

PHARMACY TECHNICIAN

JOB DESCRIPTION

Job Title:	Pharmacy Technician - part-time
Annual Salary	Competitive - Dependent upon experience
Hours:	15-20 hours per week
Term:	Permanent
Responsible to	Senior Clinical Pharmacist and/or nominated deputy
Accountable To:	Lead GP
Location:	Minerva Primary Care Network member practice & Pharmacy Hub

Introduction

Minerva Primary Care Network (PCN) is a group of 4 GP practices located in Bath consisting of Combe Down Surgery, Newbridge Surgery, Rush Hill & Weston Surgery and St Michaels Surgery. We have a combined list size of 40,000 patients and we continue to grow.

We have a strong and successful history of working collaboratively and have a number of staff successfully working across all our practices. Collectively we have a strong focus on high quality patient care.

We have a highly regarded Pharmacy Team consisting of 6 Clinical Pharmacists and 3 Pharmacy Technicians working across our member practices. We are looking to recruit a Pharmacy Technician to add additional hours to the team for between 15 and 20 hours per week over 2-3 days.

As a Pharmacy Technician, you will be an integral part of the PCN and practice teams. Working closely with the clinical teams and other primary care colleagues in the practice and within the primary care network (PCN) to support patient care, develop best practice and provide mutual support.

Our pharmacy team spend part of their time in one of our member practices and the remaining time at the Pharmacy Team Hub, which is based in our Beehive site. This role is predominantly based at Beehive Surgery.

There is a requirement to have completed the CPPE Primary Care Education Pathway.

Job Summary

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 from different practices within the PCN.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Qualifications

Applications from candidates who have completed the CPPE pathway in Primary Care are especially welcome.

Please refer to person specification for further details.

Main Duties and Responsibilities

The following is not an exhaustive list and the post holder may at times need to undertake duties as per the needs of the PCN.

- 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.
- Conducts medicines reconciliation for patients discharged from hospital.
- Promotion of electronic repeat dispensing and online ordering.
- Carry out housekeeping whilst in patient records e.g. dose optimisation and medicines synchronization.
- 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 optimization.
- 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.
- Work autonomously within agreed parameters.

Collaborative Working Relationships

- Recognise the roles of other colleagues within the Practice/s and their role in relation to patient care.
- Demonstrate use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations e.g. ICBs).
- Recognise personal limitations and refer to more appropriate colleague(s) when necessary.
- Actively work toward developing and maintaining effective working relationships both within and outside the practice, PCN and locality.
- Foster and maintain strong links with all services across locality.
- Liaise with other stakeholders as needed for the collective benefit of patients including, but not limited to:
 - Patients GP, nurses and other practice staff
 - Other healthcare professionals including ICB pharmacists, clinical pharmacist, optometrists, dentists, health and social care teams and dieticians
 - Community nurses and other allied health professionals
 - Community and Hospital Pharmacy teams
 - Hospital staff with responsibilities for prescribing and medicines optimization.

General Information

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/PCN staff and other healthcare workers. They may also have access to information relating to the practice/PCN 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 the practice/PCN may only be divulged to authorised persons in accordance with practice/PCN policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

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

- Using personal security systems within the workplace according to practice and PCN 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 Practice Manager
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990)

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.

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 practice and PCN 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.
- The post-holder will have contact with body fluids i.e., wound exudates; urine etc. while in clinical practice.

Personal/Professional Development

The post-holder will participate in any training programme implemented by practice and PCN 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 within the practice and PCN, 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

The practice and PCN are 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 statutory and mandatory training to keep up to date with Information Governance, IT, & Resuscitation and other relevant skills and competencies.
- 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.

Personal Specification Pharmacy Technician

PERSON SPECIFICATION	
Qualifications and Experience	
Essential	Desirable
Professional registration with GPhC	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 and completion of the CPPE Primary Care Education Pathway or equivalent.	
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	
Evidence of continuous professional development activity	
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 SystmOne and Accurx messaging system.
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	
Essential	Desirable
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	