

JOB DESCRIPTION

<u>JOB TITLE:</u>	Clinical Pharmacy Technician - Service Support
<u>BAND:</u>	AfC Band 5
<u>DEPARTMENT:</u>	Pharmacy
<u>LOCATION:</u>	To be agreed with post holder
<u>ACCOUNTABLE TO:</u>	Trust Chief Pharmacist
<u>REPORTS TO:</u>	Deputy Chief Pharmacist – Clinical

MAIN PURPOSE OF THE JOB:

To undertake clinical technical duties in support of the ward based clinical pharmacy service in designated wards and off site community team by co-ordinating the process of medicines management in each ward. Providing advice to patients, carers, nurses and Doctors on prescribed medication. Authorised checking technician of dispensed items. Supervises lower grade technicians and clinical ATOs

DIMENSIONS

Northumberland, Tyne and Wear NHS Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totaling 2,200 square miles. We work from over 160 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington

The post holder will commit to the vision and values of the Trust

VISION AND VALUES

Our Vision is: "We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES."

Our Values are:-

- Caring Compassionate
- Respectful
- Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO HIGH QUALITY, COMPASSIONATE CARE AND TO ACHIEVE EXCELLENT HEALTH AND WELLBEING OUTCOME

ORGANISATIONAL CHART

Please see appendix 1

ONLY FOR CLINICAL STAFF**CORE COMPETENCIES**

- **Clinical Leadership**
- **Patient Care**
- **Professional Practice**
- **Practice Development**
- **Ensure that the care delivered is compassionate, competent, and courageous underpinned by a commitment to high standards and effective communication.**

COMMUNICATION & RELATIONSHIPS

The post holder is required to communicate and receive sensitive information in settings where advice may be challenged. Examples include discussing medicines and side effects with nursing staff and patients to improve patient compliance. This will require influencing and interpersonal skills. They are also required to work closely with Pharmacist colleagues and ward managers.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

- Undertake NVQ standardisation requirements as necessary
- Attend and contributes to Pharmacy Learn@ Lunch sessions and actively encourages Pharmacy staff to attend
- To undertake Continuing Professional Development in order to keep pharmaceutical clinical and technical knowledge current, ensure best practice and comply with requirements for entry on the pharmacy technician register Undertakes regular mandatory and accredited CPD and other training as determined by RSPGB and the Northumberland, Tyne and Wear Trust
- To take part in an annual appraisal, where this job description will be reviewed, and objectives set
- To participate in education and training programmes of self and others to develop skills as part of a commitment to continuing education and the concept of lifelong learning
- Maintain CPD requirements for professional registration with the General Pharmaceutical Council, including for revalidation when introduced
- Work to own personal professional development plan and identified own training needs as required

ANALYTICAL AND JUDGEMENTAL SKILLS

- Dispense prescriptions, including those patients requiring medication compliance aids (eg Dosettes), ensuring the timely and accurate supply of medicines to inpatients in wards receiving the individualised patient dispensing service and to wards and units that receive a topping up service
- Ability to interpret prescriptions, ward kardexes and ward orders to ascertain quantity of medication required to fulfil prescription
- Investigates and deals with stock control discrepancies reporting remedial measures to the Dispensary Supervisor
- Final checking of dispensed items and prescriptions for patients to ensure the accuracy of these medicines, legality of the prescription, appropriateness of prescribing and that dispensers have followed all standard procedures before patients receive medication
- Ensures accuracy of prescribing by referring ambiguous prescribing details to the supervising pharmacist or prescribing Doctor
- Responsible for timely supply of medication and reducing missed doses by reviewing patient prescription sheets and ordering newly prescribed medication, checking review dates of medication to ensure medication supplied is appropriate
- Maintains computerised patient records by entering patient details and prescription information into the departments database
- To facilitate use of patients own drugs within inpatients and outpatient

PHYSICAL SKILLS

- Keyboard skills
- Driver
- Manipulation of dispensing equipment e.g Patient compliance Aids.

