

NEW VICTORIA HOSPITAL

JOB DESCRIPTION

POSITION INFORMATION
1. Job Details
Post/Title: Pharmacy Technician Responsible To: Pharmacy Manager Accountable To: Director of Clinical Services
2. Job Summary (A brief description of the main purpose of the post)
<ul style="list-style-type: none">• The post holder will provide a comprehensive medicines management service to New Victoria Hospital with particular emphasis on the cost-effective technical services relating to the processes of supply of medicines• Demonstrates pharmacy professional leadership in the advice, support and education to staff about safe, cost-effective medicines usage.• To ensure that medicines are handled safely and securely in accordance with good practice standards throughout the medicines pathway including, procurement/obtaining medicines, receipt, issue/distribution/dispensing, storage and transport.• To support the pharmacists in medicine optimisation aspects of the clinical service as relevant and based on competency and appropriate delegation.• To provide advice to patients and carers regarding the supply of medicines and use of medicines.
3. Role of the Department (The function of the department in which the post holder works)
To provide professional medicines management service across the Hospital and participate in the work of the dispensary. To ensure a high level of professional pharmacy practice at all times in accordance with standards. To ensure patients and staff receive polite assistance in a timely manner, liaising efficiently with medical and other hospital staff.
4. Key Working Relationships (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)
<ul style="list-style-type: none">• Service users of New Victoria Hospital in order to deliver person-centred care by understanding what is important to the individual (and carers where relevant) and adapting care to meet their needs.• Healthcare professionals in order to work in partnership with others where everyone is contributing towards providing the person with the care they need. Includes staff within Pharmacy, the Hospital and Consultants as well as other professionals during transition of care.• Pharmacy Manager in order to ensure continuity of pharmacy service provision and professional leadership in relevant areas of medicines management.• Other internal stakeholders as relevant to ensure the safe and effective operation of the pharmacy services including Departmental Heads and other Hospital staff• Other external parties as relevant to ensure the safe and effective operation of the pharmacy services including Private Medical Insurers (PMI), Pharmaceutical

Manufacturers and Wholesalers.

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5. Duties and Responsibilities of the Post

- To provide accurately dispensed medicines from the Pharmacy at New Victoria Hospital.
- Identify potential problems regarding the lack of availability or accuracy of medicines for individual prescriptions, seeking advice on suitable alternatives or agreed delivery timetable.
- Ensure medication is dispensed to meet agreed delivery times and to minimise waiting times for patients.
- Receive prescriptions from hospital staff in accordance with dispensary procedures. Prioritise prescriptions according to urgency. Communicating with ward staff of prescription progress where necessary.
- Counsel patients regarding their medication regimes in order to ensure complete patient understanding, including benefits of their medication and possible side effects. These may be patients with certain barriers, e.g. hearing problems, language issues.
- Deal with queries from patients and other hospital staff, referring complex issues to the relevant pharmacist or other relevant hospital staff, such as departmental head.
- Maintain high quality of data input of patient information into the pharmacy computer system in order to ensure excellent labelling standards for dispensed medicines.
- Agree stock medicines with departmental leads and ensure stock levels of all products are accurate and support the appropriate ordering of stock through liaison with the Pharmacy Manager.
- Supervise pharmacy assistants / support staff in the safe, secure and effective handling of medicines.
- Discrepancies and / or inaccuracies in all medicines should be investigated and referred to line manager in accordance with policies and procedures.
- Understand the validation of prescriptions and the reasons behind the charging system to facilitate the accurate receipt of payments for prescription charges.
- Participate in the dispensing of controlled drugs, ensuring correct register and computer record are maintained, also accept controlled drug deliveries and enter the controlled drugs in the register.
- Act as an accredited checking technician, if trained and competence is maintained, in accordance with good practice guidance and departmental policies and procedures.
- Keep abreast of new developments and attend training courses where appropriate.
- Be responsible for own CPD and revalidation and ensure written record is available for review at appraisal.
- Attend and participate in departmental meetings and actively participate in continuous quality improvement of medicines management and pharmacy service.
- Where relevant act in accordance with the requirements of the duty Responsible Pharmacist.
- To support implementation of relevant medicine recalls / alerts and patient safety alerts
- To undertake audits as defined by the audit cycle and other audits as required to demonstrate safe and effective medicine use.

INDIVIDUAL RESONSIBILITIES

6. Regulation and professionalism

The post holder is required to:

- Maintain registration as a Pharmacy Technician with the pharmacy regulator, the General Pharmaceutical Council (GPhC), including through revalidation.
- Act in accordance with the standards set by the GPhC including behaving in a

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professional manner to maintain confidence in the profession.

