

Job Description

Division:	Children's, Women's and Diagnostics
Job Title:	Pharmacy Technician – Patient Services
Band:	4
Location:	Pharmacy Directorate
Hours of Duty:	Bank contract to work as and when agreed
Managerially accountable to:	Chief Technician Patient Services / Lead Pharmacy Technicians
Professionally accountable to:	Clinical Director of Pharmacy
<u>Key Relationships:</u>	All the members of the Patient Services and Distribution team; all other staff within the Pharmacy Directorate; Clinicians, Matrons, Ward Managers and nursing staff relevant to the nature of the work of the department. Patient and / or their carers.

Role Summary:

The post holder will:

- Provide comprehensive, professional and high quality technical support in the provision of pharmaceutical services to wards and departments. This will include liaising with medical and nursing staff, patients and clients.
- Provide dispensary based activities including the accurate dispensing of prescriptions and specialised items e.g. controlled drugs; clinical trials materials, unlicensed medicines and compliance aids. This will include: consulting medical and nursing staff to clarify queries where appropriate; completion of required documentation and maintenance of records and seeking advice from more senior staff when necessary.
- Work to ensure the accurate and timely dispensing of medication in order to enable the prompt supply of medication and facilitate discharge in accordance with the agreed turnaround time. This may occur in the dispensary or at a mobile dispensing unit on a ward.
- Issue and / or check stocks of Controlled Drugs issued to wards and departments under Pharmacist supervision and provide accurate and regular audit of the accuracy of computer and paper records.
- Dispense clinical trials in accordance with the dispensing protocol under the direction of the Clinical Trials Technician/Pharmacist.
- Works to ensure the accurate and timely dispensing of all inpatient and take home medication in order to enable the prompt supply of medication and facilitate discharge.
- This will involve:
 - Dispensing in patient prescriptions (including Controlled Drugs, unlicensed medicines, clinical trials materials and non formulary medicines) in line with SOPS and local policy.
 - Ensuring that all required documentation relating to the issue of drugs to individual patients wards and departments is accurately completed and maintained.
 - Counselling patients on the routine use of their medicines.
- Ensuring that all required documentation relating to the issue of drugs to individual patients, wards and departments is accurately completed and maintained
- Undertake training and development related to ward based medicines management duties including accurate drug history taking and documentation; assessment of Patients Own Drugs in accordance with local policy; counselling of patients / carers regarding medication
- Work within Technical Services and prepare pharmaceutical products (including aseptic products and chemotherapy) in accordance with local procedures.
- When appropriate entry criteria are met, undertake relevant training and development to become an Accredited Checking Technician (meeting the requirements of the nationally agreed framework). Successful completion of this qualification may facilitate career progression to a Band 5 Pharmacy Technician post if such a vacancy is advertised /

available. Participate in daily checking slots once qualified as an Accredited Checking Technician.

- Will participate in any medicines management and safety initiatives within the Directorate.
- The post holder will: ensure effective stock control and stock management including investigation of stock discrepancies; undertaking stock adjustments; accuracy checking of external orders; working with the Senior Assistant Technical Officer for waste management and ward based staff to ensure the cost effective use of medicines and minimising pharmaceutical waste; challenges unusual demands from wards; ensures that returned goods are processed accurately and efficiently to ensure that appropriate credit is provided.
- Supervise, prioritise and proactively direct the work of ATO's and Student Technicians whilst working in the Patient Services and Distribution to ensure the delivery of an effective, timely and efficient service.
- Undertake appraisals of lower graded staff if required.
- Participate in quality initiatives (e.g. audits; near miss reviews) undertaken by the Pharmacy Directorate
- Actively participates and contributes to the ongoing modernisation of pharmaceutical services
- Actively participates and contributes to the training of student technicians and pharmacy support workers (ATOs) working within the Pharmacy Directorate, this includes undertaking the training to become an expert witness for NVQ, if required.
- Mentor and act as a role model for student pharmacy technicians and ATOs.
- Participate in appropriate early / late night, weekend and Bank Holiday rotas that may be necessary for the efficient running of the service.
- Provide a standardised service with a positive customer focus.
- All of the above will be in accordance with standard operating procedures (SOPs) and departmental policies.
- Proactively ensures the safe and secure storage of medicines in all areas.
- Assist with the smooth running of the Patient Services and Distribution section. This involves liaising with the Chief Technician /Senior Technicians and Senior Medicines Management Pharmacy Technician and contributing to the review of existing systems.
- Participate in the achievement of key performance indicators with the Pharmacy Directorate.

