

Job Description

JOB TITLE:	Senior Medicine Management Technician-Ambulatory Care
DIVISION:	Clinical Support, Pharmacy and Medicine Optimisation
GRADE:	Band 5
REPORTS TO:	Lead Divisional Pharmacist – Ambulatory Care Division
ACCOUNTABLE TO:	Head of Pharmacy & Clinical Director of Medicines Optimisation

About NUH



1. **Patients** - We will ensure our patients receive consistently high quality, safe care with outstanding outcomes and experience
2. **People** - We will build on our position as an employer of choice; with an engaged, developed and empowered team that puts patient care at the heart of everything it does
3. **Places** - We will invest in our estate, equipment and digital infrastructure to support the delivery of high quality patient care
4. **Performance** - We will consistently achieve our performance standards and make the best use of resources to contribute to an affordable healthcare system
5. **Partners** - We will support the improvement of the health of the communities we serve through strong system leadership and innovative partnerships to deliver integrated models of care
6. **Potential** - We will deliver world-class research and education and transform health through innovation

Our values are: Caring and helpful; Safe and Vigilant for our patients and colleagues; Being Clinically Excellent and driving innovation to meet the needs of our patients; Using our Resources wisely whilst; Providing Quality products, services and experiences for staff and patients

JOB SUMMARY

To work as part of the Ambulatory Clinical Pharmacy Team to improve and support the quality of pharmaceutical care to patients on admission and at discharge in clinical areas; including Daycase patients. To provide a professional and effective medicines management service, with emphasis, on accurate and meticulous drug histories, thorough patient counselling, the re-use and assessment of patients own medications, timely preparation of discharge prescriptions, one stop dispensing and authorised self-checking.

The post holder will be expected to work across the Treatment Centre, Queens Medical Centre and City Campus

KEY JOB RESPONSIBILITIES

General Activities:

1. To work closely with the Treatment Centre Rheumatology, Dermatology outpatient staff and Trust Pharmacy (Hospital Pharmacy Services Nottingham) staff to ensure efficient and robust Medicines Management processes are in place for biologic and other infusions administered at the Medical daycase unit.
2. To support the Ambulatory Care Clinical Pharmacist Team by participating in the provision of a high quality, professional and effective medicine management service to the Treatment Centre Surgical Short Stay Unit (SSU) and other areas within the Ambulatory Care Division.
3. To provide support to the Ophthalmology Wards – working under the supervision of the specialist Ophthalmology Pharmacist. To counsel patients of the correct use and technique of eye drops to improve patient compliance and outcomes.
4. To facilitate the processing of electronic discharge prescriptions by liaising and communicating closely with SSU nursing staff and with other multidisciplinary teams.
5. To deliver Medicine Management Teaching to nursing staff on Surgical Short Stay Unit
6. To provide Medicines Management Support to all Daycase and infusion Units at Nottingham University Hospitals across the 3 sites - Queen's Day Case Unit (QDCU), Medical Daycase Unit at the Treatment Centre and City infusion Centre.
7. To support with delivering pre-pack training to nursing staff at the QDCU and City Day Case Unit. To monitor and review the usage of Nurse-led dispensing of pre-packs in areas within Ambulatory Care Division to ensure their optimum use
8. To provide support the Divisional Lead Pharmacist to with stocklist reviews in specific clinical areas within the Treatment Centre and Ambulatory
9. To support with conducting Medicines Management Audits within all areas of Ambulatory Care.
10. To work independently on projects as allocated by the Divisional Lead Pharmacist for Ambulatory Care.

Clinical Ward Based Activities

To support Clinical Pharmacists by participating in the provision of a high quality, professional and effective medicine management service to the Surgical Short Stay Unit and other clinical areas within the Ambulatory Care Division This involves:

1. Drug History Taking – This will include compiling medication histories by checking with patients, their own medication, patient's notes, electronic summaries of medications provided by patient by their GP, liaising with relevant community care providers, and any other appropriate sources of information. To ensure that the medication history is obtained documented appropriately and any discrepancies are annotated on the drug administration chart as per pharmacy procedure and communicated to the relevant pharmacist and / or, where appropriate, the clinical team.