PATIENT CARE AND FAMILY INVOLVMENT

- Responsible for good time management in order to ensure timely distribution of medication and supplies by working to delivery times / deadlines and medication round deadlines
- Responsible for maintaining patient records and monitoring of blood results of the Clozapine patient monitoring service (CPMS) ensuring the timely dispensing and distribution of medication to patients
- Responsible for ensuring patients have prescribed medication available for them at all times
- Provide advice and information to patients regarding changes in their treatment, ongoing and future supplies, and provision of information (verbal and written) to assist in concordance and compliance with prescribed treatment
- Supporting the clinical pharmacists in optimising treatments and minimizing risks of medicines in individual patients by providing a clinical technician service to designated wards. This will involve side-effect monitoring and counselling, patient medication counselling, assessment of patients own drugs for re-use, monitoring benzodiazepine usage and high dose antipsychotic monitoring, ensuring therapeutic monitoring and physical monitoring standards are complied with transcription of patients medication details onto legal prescriptions from clinically screened kardexs enabling timely leave and discharge of patients
- Maximise patient concordance and compliance with prescribed medicines and treatments by delivering medication education to patients and carers on an individual or a group basis
- Undertake duties as necessary for facilitating the discharge of patients including transfer of information to primary care and facilitating appropriate follow up of medication that needs monitoring
- To integrate within the ward based team to provide efficient and effective medicines management
- Answer telephone and resolve enquiries as appropriate
- Organise the day to day activities of the technician led medicine management service to wards in conjunction with the service Support pharmacists and lead technician.
- Liaise with the senior pharmacy technicians or other senior staff for dispensary services, distribution services and medicines management services regarding service provision.
- Deliver and evaluate systems to facilitate discharge at ward level.
- Support the delivery of medicines management in a timely manner, in conjunction with the services pharmacists
- To cover the duties of other technicians during periods of sickness and absence and to undertake any other reasonable duties that may be required

- Support roll out of service developments including individualised Patient Dispensing Services, automated systems and electronic ordering
- Assist Service Support Pharmacist in developing clinical pharmacy support to wards/teams in designated locality to promote safe and effective meds management
- Contribute to medicines management within designated wards/teams including meeting the requirements of CQC Essential Standards of Quality & Safety and other key governance frameworks.

POLICY AND SERVICE DEVELOPMENT

- Makes recommendations for changes to standard operational procedures to Technical & Support Service Manager
- Works to standard operating procedures as determined by the Technical & Support Service Manager
- Make recommendations for changes to standard operational procedures to the Lead Technician
- Work to standard operating procedures as determined by the Technical Services Manager
- To be responsible for the implementation of trust medicines management policies
- To be responsible for the day to day delivery of medicines to patients within the Clozapine Service including outpatient prescriptions and home delivery prescriptions under the direction of the Technical Services Manager

FINANCIAL AND PHYSICAL RESOURCES

- Minimise wastage by implementing efficient stock control measures and changes to pharmacy stock records
- Minimise wastage by implementing good stock control through regular physical stock checks and maintain computerised records enabling stock to be ordered efficiently
- Supervises and trains lower grade Technicians, ATOs and Student Technicians on good stock management and security of stock
- Responsible for stock control within dispensary and maintain computer records accordingly and reporting stock control discrepancies to the Lead Technician
- Check controlled drugs receipts from manufacturers/wholesalers for accuracy against delivery note, and annotate according to procedure
- Enter controlled drugs into appropriate registers and securely store stock in allocated areas ensuring rotation of stock
- Receive prescriptions/requisitions and process through computer system
- Receive prescription fees from out-patients, or complete exemption declaration forms

- Document and report savings plans in designated areas conjunction with the services pharmacists
- Assisting the Lead Technicians in Reviewing use of IPD packs and storage requirements for services to ensure best use of medicines

HUMAN RESOURCES

- Supervises ATO's lesser grade Pharmacy Technicians and Student Technicians in their clinical duties
- Supervises lower grade Pharmacy Technicians, Assistant Technical Officers and Student Pharmacy Technicians in the provision of the dispensing, medicine distribution and medicine management services to wards and units under direction from Technical & Support Service Manager
- Undertakes training and induction of new pharmacy members and student pharmacy technicians as determined by senior technicians
- Responsible for training and mentoring staff through computer data entry systems used in the pharmacy and the Clozapine monitoring service (CPMS)
- Plans and implements workload for anticipated periods
- Plans Assistant Technical Officer workload on clinical wards
- Work based assessor NVQ level 2 & 3 assessments under a work plan from internal verifier
- Supervise lower grade Pharmacy Technicians, Assistant Technical Officers and student pharmacy technicians in the provision of the dispensing, medicine distribution and medicine management services to wards and units under direction from the Lead Technician
- Undertake training and induction of new pharmacy members as determined by senior technicians
- Responsible for training and mentoring staff through computer data entry systems used in the pharmacy and the Clozapine monitoring service.
- Plan and implement own workload for anticipated periods.
- Plan ATO workload on clinical wards.
- To participate in training pharmacy, nursing and medical staff with regard to medicines' management issues