- Maintain knowledge to support Pharmacy Manager with the relevant system regulation (CQC Fundamental Standards) to ensure compliance with the processes for monitoring, inspecting and rating the Hospital with respect to medicines.
- Maintain knowledge of hospital pharmacy practice through development and maintenance of relevant networks and participating in training and development to support service improvement.
- Use the Association of Pharmacy Technicians UK (APTUK) framework for professional development to identify how you consistently demonstrate the expected standards of practice.

7. General

The post holder is expected to:

- Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies
- Use professional judgement to deliver safe and effective care including recognising limits of competence and when to seek advice.
- Learn from feedback and incidents and challenge poor practice and behaviours, including speaking up when there are concerns.
- Be open and honest when things go wrong (namely apply the professional duty of candour).
- Understand and incorporate the organisational mission, including the respect and maintenance of privacy and dignity, and the values into daily working practice:
 - Compassionate
 - Exceptional
 - Ethical
 - Evolving
- Attend mandatory training as identified by the Hospital and maintain requirements for GPhC Revalidation and provide the Hospital with assurance regarding revalidation.
- Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning
- Develop own knowledge and skills and keep up-to-date, to reflect the changing nature of healthcare, the population of New Victoria Hospital, and in the context of acute independent healthcare.
- Work as part of a team and collaborate with colleagues
- Ensure good communication links are established with all other departments within the hospital and that effective communication is maintained with patients and carers to support person-centred care.
- Maintain a high level of security awareness

8. Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

9. Risk Management

All staff has a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken.

There are potential risks throughout the medicines pathway. The pharmacy technician supports the pharmacists in carrying out risk assessments for all processes that involve the handling of medicines in accordance with local risk management policies to determine potential risks to medicines, patients and staff.

- Risk assessments are undertaken regularly, documented where appropriate and are used to inform risk mitigation, while also ensuring the management of remaining risks and ongoing improvement.
- Risk assessments are carried out when new medicines or processes are introduced, or if there are changes to a process.
- Risk assessment and mitigation balance requirements for safety and security against the need to ensure that medicines are readily available to patients when needed.

10. Confidentiality and Information Governance

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Hospital's Information Security policy.

The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore are responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant.

11. Equality and Diversity

Employees are responsible for ensuring that they assist in the implementation of this the Hospital's Equality and Diversity policy by:

- Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.
- Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management.

12. Infection Control

It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas.

13. Key Reference Sources

- General Pharmaceutical Council - Standards for Pharmacy Professionals, May 2017
- General Pharmaceutical Council – Standards for Registered Pharmacies, September

Issue March 2018

Review March 2021, or sooner where regulations / standards change

2012

- Association of Pharmacy Technicians UK (APTUK) – Foundation Pharmacy Framework.
- Royal Pharmaceutical Society – Professional Standards for Hospital Pharmacy Services, December 2017
- Royal Pharmaceutical Society – Professional Guidance on the Safe and Secure Handling of Medicines, expected summer 2018

PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Pharmacy Technician Registrant of the General Pharmaceutical Council (GPhC) • Evidence of relevant continuing professional development • Evidence of GPhC revalidation (as relevant from 2018) 	<ul style="list-style-type: none"> • Member of Association of Pharmacy Technician UK (APTUK) •
Knowledge	<ul style="list-style-type: none"> • Underpinning knowledge as required by registered Pharmacy Technician • Updated knowledge as relevant to maintain registration within scope of practice. 	
Experience	<ul style="list-style-type: none"> • Working as Pharmacy Technician in all aspects of a dispensing role • Working as a Pharmacy Technician in all aspects of a distribution role including safe and secure handling of medicines • Working in accordance with policies and procedures and providing feedback on effectiveness of such documentation. 	<ul style="list-style-type: none"> • Hospital Pharmacy – NHS or independent sector • Patient facing roles through patient pathway • Participation in audit
Skills and aptitude	<ul style="list-style-type: none"> • Excellent communication skills • IT Literate • Ability to lead within scope of practice as Pharmacy Technician • Planning and organising skills • Ability to work as part of a team • Ability to follow instructions • Logical and methodical • Good literacy and numeracy skills 	
Personal circumstances	<ul style="list-style-type: none"> • Ability to work under pressure • Adaptable • Flexible • Uses initiative • Positive outlook • Able to work shifts 	