

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job title	Clinical Pharmacy Technician
Pay band	5
Directorate	Pharmacy
Ward/Dept Base	Pharmacy
Hospital site	Trust wide

Essential Requirements

- See Personal Specification

Desirable requirements

- See Personal Specification

2 Job Purpose

- To practice as an experienced pharmacy technician.
- To practice as a registered pharmacy technician.
- To provide a clinical service to identified patients
- In domiciliary general practice or Trust settings including reducing risk associated with the admission and discharge process.
- To undertake a broad range of technical pharmaceutical activities in the dispensary, including providing advice to patients and other healthcare staff.

3 Dimensions

- Contributes to controlling drug expenditure.
- Contributes to stock control and reduction in wastage of medicines.
- Contributes to patient safety.
- Contributes to effective processes for ordering and supplying medicines for patients.

4 Organisational arrangements

Accountable to: Patient Services Operations Manager

Managed by: Lead Clinical Pharmacy Technician

Supervises: Junior staff when required

5 Knowledge Training and Experience

- See personal specification
- Registered with the General Pharmaceutical Council (GPhC)
- Induction period to include, Trust induction, one week departmental induction to familiarise the post holder with other sections of the pharmacy. Section induction period of 4 weeks to gain practical experience of work activities within general practice and the dispensary and working knowledge of standard operating procedures.
- Requirement for CPD portfolio
- An Accredited Accuracy Checking Qualification

6 Skills

Communication and Relationships

- The ability to complete relevant documentation, for example, worksheets, in a legible and accurate manner in compliance with legal requirements and to facilitate any future audit or investigation.
- Communicates with patients directly or by telephone regarding their medication.
- Counsels patients about their medication within pharmacy and at ward level. The post holder is required to communicate with a diverse range of people who visit pharmacy where there may be barriers to understanding e.g. deaf patients or patients whose first language is not English.
- Communicates with Clinical Pharmacists, general practice staff, care workers and nurses regarding patient medicines.
- Communicates with other professional and technical staff within the hospital or community pharmacy, regarding specific patient and operational issues.
- May communicate with ward top-up staff regarding stock requirements and changing demands on allocated wards.

Analytical and Judgemental Skills required for the post

- Interprets a full range of prescriptions in order to carry out the dispensing process accurately, identifying any incorrect dosage or drug interactions, and acting accordingly, if necessary informing a pharmacist. Judgement is needed by the post holder to recognise when pharmacist intervention is required.
- Interprets prescription abbreviations and converts into English instruction for labelling and to calculate the quantity of medicine that is required.
- Helps identify patients at risk of hospital admission or readmission (in accordance with guidance) and assists with referrals to community pharmacy for follow up post-discharge.
- May help manage the re-ordering of stock and non-stock items on individual wards. Judgement on what is an appropriate level is needed during holidays or busy periods.
- Assesses medication supply issues and uses their knowledge and experience to decide upon the most appropriate course of action.
- Monitor prescriptions identify any incorrect doses, frequency, drug interactions or missing additional instructions. Judgement is needed as to the most appropriate course of action for example is the addition of a note on the record sufficient or is the matter so potentially harmful that a doctor or pharmacist should be informed immediately.
- Monitors prescriptions for formulary compliance.

- Monitors prescriptions for compliance to antibiotic formulary.
- Assesses patients own medicines and decides whether they are suitable for continued use.
- May transcribe orders from drug charts onto Individual patient dispensing order forms to facilitate one stop dispensing ensuring that all necessary medication bears the patients name and instructions for use on discharge.
- May undertake an accredited technician checking course after completion of other in-house training schemes e.g. final checking of resuscitation boxes and emergency cupboard transfers. Ability of the post holder to dispense with accuracy must be demonstrated before commencing any accredited checking course, which after successfully completing will enable the post holder to final check, for accuracy, dispensed medicines in addition to other items.
- Will be expected to undertake an accredited "Medicines Management" course. After successful completion the post holder will be able to use the skills obtained to, for example, refer to patients' notes and biochemical test results to further influence patients' drug therapy and take patient medication histories.
- Self-checks own work and technically checks for accuracy the work of pharmacy staff.
- Responds to prescription requests from patients, pharmacy staff, medical staff or nursing/care home staff, processing them in a timely manner.
- Reviews hospital discharge notifications and clinic letters to reconcile medicines against current repeat prescriptions in general practice, flagging up and correcting discrepancies to improve outcomes and support cost-effective prescribing.
- Uses knowledge of computer systems in all settings and community pharmacy systems to solve problems relating to prescribing or dispensing of medicines.
- Supports other healthcare professionals, particularly the clinical pharmacists by identifying patients in any care setting who need a clinical medication review for a long term condition, high risk medicine, complex transfer of care or problematic polypharmacy.

Planning and Organisational skills required for the post

- Manages day to day activities
- The technician will use their initiative and experience to make judgements about organising their day-to-day responsibilities particularly when service requirements change or when resources are unavailable.
- Expected to liaise with other technicians to ensure dispensing assistant are utilised affectively on wards

Physical dexterity skill requirements

- Operates pharmacy, Trust and general practice computer system for the ordering, dispensing and supply of pharmaceutical products throughout the working day, including preparation of labels and input of accurate data for stock control programme.
- Prepares a range of pharmaceutical products including calculating, accurately weighing, measuring raw materials, and mixing of ingredients, some of which may be hazardous, therefore ensuring the appropriate COSHH regulations are followed.
- Selects medicines from a range of similarly packaged products.
- Measures/counts medicines in the course of dispensing an individual prescription in the dispensary, which requires the post holder to maintain a high level of accuracy whilst working to tight deadlines.

- In common with all pharmacy technicians the senior technician is able to manufacture sterile (including i/m, i/v, s/c injectables), aseptically prepared and non-sterile pharmaceuticals utilising appropriate equipment.
- Operates eRecord to gain access to patient records / results and for the printing of required documentation.
- May walk or drive between workplaces or between the workplace and a patient's domicile during the working day.

7 Key result areas

Patient / Client Care

- Dispenses a full range of prescriptions for in-patients and out-patients in accordance with statutory requirements, health policies and departmental procedures.
- Provides information to patients and healthcare staff on routine drug dosage and use.
- Helps manage the supply of stock items to designated wards and departments to support prompt administration of drugs at ward level.
- Completes documentation to provide a complete auditable trail for individual products.
- May provide technical advice on GSL and P (legal classifications) medicines.
- May be expected to participate in Saturday and public holiday working rosters relating to dispensary services.

Policy and Service Development

- Works within Standard Operating Procedures within the workplace and in patients' domiciles.
- Participates, as may be appropriate, in pharmacy projects and developments and co-operates in implementing new policies and procedures arising from this which will impact outside of the workplace.

Financial and Physical Resources

- Handles cash and cheques, takes payment for prescriptions in the absence of the receptionist. Uses a till.
- Charges raw materials and disposables to service users to ensure stock and reorder levels are maintained.
- Assists in maintaining the security of medicines within the department by working within Trust/CCG/practice policies and local procedures.
- Works in such a way as to avoid unnecessary waste of drugs and materials e.g. using computer records to avoid duplicating prescriptions or issue of ward stock.
- Ensures returned medicines from wards and department are processed appropriately to minimise waste.
- May dispenses private prescriptions. This involves using computerised records to obtain the current price per line and then calculating the overheads and VAT to work to out the final cost to the patient.

Human Resources

Management

- Supervises the work of the ATOs and more junior staff in the workplace.

Education

- Participates in the training of healthcare staff, including supporting student technician training by demonstrating practical skills.

Information Resources

- Utilises pharmacy computer system to gain information on stock availability or orders, in response to queries from within the pharmacy department, wards, departments and other hospitals.
- Refers to pharmaceutical reference books and medicines information unit to clarify routine queries on pharmaceutical products.
- Utilises pharmacy computer system and specialised labelling programmes to produce labels to be attached to products prepared in the Dispensary Services and Production units.
- Uses e-mail system to communicate with colleagues internally and external to the Trust.
- Uses the pharmacy or general practice computer system for retrieval of confidential patient information.
- Utilises eRecord, SystmOne or EMIS to gain access to patient records / results and for the printing of required documentation.