INFORMATION RESOURCES

- Maintains delivery records of medication supplied via porters, taxis and postal delivery
- Maintains Clozapine Patient Monitoring System (CPMS) by inputting patient details, ensuring blood results monitoring is complete and maintains legal documentation

RESEARCH AND DEVELOPMENT

- Undertakes dispensary, clinical and community medicines management related audits and completes error reporting systems as determined by Technical & Support Service Manger
- Contribute to the evaluation of services, including audit, and where appropriate feedback

FREEDOM TO ACT

- The post holder is accountable for their professional actions, guided by legal statute, professional standards and codes of conduct, by Trust policies and guidelines. Acting under the direction of the Technical Services Manager and service pharmacists

Effort and Environment

Physical:

Required to stand or sit at workstation for long periods of time to complete accuracy checking or prescriptions in predetermined allocated rota slots

Mental:

Requires frequent long spells of concentration during accuracy checking of prescriptions

Requires occasional long spells of concentration when dealing with Clozapine computerised records

Emotional:

The job requires contact with patients, primarily through ward based clinical pharmacy commitments and occasionally during dispensary based work. Service users with severe mental health conditions requiring hospitalisation can be distressed, agitated and sometimes physically and verbally abusive. Patients with suicidal tendencies are occasionally interviewed adding to emotional experiences

Working Conditions:

Clinical work includes counselling of potentially aggressive mentally ill patients on a one to one basis with the aid of a panic alarm or in more severe cases the accompaniment of a nurse

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

“To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. Don't use it **unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**
3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

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Post Holder's Name:

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Post Holder's Signature:

Date:.....

Line Manager's Name:

.....

Line Manager's Signature:

Date:

PERSON SPECIFICATION

Pharmacy Technician

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/ COMMENTS
EDUCATION AND TRAINING		
Qualified Pharmacy Technician (NVQ3/BTEC in Pharmaceutical Sciences) with post qualification experience	E	Certificate
Registration with the General Pharmaceutical Council	E	CV Interview GPhC Registration Number
Qualified Accredited Checker of dispensed items	E	Certificate
Qualified NVQ Assessor (A1 A2)	<i>E or a specific undertaking to complete within 12 months of appointment</i>	Certificate Interview
Evidence of commitment to CPD as a minimum to meet mandatory requirements of the General Pharmaceutical Council	E	CV Application Form Interview GPhC Registration Number, undertaking CPPE courses
Medicine Management Qualification	<i>E or a specific undertaking to complete within 12 months of appointment</i>	Certificate
Good IT skills – windows, word processing, spreadsheet, database, presentation, e-mail and web applications	E	Good keyboard skills and knowledge of applications. ECDL desirable
Accredited clinical training to deliver clinical service to wards	E	On appointment
EXPERIENCE/ SKILLS		
Excellent organised time management and communications	E	CV Reference Interview

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/ COMMENTS
Ability to work as an acknowledged member of a multidisciplinary team	E	CV Reference Interview
Ability to deal with potentially difficult/aggressive patients in mental health wards	E	CV Reference Interview
Evidence of ability to be self-motivated, practice self-management including prioritising workload and managing expectations of directly managed staff	E	CV Reference Interview
Highly developed interpersonal and communication skills, mature in outlook and flexible in approach to work with high professional standards and attention to detail	E	CV Reference Interview
PERSONAL ATTRIBUTES		
Excellent communication skills with demonstrable ability to present information to large groups of staff	E	Application form, interview
Proven ability to work alone and as part of a team	E	Application form, interview
Enthusiastic and cheerful	E	Interview
High degree of personal integrity	E	Application form, interview
Professional in appearance	E	Interview
Excellent interpersonal skills	E	Interview
Innovative thinker	E	Application form, interview
Ability to deliver high quality work to deadline	E	Application form, interview
Good negotiation and motivational skills	E	Application form, interview
Good planning, prioritisation and time management skills	E	Application form, interview
Good analytical and judgemental skills	E	Application form, interview

Pharmacy Structure 2015

