training; implementation of specialist IT systems; compliance to relevant procedures. To develop and implement a regular EU GDP training and awareness program. To ensure that training is provided to new staff upon induction including rotational and permanent staff. To ensure that all staff within procurement complete their formal training requirements, as appropriate; this must include the delivery and completion of NVQ training. To ensure that all staff are aware of their role and responsibilities. To provide training, awareness and escorted tours of the facility to service users, whenever appropriate.
26. To assist with investigating invoice queries feeding back to the Pharmacy Invoicing team.
27. To support in the reporting and investigation of errors that occur across the Procurement & Distribution Team.
28. To work with other members of the Pharmacy team where required to support ongoing work improving patient care and flow.
29. To support the Trust Outpatient Pharmacy with procurement activities when required

Clinical Commitment

Activities are undertaken when service delivery requires, such as taking part in the weekend and bank holiday rosters. Duties may include;

Dispensary

1. Use the Pharmacy IT system to label and dispense medication against prescriptions, orders and Controlled Drug requests according to any prescriber instructions. Refer any unclear or ambiguous instructions to a Pharmacist or ACT.
2. Organise, label and prepare compliance aids (Dosette boxes)
3. Assess Patients own drugs against TTA prescriptions, endorsing with relevant information and documenting any discrepancies.
4. Use the prescription tracking system to book in and track prescriptions at each stage in the process, logging work collected by the porters or ward staff.
5. Undertake manual top-up of non-robot medication, obtaining stock from Stores and storing on appropriate shelving in the Dispensary.
6. Final accuracy check prescriptions, orders and Controlled Drugs carrying out all tasks required to maintain checking status.

General Duties

1. Ensuring tea and lunch breaks are taken promptly
2. Offering support and advice to staff in their day-to-day duties
3. Taking phone calls from staff if they are unable to come into work, liaising with the Lead technicians if further support is required to manage an issue.
4. Undertaking routine duties required to ensure the smooth running of the pharmacy computer system within the dispensary and stores, including assisting staff with the day-to-day problems associated with this system
5. Ensuring that the sections are maintained in a clean and tidy condition at all times
6. Maintaining adequate stocks of equipment and other requisites in the section
7. Fostering and maintaining good relationships with pharmacy, medical, nursing and other staff. Promoting positive and effective communication within the Pharmacy Department.
8. Maintaining such documentation and records of the work of the section as is required from time to time
9. Participating in the weekend, bank holiday and evening service in line with rosters

Patient Care

Maintain sensitivity to the various problems and needs of patients, staff and other users of the service ensuring that services are safe and meet their needs.

Budget Responsibilities

N/A

Responsibilities for People or Training

- To supervise the permanent Stores staff and all assigned rotational staff.
- To assist in co-ordinating the accuracy and audit assessments for all staff involved in stock management duties. To keep records of assessments and ensure that periodical reviews take place.

Other Factors

- Dealing with distressed patients/clients
- Regular VDU usage
- Ability to concentrate on complex/ demanding tasks

Flexibility

This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.

Supplementary Information

This job description should be read alongside the Supplementary Information provided on NHS Jobs for applicants and alongside the Employee Handbook for current staff members.

Person Specification

Job Title:	Procurement and Distribution Assistant - Pharmacy
Base:	Great Western Hospital

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

Criteria	Essential	Desirable
STAR Values	We will expect your values and behaviours to reflect the STAR Values of the organisation: Service - We will put our patients first Teamwork - We will work together Ambition - We will aspire to provide the best service Respect - We will act with integrity	
Education, Qualifications and Training	<ul style="list-style-type: none"> Relevant experience NVQ / QCF Level 2 in Pharmacy Services or willing to work towards 	<ul style="list-style-type: none"> CIPs level 3 or above qualification or be willing to work towards accreditation
Experience	<ul style="list-style-type: none"> Experience in procurement or relevant pharmacy experience Recent practical experience in a busy working environment Experience of training individuals Managing own workload to meet the needs of a service 	<ul style="list-style-type: none"> Supervisory experience Knowledge of stock control computer systems Knowledge and clear understanding of Good Distribution Practice (EU GDP 2013/C 343/01), and other relevant regulations, guidance and quality standards Experience working in a hospital environment
Knowledge and Skills	<ul style="list-style-type: none"> Aware of Health and Safety issues and their implications for staff Effective listening skills Excellent IT skills including Word, Outlook, internet, intranet and email Good organisational and time management skills. Able to prioritise tasks and respond to urgent demands by diverting resources whilst managing own workload. Excellent customer services skills 	<ul style="list-style-type: none"> Understanding of clinical governance and implications for service including quality & audit Good and broad understanding of current pharmacy practice in order to advise other staff Good understanding of formulary and medicines management issues and the implications for Pharmacy services Knowledge of legislative aspects of medicines supply issues Understanding of procedures, protocols and legal requirements governing clinical trials supply and non-licensed medicines Good knowledge of the legal requirements (Law and Ethics) for dispensing and supplying medicines, including Controlled Drugs

<p>Other Job-Related Requirements</p>	<ul style="list-style-type: none"> • Able to work independently, show initiative within own authority limits and follow agreed procedures • Ability to work calmly under pressure and have capacity for problem-solving • Ability to maintain a professional image. • Able to train staff in stores practices and pharmacy IT systems • Able to work flexibly within a team whilst also having the ability to supervise, motivate and direct the team • Able to attend internal and external meetings and off site training days when required • Able to work flexibly as and when required 	<ul style="list-style-type: none"> • Non-judgemental & objective. Able to weigh up information consistently to make appropriate decisions • Able to handle conflict effectively and differences of opinions in a mature and professional manner
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