

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Pharmacy Assistant Dispensary Services
Band:	2
Base	The Pharmacy Dept., Royal Surrey County Hospital
Department / Portfolio	Pharmacy
Reports to:	Lead Pharmacy Technician Dispensary Services
Accountable for	n/a

2. JOB PURPOSE

The Pharmacy Dispensary and Store provides pharmaceutical services to 580 inpatient beds at the RSCH, Outpatient Clinics and Day Cases including The Children's Unit and St Luke's Cancer Centre, and external hospitals including Milford and Haslemere.

2.1 JOB SUMMARY

- **Accurately dispense and deliver pharmaceuticals to patients from the RSCH Inpatient dispensary.**
- **Responsible for a top-up service to allocated wards on a weekly basis and provide cover to other wards when needed.**
- **Assist with the receipt and storage of goods.**
- **Assist with the daily distribution and archiving of prescriptions and worksheets.**
- **Assist with the daily stock take of drugs and disposables.**
- **Assist in the training of new staff including Pharmacists, Pharmacy Technicians, Pharmacy Assistants, Trainee Pharmacists and Pre-registration Pharmacy Technicians.**
- **Be adaptable to the ever changing work demands of a busy pharmacy setting.**

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

INPATIENT DISPENSARY

Dispensing

- Undergo specialist training and complete all relevant dispensary-based validations within the agreed timeframe to ensure competence of role
- Accurately dispense all valid prescriptions for inpatients and outpatients according to departmental procedures to provide a safe, accurate and timely service. This includes: unlicensed and compassionate use medicines.
- Responsible for own endorsing of prescriptions and appropriate record sheets.
- Complete patient records for unlicensed products, blood products and vaccines issued.



Emergency Packs and Out of Hours Kits

- Responsible for the distribution of Resus Packs to the Trust according to departmental procedures. Complete all documentation and computer records as appropriate.
- Accurately prepare all types of out-of-hours kits according to departmental procedures. Complete all documentation and ensure items are highlighted for ordering when stock is low.

Dispensary Reception Service Provision

- Receive all prescriptions including Inpatient Ward Sheets, TTO'S, Drug Charts, CD Order Books, Outpatient Prescriptions and Clinical Trial Prescriptions. Ensure patient confidentiality.
- Responsible for validating all prescriptions received by confirming patient details upon receipt and obtaining a screen by the pharmacist.
- Advise hospital staff, patients, carers, transport staff and porters about waiting times.
- Advise hospital staff, patients and carers about availability of medicines.
- Receive inpatient prescription items via the printer or via the pneumatic tube system and track their receipt on Cerner.
- Hand out checked items to hospital staff collecting including outpatient prescriptions, clinical trials, TTO's, controlled drug stock orders, chemotherapy, completing documentation as required.
- Responsible for the receipt of clinical trial returns and documentation the date of return to the pharmacy as per SOP's

STORES AND DISTRIBUTION

Ward Stock top-Up

- Participate in the ward top up service to ensure ward stock levels are correct, order additional stock as needed and remove expired / excess stock to prevent wastage.
- Accurately top up pharmaceutical stock on wards or departments as allocated to ensure essential ward stock is maintained.
- Responsible for good stock rotation on the wards and undertake regular expiry date and quality checks on stock medications.
- Liaise with the ward pharmacist and ward staff in ensuring that the ward stock lists are kept up to date, so that stocks are appropriate and in sufficient quantity.

Processing of Returns from Wards and Departments

- Process goods returned from wards that have been approved for re-use by returning items to stock in accordance with local procedures. Use the JAC computer system to credit wards for returned stock ensuring that the correct cost centre is credited.

Delivery

- Seal envopaks containing inpatient medication and TTO's within the Dispensary, complete paperwork and securely deliver to wards and departments at allocated times, obtaining a signature from ward staff upon receipt.
- Securely deliver Controlled Drug orders to wards and departments in sealed envopaks, obtaining a signature upon receipt from an authorised Nurse.



GENERAL

Customer Service:

- Receive information and answer queries from patients, wards, transport drivers, porters and external customers relating to the supply and delivery of pharmacy products.
- To answer the telephone in a prompt and professional manner, taking accurate messages and referring to a technician as appropriate.
- Handle verbal complaints from patients, relatives, trust staff and contribute to written responses if necessary.

Daily Duties:

- Responsible for the sufficient supply of disposables, stationary and paperwork required within the inpatient dispensary and stores.
- Responsible for daily filing of all inpatient and outpatient prescriptions, ward sheets, CD order slips, picking slips and requisitions used in the dispensary and stores.
- General photocopying, putting away stock after use, filing and tidying of dispensary areas.
- Work towards cut off times within the dispensary and stores to ensure all items meet transport and porter deadlines.

Stock Control

- Propose changes to stock levels dependent on usage.
- Responsible for the routine verification of stock levels (KTAKEM) within the stores and out of hours cupboard.
- Perform expiry date checks on stock, maintain a log of expired stock and ensure that all expired stock is booked off the computer system appropriately.
- Participate in the identification of short dated items and maintain a log to ensure minimal wastage.