2. Communicating effectively, clearly and concisely complex or sensitive information to a wide range of staff, healthcare professionals and patients where there may be barriers to understanding.
3. Checking patients own medicines for suitability for use on admission and at discharge
4. Checking the transcription of medication for discharge on the etto before the Pharmacist has seen the discharge prescription.
5. To carry out final accuracy checks of discharge prescriptions against contents of patients own drugs locker
6. To maintain up to date handovers on NerveCentre via the pharmacy IPads.
7. To be responsible for the supply of items for one-stop dispensing (and self- administration where introduced) checking the patient locker to see what supplies are still available on the ward.
8. Liaise with ward and pharmacy staff to resolve any technical queries or problems with the patients, refers clinical queries to the pharmacist for resolution.
9. To provide support to the Ophthalmology Wards – working under the supervision of the specialist Ophthalmology Pharmacist. To counsel patients of the correct use and technique of eye drop to improve patient compliance and outcomes.
10. When required to provide support to other clinical areas within the Trust as requested by the Divisional Lead Pharmacist – Ambulatory Care.
11. To highlight the need of any additional compliance aids and supply if necessary to assist with medication compliance.
12. To liaise with GP's, community pharmacies and other primary care professionals to ensure safe use of medicines and continuity of care is maintained.
13. To participate in the full programme of validated checking and training schemes in accordance with agreed protocols.
14. To assist in the management of drug supply problems in the clinical area, moving stock within the trust to ensure availability.
15. To collect and transfer patients' medication between wards and departments.
16. In liaison with pharmacy stores, maintain and review drug supply issues relevant to the clinical area to ensure an effective and safe system of drug supply, through effective communication with relevant pharmacy and ward staff.
17. To assist the Medicines Information department in the co-ordination of the Drug Hazard/Recall procedure in the event of a drug recall, where appropriate.
18. Representing the Pharmacy Department when working in ward, clinic or other departmental environments and upholding the standards expected.
19. To participate in ward based audit schemes or other forms of research and development
20. To participate in the controlled drug retrieval of patients own medication from wards, and

expired or unused ward stock. To check CD register balances and balance transfers to new CD registers. To help support the quarterly CD audits.

21. To be involved in the training of new clinical pharmacy ward staff and the revalidation process of existing MMT's.
22. To participate in the NVQ Level 3 Clinical training and assessment process of Student Technicians at Ward Level.
23. To be responsible for the local implementation of standards relating to medicines storage and security including:
 - Ambient and fridge temperature monitoring
 - Security of medicines storage in treatment rooms, drug trolleys, fridges, emergency trolleys and boxes, controlled drugs cupboards.
24. To participate and support in project work under the direction of the Lead Divisional Pharmacist.

Pharmacy Satellites/Dispensaries

25. To undertake a regular operational commitment in order to maintain competencies and demonstrate fitness to practice as a registered pharmacy technician. This is to include dispensing (including controlled drugs and cytotoxic drugs), accuracy checking (including controlled drugs and oral cytotoxic) and utilisation of the pharmacy computer system
26. To be involved in the training of Technical and ATO staff in the satellite/dispensaries. This may include undertaking competency assessments for: all new starters, trainee accuracy checkers and current accuracy checkers, ensuring that new staff inductions are carried out promptly and signed off for forwarding to the training team.
27. To participate in the NVQ training and assessment process of Student Technicians within the satellite/ dispensaries.
28. To assist in the management of the day-to-day stock holding in the satellite/ dispensaries, ensuring procedures are followed to maintain accurate stock balance; and identify, investigating and reconciling stock discrepancies in a timely manner.
29. To utilise the Pharmacy IT systems as required by ICT to facilitate stock control and patient information.

