

JOB DESCRIPTION

<u>JOB TITLE:</u>	Dispensing Assistant
<u>BAND:</u>	3
<u>DEPARTMENT:</u>	Pharmacy
<u>LOCATION:</u>	St Nicholas Hospital
<u>ACCOUNTABLE TO:</u>	Technical Services Manager
<u>REPORTS TO:</u>	Specialist Technician – Dispensary Services

MAIN PURPOSE OF THE JOB:

To dispense medicines to inpatients, community and day cases, provide technical support to ward based clinical pharmacy technicians, and provide medicines topping up services to designated wards throughout the Trust. To carry out reception duties include dealing with nurses, patients and carers attending the department.

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.

- Heads of department
- Registered Technicians and Pharmacist
- Assistant Technical officers and Storekeepers
- Administration and procurement staff
- Other support services Nursing staff of all disciplines
- Service users/carers
- Porters and Transport Couriers
- Other providers of healthcare services
- Pharmaceutical Wholesalers manufacturers and suppliers
- Provide good customer service by receiving and processing prescriptions received at the pharmacy hatch from patients, carer's and hospital staff.
- To be flexible and perform other duties as required to meet the department needs
- Cover workload of other colleagues

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

- Maintain clinical ATO service after approved competency training program on clinical wards under direction from clinical technicians
- Work to own personal professional development plan and identified own training needs as required

ANALYTICAL AND JUDGEMENTAL SKILLS

- Provide up to date stock list to wards and out of hours drug cupboard ensuring ward staff have a valid reference list
- Identify slow moving or static stock line on wards / departments to Specialist Technician – Dispensary Services or Lead Technician – Medicines Supply.

PLANNING AND ORGANISATIONAL SKILLS

- Maintain clean, tidy, safe and efficient working environment incorporating LEAN techniques
- Maintain supplies of non-drug items including controlled stationery eg FP10 prescriptions ensuring accurate records of receipt and issue are maintained

PHYSICAL SKILLS

- Keyboard skills,
- Reconstitute medication requiring fine volumes using dispensing equipment and the safe handling of any hazardous medicines
- Undertake preparation of over labelled items in accordance with policies to provide medication to community teams in ready to use state including pre packing

PATIENT CARE AND FAMILY INVOLVMENT

- Dispense prescriptions including those patients requiring medication compliance aids (eg Dosesets), ensuring the timely and accurate supply of medicines to all inpatients and outpatients.
- Dispense medication for clinical trial patients and assemble drugs ready for checking following the principles of good clinical practice (GCP) and the
- Trust's Medicines Management and waste policies
- The labeling and dispensing of cytotoxic medications following current health and safety guidelines
- Provide patient information leaflets with all discharge leave and outpatient supplies
- Interpret prescriptions, ward kardex and ward orders to ascertain quantity of medication required to fulfill prescription
- Responsible for dispensing Clozapine, maintaining patient records and monitoring blood results of the Clozapine patient monitoring service (CPMS)
- Provide non clinical information to patient, relative and carers
- Whilst checking for ward stock requirements on kardexes refer ambiguous prescribing details to the supervising pharmacist
- Perform checks on kardexes on clinical wards ensuring patients receive medication prescribed in a timely manner reducing missed doses
- Dispense prescriptions on clinical wards from individual patient boxes under direction from clinical technicians and ensure enough supply remains in box for duration of patients hospital stay
- Following assessed training transcribe from Kardex for individual patient dispensing programme

POLICY AND SERVICE DEVELOPMENT

- Ensure that all Trust policies and departmental standard operating procedures are understood and adhered to at all
- Contribute to medicines managements within the pharmacy departments including meeting any requirements of CQC Essential Standards in Quality and Safety and other key governance frameworks
- Delivery safe, cost effective pharmacy supply services

FINANCIAL AND PHYSICAL RESOURCES

- Responsible for the safe storage of all pharmaceutical products
- The labelling and dispensing of Controlled Drugs
- Dispense Controlled Drugs on receipt of signed orders and maintain controlled drug records and stock control
- Maintaining out of hours box provision. This involves 'topping up' dispensing equipment to an agreed level.
- Receive orders into pharmacy store ensuring orders received match orders required, logging batch numbers of orders, dealing with store paperwork and returning stock not required or stock in unsatisfactory condition to wholesalers
- Maintain good stock control in store and dispensary by regular stock taking and rotation of stock
- Monitors pharmacy fridge temperatures and informs line manager of any problems
- Efficient processing of discontinued ward stock ensuring efficient rotation of stock
- Reduce amount of medicines wasted by reusing these ideally at ward level
- Perform ward topping up service to allocated wards ensuring wards have access to medication prescribed at all times. Ensuring good stock control expiry date checks and stock rotation
- Provide a top up service to out of hours drug cupboards maintaining excellent stock control enabling out of hours availability of medicines and cost effective storage
- Assess patients own drugs for use whilst patient is in hospital
- Responsible for any keys and return to designated place
- Minimise wastage by performing stock control checks and informing technician in charge of any discrepancies
- Minimise wastage by implementing good stock control through regular physical stock checks and maintain computerised records enabling stock to be ordered efficiently
- Input stock delivery details ensuring good quality stock control and invoicing

- Order medication under the supervision of Specialist Technician - Procurement

HUMAN RESOURCES

- Assists new Assistant Technical Officers, basic grade Pharmacy Technicians and Student Pharmacy Technicians in the provision of the dispensing and medicine distribution services to wards and units under direction from the Specialist Technician – Clinical Services
- Assist in the induction and training of new staff through the ATO clinical support service under supervision of clinical pharmacy technicians
- To contribute fully in supervising new staff members

INFORMATION RESOURCES

- Record keeping and the supply of unlicensed medications
- Investigate stock discrepancies by producing an analysis of detailed stock reports from original orders and invoices
- Maintain delivery records of medication supplied via porters, taxis and postal delivery
- Input patient details and prescription information into the department's database in order to generate computerised patient records
- Maintain department records of authorised signatories ensuring 6 monthly reviews of signatory file
- Maintain legal documentation for prescription filing, controlled drug records and named patient detail recording
- Maintain documentation regarding stock checks and stock discrepancies
- Accurately input prescription data onto the pharmacy computer system

RESEARCH AND DEVELOPMENT

- Collect data for in house audit and research projects as required

FREEDOM TO ACT

- Works within the Trust's and Pharmacy departments policies/procedures. Key result areas will be carried out in line with work plan determined by the Lead Technician Medicines Supply or Specialist Technician Dispensary Services. There will be occasions where work will be unsupervised.

Effort and Environment**Physical:**

- Lifting heavy ward drug boxes-stores
- Lifting order boxes – stores
- Pushes trolleys of drugs to store
- Kick stool use and lifting and stretching to put drugs away
- Lifts heavy emergency boxes for filing and delivery to wards
- Driving between wards and departments within the Trust to perform ward top up
- Push and pulls ward drug box trolley
- Lifts individual boxes for replenishment
- Sit or stands for prolonged time to accurately full dosette and prescriptions
- Bends and stretches to replace stock items on top up
- Carries large bags of returned medication from wards for recycling in pharmacy
- Collect data for in house audit and research projects as required
- Sits for long periods at workstation for data input

Mental:

- Concentrates for long periods to perform dispensing tasks particularly dosettes
- Concentrates receiving stock orders for supplies checking of all details on delivery note matching with order for invoices, logging batch numbers and expiry dates for recall purposes
- Requires significant mental input when dealing with reception duties regarding patients, staff and carers
- Concentrate for long periods on wards scanning prescription charts for orders whilst checking stock requirement for individual patients dispensing occasional interruptions on ward due to patients requiring medication

Emotional:

- Exposure to hazardous drugs whilst dispensing, reconstitutes solutions in powder form. Exposure to COSHH regulated preparations in contained state
- May have contact with cytotoxic drugs in solid dose form whilst dispensing, occasional contact with cytotoxic injection form

Working Conditions:

- Clinical ward work in enclosed ward clinics ordering/ performing dispensing tasks requiring concentration, exposure to potentially aggressive patient

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:
.....

Post Holder's Signature:

Date:.....

Line Manager's Name:
.....

Line Manager's Signature:

Date:

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL/ DESIRABLE	EVIDENCE SOURCE/ COMMENTS
EDUCATION AND TRAINING		
NVQ level 2 in pharmacy services	E	Certificates References Interview CV
GCSE in English and Math's	E	Certificates References Interview CV
Underpinning knowledge-equivalent to NVQ 3 standard	E	Certificates References Interview CV
Regional accreditation to modules 1 and 2 of medicines management programme	E or a specific undertaken to complete with 1 year of appointment	Certificates References Interview CV
Competency training delivered in house to an approved programme equivalent to NVQ level 3 in order to undertake clinical ATO duties	E	Certificates References Interview CV
Competency training delivered in- house to an approved programme to undertake dispensing duties including accurately measuring medicines, use of dispensary equipment, dealing with hazardous materials and the assembly of compliance aids.	E	Certificates References Interview CV
EXPERIENCE/SKILLS		
Ability to plan, organise and deliver service objectives	E	References Interview
Good analytical, judgmental and interpersonal skills to ensure timely supply of medicines to wards according to a pre-determined schedule	E	References CV
Good keyboard skills to enable efficient and accurate recording of all pharmacy medication records, including Clozapine monitoring	E	References CV

systems		
PERSONAL ATTRIBUTES		
Excellent communication skills	E	References Interview CV
Proven ability to work alone and as part of a team	E	References Interview
Enthusiastic and cheerful	E	References Interview
High degree of personal integrity	E	References Interview
Professional in appearance	E	References Interview
Excellent interpersonal skills	E	References Interview
Innovative thinker	E	References Interview CV
Ability to deliver high quality work to deadline	E	References Interview CV
Good negotiation and motivational skills	E	References Interview CV
Good planning, prioritisation and time management skills	E	References Interview CV
Good analytical and judgmental skills	E	References Interview CV

Pharmacy Department Line Management Structure