Key Areas:

Communication & Relationships Skills –

The post holder will:

- Effectively communicate and foster good working relationships with pharmacy colleagues, medical and nursing staff, staff based within the out-sourced outpatient dispensary and external customers to ensure the effective, efficient, safe and timely delivery of all services within Patient Services and Distribution.
- Liaise with ward based clinical pharmacists, medical, nursing staff and patients / carers to ensure the delivery of appropriate ward based medicines management services. This will involve, after suitable training and completion of competencies: medicines reconciliation and accurate drug history taking from patients / carers in patient counselling regarding medicine; effective and timely communication with the relevant staff to clarify and resolve pharmaceutical issues / problems so ensuring the provision of the best service possible to patients.
- Undertake appraisals of low graded staff if required.
- It is expected that all employees of the Trust will take part in the appraisal process each year with the first appraisal taking place within the first 6 months from appointment.

Analytical & Judgemental Skills –

The post holder will:

- Assist with the undertaking and documenting of accurate drug histories (utilising standardised documentation) by communicating with medical staff (both UHNM and Primary Care), G.P. receptionists, patients and their carers and utilising all available resources (including patient's medical records, own medication and computer records on IPM, ICM, EPR and the pharmacy ASCRIBE® system).
- After suitable training, identify any discrepancies in the drug history and bring them to the attention of the ward pharmacist and / or prescriber for discussion and resolution.
- On completion of training and competency assessment, assess patient's own drugs for suitability for re-use, according to agreed protocols.
- On completion of competencies, participate in discharge counselling of patients where appropriate with specific reference to their medication, any special requirements (e.g. warfarin, inhalers, dose changes, discontinuations). Identify if any further supplies are required and ensure that any adherence issues raised are addressed. Identify those patients requiring information sheets on their medication and provide them with written information.
- Liaise with the relevant staff for guidance and advice where queries and problems exceed their remit.

Planning & Organisational Skills –

The post holder will:

- After suitable training and completion of competencies, liaise with nursing staff and the ward pharmacist to identify patients requiring discharge prescriptions and facilitate speedier discharge to meet trust wide targets. This will include rechecking patients own drugs, liaising with the dispensary, dispensing on the ward setting, ensure compliance aids are dispensed when appropriate and communicating changes and information to GPs and community pharmacists as necessary.
- Work constructively to ensure that work flow through the dispensary supports the flow of patients through the Trust and the achievement of the TAT, this will include taking corrective actions and escalating issues to more senior staff members.
- Proactively ensures the safe and secure storage of medicines in all areas.
- Assist with the smooth running of the Patient Services and Distribution section by liaising with the Chief Technician / Senior Technicians / Senior Medicines Management Pharmacy Technician and contribute to the review of existing systems.
- Works to ensure the accurate and timely dispensing of all in-patient and take-home medication in order to enable the prompt supply of medication and facilitate discharge.

This will involve:

- i. Dispensing in-patient prescriptions (including Controlled Drugs, unlicensed medicines, clinical trials materials and non-formulary medicines) in line with SOPs and local Policy
 - ii. Ensuring that all required documentation relating to the issue of drugs to individual patients, wards and departments is accurately completed and maintained.
 - iii. After suitable training and completion of competencies, counselling patients on the routine use of their medicines
- Participate in the achievement of key performance indicators with the Pharmacy Directorate.

Responsibility for Patient/Client Care –

The Post holder will:

- Responsible for ordering medicines for individual patients and ensuring sufficient supplies of medicines are available for patients during their inpatient stay and at discharge

- Advise on the safe and secure storage of Patients Own Drugs and non-stock drugs on the wards to ensure that they are kept in safe custody at all times and handed back to the patient/transferred accordingly.
- Ensure that any patient adherence issues raised are addressed with appropriate staff.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.

Together



- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Health and Safety

To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.

To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.

To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code

- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene

- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice

- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination

- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies

- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

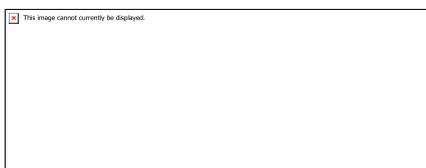
Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical

waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust’s business continuity arrangements, as a minimum. All staff will be required to;

- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;
- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment. Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____ Print _____ Date _____

Signed Manager _____ Print _____ Date _____

Person Specification

Requirements	Essential	Method of Testing Application form Certificates Test Presentation Interview Assessment Centre	Desirable	Method of Testing Application form Certificates Test Presentation Interview Assessment Centre
Education and qualifications	NVQ level 3 in Pharmaceutical Services or National BTEC in Pharmaceutical Sciences or equivalent nationally recognised qualification plus Accredited underpinning knowledge Registered Pharmacy Technician with the General Pharmaceutical Council	Application form / Certificates Application form / Certificates	Member of the Association of Pharmacy Technicians National Accredited Checking Technician (ACT) qualification or requirement to undertake the training. Expert Witness for NVQ Assessor Qualification or willing to undertake	Application form / Certificates Application form / Certificates Application form / Certificates
Experience	Minimum 1 year recent experience in either a hospital pharmacy or community pharmacy setting. Commitment and evidence of professional updating and continuous professional development Patient counselling skills – pleasant professional manner; knowledge of use of medicines and advising patients; assessing patient’s pharmaceutical care needs.	Application form Application form Application form	Previous experience of automation Previous experience of medicines management and patient’s own drug schemes or medicines management services to nursing / residential homes Supervisory skills to supervise Pharmacy Assistants and Student Pharmacy Technicians.	Application form Application form Application form

Skills, ability and knowledge	Computer literate with good general keyboard skills for using the pharmacy computer systems, including ordering and receiving stock and rectifying stock discrepancies.	Application form	Evidence of interest in new ways of working and developing specialist knowledge in a clinical area	Application form
	Literate and numerate.	Application form		
	Ability to communicate orally and in writing e.g. good telephone manner, polite face to face, email, accurately record relevant details.	Application form		
	Ability to work well with all grades of staff internally as part of a team and externally including ward staff, patients.	Application form		
	Good knowledge of pharmacy practice and clinical governance initiatives relating to medicines	Application form / interview		
	Understand importance of, and adherence to standard operating procedures and UHNS policies	Application form / interview		
	Up to date knowledge of the legal requirements for dispensing and supplying medicines (including controlled drugs)	Application form		
	General knowledge of commonly prescribed drugs, their uses and main counselling points	Application form		
	Flexible approach to work.	Application form		
	Able to communicate information about medicines when there is a barrier to understanding.	Application form		
Demonstrates good organisational and prioritisation skills.	Application form			

	Able to work quickly and accurately even when under pressure and ability to meet deadlines and manage time effectively.	Application form		
	Demonstrable self-motivation and proactive approach.	Application form		
	Demonstrate ability to maintain required competencies for medicines management duties.	Application form		
	Proven ability to consistently dispense medicines accurately without making errors.	Application form		
	Ability to mentor and train lower grades of staff enabling them to achieve their goals.	Application form		
	Knowledge of medication safety and governance safety issues and the implications for dispensary and ward based services	Application form		
	Able to deal with complaints / confrontations on wards and handle sensitive issues and recognising when to escalate.	Application form		
	Demonstrate knowledge with health and safety and COSHH risk assessments for safe working and good practice.	Application form		
	Ability to work with minimum supervision and act on own initiative	Application form		
	Confident in approach	Application form		

Personal Qualities	Declared fit by Occupational Health to undertake employment duties taking into account, where necessary and required, all or any reasonable adjustments.	Recruitment process		
	Honest and trustworthy and able to maintain strict confidentiality at all times.	Application form		
	Well-developed inter personal skills. Professional appearance and manner.	Application form		
	Ability to acknowledge own limitations and know when to refer an issue to a more Senior team member	Application form		
	<u>Other Job Requirements:</u>			
	Able to work flexibly covering all working days, Monday to Friday and available for late nights / Saturday / Sunday / Bank Holidays on a rota.	Application form		
Able to travel between sites	Application form			