

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job title:	Ward Medicines Assistant
Band:	3
Directorate:	Pharmacy
Ward/Dept Base:	Pharmacy
Hospital site:	Trust wide

Essential Requirements

- See personal spec.

Desirable requirements

- See personal spec

2 Job Purpose

- To work primarily on the ward, carrying out the full range of Dispensing Assistant duties including the dispensing of prescriptions and orders.
- Provide technical support to the ward including carrying out routine procedures in the ordering, distribution and storage of pharmaceutical stock.
- Assess patient's own drugs (PODs) to ensure that they are suitable for reuse within the Trust and that they are transferred with the patient.

3 Dimensions

Number of dispensary transactions per month	RVI Dispensaries = 25,740 FH Dispensary = 20,782
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Drug stock holding	RVI Dispensaries = £2 million FH Dispensary = £780,000
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No. of dispensary support staff at RVI	1x Band 6 Dispensary Manager 1x Band 5 Deputy Dispensary Manager 3x Band 4 Pharmacy Technicians 15.33x Band 3 Dispensing Assistants
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No. of dispensary support staff at FH	1x Band 6 Dispensary Manager 1x Band 5 Deputy Dispensary Manager 2x Band 4 Pharmacy Technicians 12.63x Band 3 Dispensing Assistants
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4 Organisational arrangements

Accountable to: Pharmacy Patient Services Operations Manager
Matron for clinical directorate

Managed by: Specialist Lead Technician (Dispensaries)

Liaises with: All pharmacy staff, ward staff.

5 Knowledge Training and Experience

- See personal specification
- Induction period to include, Trust induction, one week departmental induction to familiarise the post holder with other sections of the pharmacy. Dispensary and ward induction period of 4 weeks to gain practical experience of work activities in the dispensary and wards to include a working knowledge of standard operating procedures.
- Competency based in-house training is given to achieve the required knowledge and skills needed to carry essential duties.
- Expected to meet GPhC requirements for pharmacy support staff.
- Expected to undertake required training to support work at ward level.

6 Skills

Communication and Relationships

- As a member of the ward multidisciplinary team, the post holder will be a key link between ward colleagues and pharmacy to improve communication and efficiency in the management of medicines (e.g. medicine supply issues, planning discharge)
- Must be able to communicate with a diverse range of people where there may be difficulty in understanding e.g. deaf patients or patients whose first language is not English.
- Must be able to answer routine queries face to face or on the telephone from patients and other hospital staff. Must know the appropriate person to whom to refer the caller when necessary.
- Communicates with other professional and technical staff at ward level and within the pharmacy regarding supply and operational issues (e.g. discrepancies on orders from pharmacy).
- Must complete any relevant documentation (e.g. stock take records, prescriptions and orders) accurately and legibly in compliance with Trust and legal requirements and to facilitate audit or investigations.
- Participate in weekly staff meetings.

Analytical and Judgemental Skills required for the post

- Interprets prescription and temporary stock abbreviations and converts them into English prior to dispensing.
- Calculates quantities of medicines required in response to prescription and temporary stock orders thus ensuring sufficient supply is given so treatment is not compromised.
- Monitors ambient and fridge temperatures at ward level, ensuring any significant

fluctuations are reported immediately to the appropriate member of staff. (This includes clinical trial storage areas.)

- Self-checks own work.
- Advises ward managers of any changes to ward stock that may be necessary to ensure demand is met.

Planning and Organisational skills required for the post

- Works within Standard Operating Procedures.
- Plans own tasks to meet deadlines for the placing and delivery of orders
Maintains in an organised manner all dispensing documentation as required, including archiving and disposal of paperwork as necessary.
- Develops organisational and planning skills through experience.
- Helps plan and organise the early recall of resuscitation boxes which are due to expire to facilitate the prompt replacement and manage workload more efficiently.

Physical dexterity skill requirements

- Operates the pharmacy computer system and eRecord for the ordering, supply and dispensing of medicines throughout the working day.
- Selects medicines from a range of similarly packaged products.
- Measures/counts medicines in the course of dispensing prescriptions and orders within the dispensary which requires the post holder to maintain a high level of accuracy whilst working to tight deadlines.

7 Key result areas

Patient / Client care

- Dispenses prescriptions and orders for patients in accordance with statutory requirements and departmental procedures.
- Provides guidance for the correct storage of medicines delivered from the pharmacy store to the ward. Replenishes emergency resuscitation boxes and the out of hours emergency drug cupboard medicines (including the accurate completion of all records).
- Will be expected to participate in evening, weekend and public holiday working rosters (if deemed necessary for service delivery).