Research and Development

- May participate in preparation/dispensing of clinical trial/research material. This requires the accurate and precise recording of complex information.
- Supports pharmacists, practices and the Trust Pharmacy department with data collection in order to evaluate process and outcome data for services/care provided, including that provided by pharmacy technicians.

8 Freedom to act

- Work is managed by Lead Clinical Pharmacy Technician or Section Manager as appropriate.
- Requirement to use initiative and experience when making judgements about priorities concerning own workload.
- Required to use own professional judgement.

Clinical governance

- Post holder works within the boundaries of clinical governance set down by the Trust.
- Post holder is responsible for constantly maintaining a high standard of work.
- Works within D&T committee decisions regarding supply of specific medicines.

9 Effort & Environment

Physical

- When working in the Trust, daily work involves standing at bench for long periods with brief periods of sitting when producing labels. Is required to move around between various storage areas to collect stock, which may involve some bending, stretching and use of a kick stool.
- When working in general practice, daily work involves sitting at a desk for long periods with brief periods of standing to communicate with colleagues or patients.

Mental

- High level of concentration required during production of labels, selection of the correct medicines from a variety of locations 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 required when performing medicine reconciliation in General Practice as working with multiple sources of complex information.
- Need to retain a high level of concentration during preparation of worksheets and batch documentation which involves interpreting the prescription and performing calculations.
- Need to retain a high level of concentration during preparation of products which requires reading the worksheet or batch documentation and performing fine measurements.
- Need for concentration during the preparation of labels to ensure all the appropriate information is input accurately into the computer system.

Emotional

- Deals with a cross-section of the public on a daily basis, which can be very stressful at times as patients may be upset, distressed or angry due to for example, what they perceive to be a long waiting time.
- May visit wards or patients which may bring the post holder into contact with situations which may be distressing, for example, visiting ITU, or patients who are terminally ill or have psychological disorders.

Working conditions

- Uses the computer as previously described.
- Handles hazardous materials e.g. cytotoxics when preparing or dispensing pharmaceutical products following COSHH guidelines. May come into contact with contaminated materials when sorting through patient's own medicines.
- Works in hot poorly ventilated conditions on occasions during the summer months. Drinks and refreshments are not permitted in these areas so post holder can become uncomfortable and find it difficult to cool down.

**The Newcastle upon Tyne Hospitals NHS Foundation Trust
Person Specification**

JOB TITLE Clinical Pharmacy Technician**DIRECTORATE:** Pharmacy**WARD/DEPARTMENT:** Pharmacy**SITE:** Trust wide

<u>REQUIREMENT</u>	<u>ESSENTIAL</u> Requirements necessary for the 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 and understanding of all technical aspects of pharmacy patient services, supported by practical experience gained by practical experience of an approved training programme. In addition successful completion of an in-house competency based training programme or previous relevant post qualification relevant clinical experience which provides an equivalent level of additional experience.		
SKILLS	Excellent oral and written communication Excellent customer care Working knowledge of pharmacy, hospital and/or general practice computer systems.		
EXPERIENCE	Practical experience of working in a relevant clinical pharmacy environment.	Practical experience of working as a designated checker Familiar with Medicines Information enquiry answering resources	
QUALIFICATIONS	S/NVQ Level 3 in Pharmacy Services and approved underpinning knowledge e.g. BTEC in Pharmaceutical Science or equivalent recognised pharmacy technician qualification plus experience to degree equivalent. Registered with GPhC	Medicines Management qualification. Formal management qualification NVQ Assessor qualification An Accredited Accuracy Checking Qualification	
PERSONALITY/ DISPOSITION	Motivated and able to motivate others Willingness to accept considerable delegated responsibility Able to work as part of a team Able to delegate to other Pharmacy staff including Pharmacists		
CORE BEHAVIOURS	Alignment to Trust Values and Core Behaviours	Evidence of understanding of Trust Business Experience of working in the Trust previously	

CANDIDATE:
SIGNED BY:
DESIGNATION:

REFERENCE NO:
DATE: