

**PHARMACY TECHNICIAN
JOB DESCRIPTION**

Job Title:	Clinical Pharmacy Technician- Pharmacy in General Practice
Salary:	£24,584.23 per annum pro rata
Hours of Work:	22.5 hours per week
Responsible to:	Senior Clinical Pharmacist
Accountable to:	Lead GP
Location:	GP Practices in B&NES
Contract Type	Permanent

Job Summary

This is a new Pharmacy Technician role working across a group of GP Practices within the Banes area. The role is to support the Practice based Clinical Pharmacists to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

The post holder will work as part of a multi-disciplinary team and support all Practice staff to develop and improve processes. Innovative ideas are welcomed, and excellent communication skills, enthusiasm and motivation are essential skills for a successful candidate. A key part of the role will be dealing with daily medication requests and queries, and communicating with patients and Community Pharmacies.

In addition, the post holder will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice teams and promoting good practice in line with therapeutic developments. This will involve assisting the Practices in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

Working hours and location/s to be agreed with the selected candidate. Access to all Practice clinical computer systems is available from each Practice site to enable remote working

Main Duties and Responsibilities

- Manage incoming medication requests, e.g. from Patients, Pharmacies, Care Homes etc.
- Assisting the Practice admin team/s with medication queries.
- Liaise with patients to resolve queries and support their use of medication
- Contribute towards improvement of prescribing processes in general practice
- Promotion of electronic repeat dispensing and online ordering

- Carry out housekeeping whilst in patient records e.g. dose optimisation and medicines synchronisation
- Use and maintain information systems and databases relevant to the position including incident reporting, medicines optimisation, prescribing data, cost savings and patient outcomes
- Handle function specific information, which may be sensitive, complex or confidential and appropriately recording, transferring and/or coordinating such information in accordance with the Data Protection Act; Caldicott Guidelines and the Confidentiality Code of Conduct
- To utilise GP practice clinical systems to conduct prescribing audits
- To undertake, participate and share the outcomes of clinical audits to facilitate improvement and changes in practice
- Support the role of the Clinical Pharmacist on the delivery of the new Primary Care Networks specification model
- Where applicable, contribute/participate in practice meetings, patient participation groups, and other meetings to improve engagement of the role of pharmacy technician and to promote issues relevant to prescribing and medicines optimisation
- To be responsible for the organisation and planning of own workload to meet set deadlines
- To undertake learning and development to maintain the required knowledge and skills for practice based work
- To carry out other duties which are appropriate to the skills and competencies of the post holder and grade of the post as the priorities of the service change

General

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carer's, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of Practice may only be divulged to authorised persons in accordance with Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Respect for Patient Confidentiality:

The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Health & Safety Policy, to include:

- Using personal security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills

- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified to the relevant Manager
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990)

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with relevant procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner, which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Special Working Conditions

- The post-holder is required to travel independently between practice sites (where applicable), and to attend meetings etc. hosted by other agencies.

Personal/Professional Development:

The post-holder will participate in any training programme implemented as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Communicate with other NHS Bodies

Safeguarding:

BEMS+ is committed to safeguarding and promoting the welfare of children, adults and young people. All staff will receive training on Child & Adult Protection; Safeguarding Children & Adult Policies and Procedures as part of their Induction and annual updates. This training will equip the post holder with the knowledge of what to do if they have concerns about the welfare of a child or adult.

Contribution to the Implementation of Services:

The post-holder will:

- Apply Service policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Do all of the necessary training to keep up to date with Information Governance, IT, & Resuscitation
- Have a flexible approach, be a team player and possess a good sense of humour.

All team members are expected to assist others wherever possible and within their capabilities, to ensure the smooth running of the service.

PERSON SPECIFICATION

Qualifications and Experience

Essential	Desirable
Professional registration with GPhC	Postgraduate qualifications of a relevant nature. e.g. FdSc in Medicines Management/Pharmacy Services; BTEC Therapeutics
BTEC/NVQ level 3 or equivalent in pharmaceutical sciences	
Evidence of continued professional development (CPD)	
Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy	
Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges	

Knowledge and Understanding

Essential	Desirable
An appreciation of the NHS agenda and government targets	Relevant advanced theoretical and practical knowledge of general practice and evidence-based medicine
Awareness of systems to support management of patients in a primary care setting, delivering pharmaceutical input and support in the context of pathways of care and the business of the Practice(s)	Knowledge/understanding of Primary care and/or General Practice
Good clinical pharmacy knowledge including terminology	
Knowledge and understanding of pharmacy law and ethics and current legislation	
An excellent understanding of data protection and confidentiality issues	

Skills and Competencies

Essential	Desirable
Computer literate with an ability to use the Microsoft office packages	Knowledge of GP clinical systems, i.e. TPP SystemOne
Understand the aims of current healthcare policy	An appreciation of the implications of healthcare policy for General Practice.
Able to analyse and interpret prescribing data	Influencing and negotiating skills
Has attention to detail, able to work accurately, identifying errors quickly and easily	

Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines	
Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems	
Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience	
Other attributes	
Works effectively, both independently and as a member of a team	
Flexible approach to meet service needs and ensure a patient focused response	
Self-motivated and proactive	
Continued commitment to improve skills and ability in new areas of work	
Able to undertake the demands of the post with reasonable adjustments if required	
Independently mobile to be able to work across several sites	
Adaptability, flexibility and ability to cope with uncertainty and change	
Demonstrate ability to work in a busy environment	
Excellent time keeping and prioritisation skills	

Appendix.

The post holder will be employed by BEMS+, a not for profit GP federation, working on behalf of local Primary Care Networks

There are currently 8 Clinical Pharmacists and 2 senior clinical pharmacists employed in B&NES

- Pharmacy technicians are seen as the future development of Clinical Pharmacy services in GP Practices in B&NES and it is envisaged that, over time, there will be a larger team of technicians working across the area.
- BEMS+ are committed to ensuring all employed staff are valued and supported and have recently been rated as 'outstanding' in the Well led domain by CQC.