Other Duties

30. To take line management responsibility for designated staff, this is to include carrying out:
 - a. Personal development reviews,
 - b. Performance management
 - c. Recruitment and selection
31. To adhere to relevant legislation, such as the Medicines Act, GMP, H&S, COSHH, etc. and to Trust policies
32. To practice at all times, in accordance with the Code of Ethics of the General Pharmaceutical Council.
33. To take responsibility for your actions as a registered pharmacy technician
34. To ensure safe working systems are adopted and adhered to

35. To maintain confidentiality in all work areas
36. In order to comply with the Health Act 2006 (Code of Practice for the Prevention and Control of Health Care Associated Infections) it is the responsibility of every member of staff to prevent and control the spread of infection following the Trust's infection control policies. These are available on the intranet in the document library under clinical policies and guidelines, infection control. If, as a routine part of your job, you do not have access to the intranet please discuss with your line manager how you can access this information to ensure that you are familiar with your responsibilities.
37. To demonstrate commitment to continuing professional development and maintain a portfolio of practice
38. To undertake annual mandatory training e.g. manual handling, fire, security, basic life support etc
39. To undertake any other duties relevant to the grade as specified by the Head of Pharmacy and Medicine Management

General Pharmacy Department

1. To contribute to departmental procedures at the request of the Policies and Procedures committee.
2. To undertake project/audit work as required.
3. To participate in rostered flexible shift working including evening, weekend and bank holiday arrangements in line with service commitments. The trust is working towards a 7 day 24 hour service and at present the hours can be between 8am and 8pm
4. To undertake any other duties that may reasonably be required.

Where not expressly stated in the core duties include the post holder's responsibilities for patient/client care, policy or service development/implementation, physical and financial resources and research & development.

GENERAL DUTIES

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

For senior/clinical managers the following statement must also be included

The post holder is accountable for minimising the risks of infections and for the implementation of the Code of Practice for the Prevention and Control of Healthcare Associated Infections as outlined in the Health Act 2006. This includes receiving assurance of risk and embedding evidence based practice into daily routines of all staff.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children,

young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Duty of Candour

All members of staff have a Duty of Candour. The Duty of Candour is a legal duty on hospital, community and mental health trusts to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. Duty of Candour aims to help patients receive accurate, truthful information from health providers. A summary of our requirements for Duty of Candour are as follows:

- Act in an open and transparent way: Clear, honest and effective communication with patients, their families and carers throughout their care and treatment, including when things go wrong, in line with the definitions below.
- Openness – enabling concerns and complaints to be raised freely without fear and questions asked to be answered.
- Transparency – allowing information about the truth about performance and outcomes to be shared with staff, patients, the public and regulators.
- Candour – any patient harmed by the provision of a healthcare service is informed of the fact and an appropriate remedy offered, regardless of whether a complaint has been made or a question asked about it.
- Apology - An 'apology' is an expression of sorrow or regret in respect of a notifiable safety incident; It is not an admission of guilt.
- Appropriate written records - Records are complete, legible, accurate and up to date. Every effort must be made to ensure records are updated without any delays.

The professional duty of candour

Healthcare professionals must also be open and honest with their colleagues, employers and relevant organisations, and take part in reviews and investigations when requested. They must also be open and honest with their regulators, raising concerns where appropriate. They must support and encourage each other to be open and honest, and not stop someone from raising concerns.

Pharmacy staff must ensure they are fully aware of their responsibilities with Duty of Candour and are required to read the relevant material /watch the podcasts by following the link on the NUH intranet below:

http://nuhnet/medical_director/patient_safety/Pages/DutyofCandour.aspx

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

WORKING CONDITIONS

- **Physical Effort:** During a shift the post holder will frequently be required to exert light physical effort and may sit for long periods of time using IT equipment or meeting staff. When in the dispensaries standing for long periods of time may occur. There may also be occasions where the post holder is expected to exert moderate physical effort and lifting, bending and stretching will be required frequently on a daily basis. There will be face to face contact with patients in this role which occasionally may be stressful and difficult and lead to exposure to verbal aggression. Exposure to unpleasant sights and smells, including bodily fluids may also be occasional.
- **Mental Effort:** During a shift the post holder may experience unpredictable workload with some extremely busy periods with lots of background noise/distractions. Constant concentration is required for accurate work.

JOB REVISION

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Job description reviewed by: Harjinder Dhillon

Date: 17.02.2021.