Environmental Monitoring and Control

- Record the dispensary fridges, room and freezer temperatures each day and report any abnormal readings to the Lead Technician.
- Be aware of environmental conditions within operational areas and report any faults as necessary to Lead Technician.

Audit

- Partake in audit work as appropriate including documenting necessary information.
- Assist in the audit of the returns service.

Procedural

- Guided by departmental procedures and hospital policies.

TRAINING AND DEVELOPMENT

- Participate in the induction programme for new stores staff.
- Act as a role model for trainee assistants.
- If new to the department the post holder will be required to undertake and complete an in-house induction and training programme to ensure familiarity with the departmental procedures followed by a period of supervised practice. This training will be reviewed annually.
- Undertake ongoing training and education as appropriate to the role. Where not already achieved this will include working towards a NVQ level 2 apprenticeship in pharmaceutical services or equivalent qualification.



- Undertake and complete the relevant validations within the Dispensary and Stores where appropriate.
- Undertake Continuing Professional Development and participate in training and development activities as are considered appropriate for the role and to keep up to date with advances in the service.
- Attend study days and departmental educational meetings.
- Performance will be formally reviewed every 12 months as part of the Personal Development Review (PDR) process, and informally reviewed every 3 months during 121 meetings.

COMPUTER SYSTEMS

- Take personal responsibility for the accurate and timely input of information onto the pharmacy computer system to ensure the maintenance of a reliable database including patient details.
- Book out of drugs and disposables on the pharmacy computer system to ensure an accurate database of the use of these items by patient name, location and cost centre.
- Use the JAC computer system to credit wards for returned stock ensuring that the correct cost centre is credited.
- Routine verification of stock levels to ensure accuracy and reliability of database information.
- Be familiar with procedures for the back-up system if JAC is not operational.
- Responsible for the security of own confidential passwords.
- Undertake any other computer duties as directed.

HEALTH AND SAFETY

- Be familiar with and act in accordance with local hospital Health and Safety policies and COSHH.
- Be aware of the hazards involved in the handling of cytotoxics and make every effort to minimise risks of exposure to themselves and others.
- Be familiar with and be able to follow cytotoxic and formaldehyde spillage procedures.
- Undergo Statutory and Mandatory Training at regular intervals in accordance with Trust policy.
- Be familiar with procedures for the segregation and safe disposal of waste, including clinical drug waste, generated by the department.
- Ensure all areas of work are kept clean, neat and tidy and all equipment is safe to use.
- Be aware of and comply at all times with regulations relating to the Health and Safety at Work Act, the Medicines Act and the Misuse of Drugs Act and any relevant National Regional and local guidelines to ensure a safe and legal delivery of service.

Security

- Responsible for adhering to the pharmacy department and trusts security procedures for maintaining the security of the pharmacy department and the trusts patients, staff and visitors.
- Responsible for the safe and secure handling of medicinal products

COMMUNICATION



- Develop and maintain good communication between staff within the department and between the pharmacy ward staff, external customers, porters and transport staff.

4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Patients, Relatives, Pharmacy Staff, Medical and Nursing Staff, Porters, Transport Drivers	External Customers including Outside Hospital Staff, Pharmaceutical Representatives, Secretaries and Volunteers.

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

To maintain up to date technical and professional knowledge relevant to the post.

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.

Equal Opportunities



- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work; and
 - To co-operate in meeting the requirements of the law.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Infection Control

Infection Prevention and Control is the responsibility of all Trust staff.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision



**WORLD CLASS CARE
FOR OUR COMMUNITY**

To provide nationally celebrated, community focused health and care.

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Pharmacy Assistant Dispensary Services

BAND: 2

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assess- ment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		
Share information openly and effectively with patients, staff and relatives	√		
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
GCSE Maths and English (Grade A to C) or equivalent qualification			A/I
NVQ Level 2 in Pharmacy Services or equivalent qualification		√	A/I/C
Knowledge and Experience			
Dispensary experience		√	A/I
Stores and distribution experience		√	A/I
Customer service experience		√	A/I
Previous work in stock control		√	A/I
Skills and Capabilities			
To work accurately within recognised procedures with competency based supervision	√		A/I
Physically fit and able to work sitting or standing for the majority of the day	√		A/I
Good organisational skills	√		A/I
Good communication and interpersonal skills	√		A/I
Good command of the English language	√		A/I
Basic computer skills and keyboard skills	√		A/I
To work systematically and flexibly	√		A/I
To work individually and as part of a team	√		A/I
Ability to problem solve	√		A/I



Equality and Diversity Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships both in terms of day -to -day working practices, but also in relation to management systems	√		A/I
Personal Attributes			
Used to working in a busy environment		√	A/I
Adaptability, flexibility and ability to cope with uncertainty	√		A/I
Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions	√		A/I
Professional calm and efficient manner	√		A/I
Effective organisational skills	√		A/I
Demonstrates a strong desire to improve performance and make a difference by focusing on goals	√		A/I
Attention to detail	√		A/I
Ability to demonstrate initiative	√		A/I
Ability to work independently	√		A/I
Complete assigned tasks in a timely manner	√		A/I
Accuracy and attention to detail	√		A/I