Policy and Service Development

- To participate, as may be appropriate in pharmacy projects and developments and cooperate in implementing new policies and procedures arising from this.
- Disposes of glass, clinical, confidential and cytotoxic waste in accordance with departmental and Trust procedures.

Financial and Physical Resources

- To work in a way that avoids unnecessary waste of drugs and materials. This requires the use of computer records to avoid duplicating prescriptions or issue of ward stock as well as knowledge of correct storage conditions (fridge / room temperature) and the procedure for handling returned medicine for return into stock or destruction.
- Charges drugs and consumables to wards and departments throughout the hospital via the computer.
- Assists in maintaining the security of medicines within the department, including the shop, by working within Trust policies and departmental procedures.

Human Resources

Education

- Is required to participate in the training and induction of new staff in the ward and in the dispensary by demonstrating practical skills under the direction of a Senior Technician.
- Participates in training relating to role.

Information Resources

- Utilises pharmacy computer system to gain information on stock availability or status of orders in response to queries from within pharmacy or from other wards or departments and from other hospitals.
- Utilises eRecord to ensure patient specific orders, active medication lists and discharge prescriptions can be printed to facilitate ward and dispensary processes.

Research and Development

- To participate in any in-house competency based training programmes relevant to the development of the role.

8 Freedom to act

- Work is supervised by a clinical technician or pharmacist. Work is governed by standard operating procedures, COSHH and other health and safety regulations.

Clinical governance

- Post holder works within the boundaries of clinical governance set down by the Trust.
- Must follow pharmacy policies and procedures and achieve an acceptable standard of work.
- Works within D & T committee decisions regarding supply of specific medicines.

9 Effort & Environment

Physical

- Daily work involves standing for long periods of time during the processing and dispensing of medicines.
- Lifts heavy boxes (10Kg) twice a day when processing deliveries.
- Collects and transports medicines between the pharmacy store and the dispensary and the dispensary and ward.

Mental

- High level of concentration required during the dispensing/ordering process, production of labels, selection of the correct medicines from various locations in the dispensary and ward and the associated counting and measuring. Must be able to work to deadlines accurately and with precision in noisy, busy environment, often with frequent interruptions.
- High level of concentration needed when reading prescriptions.

- Must be able to maintain concentration when relocating stock in various storage areas to avoid contributing to a picking error by another member of staff.
- High level of concentration required when checking off orders to avoid stock holding errors that might contribute to stock shortages or incorrect medicines being issued.

Emotional

- Deals with a cross-section of the public on a daily basis where patients may be upset, distressed or angry due to what they may perceive as being a long waiting time.
- Encounters inpatients who are acutely unwell with a variety of medical conditions.

Working conditions

- Can be uncomfortable in the summer when it is hot. Drinks/refreshments not allowed in work area and the constant moving around that is required makes it difficult to cool down.
- The dispensary and ward areas are noisy most of the time.
- Spends periods of time each day at a VDU processing dispensary orders, producing labels and charging out stock.

Agreed post holder *Agreed manager*
Date *Date*

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Person Specification

JOB TITLE: Ward Medicines Assistant

DIRECTORATE: Pharmacy

DEPARTMENT: Pharmacy

SITE: Trust wide

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for safe and effective performance of the job	<u>DESIRABLE</u> Where available, elements that contribute to improved/immediate performance in the job	<u>ASSESSMENT</u>
KNOWLEDGE	Knowledge of drug names and differences in formulations / pack sizes	Knowledge of Hospital Pharmacy	
SKILLS	Demonstrate good oral and written communication Basic computer skills Good organisational and accuracy skills. Capable of working with minimum supervision. Good customer care skills.		
EXPERIENCE	Previous experience dispensing prescriptions	Grandparent clause notification to the GPhc Experience of working within a clinical ward area	
QUALIFICATIONS	NVQ Level 2 in Pharmacy Services <u>OR</u> a training programme accredited by the GPhC to an equivalent level to Pharmacy Services Skills NVQ Level 2 (QCF)	GCSE (Min. Grade C) or equivalent in Mathematics and English Language or previous relevant experience.	
PERSONALITY/ DISPOSITION	Enthusiastic Dedicated Flexible Good communicator Able to work as part of a team Able to work to deadlines in a busy environment		
CORE BEHAVIOURS	Alignment to Trust Values and Core Behaviours	Evidence of understanding of Trust Business Experience of working in the Trust previously	
PHYSICAL	Good general fitness and mobility		

CANDIDATE:
SIGNED BY:
DESIGNATION:

REFERENCE NO:
DATE: