

PHARMACY ASSISTANT

JOB DESCRIPTION

**Job title:** Pharmacy Assistant  
**Band:** 2  
**Hours:** 37.5 hours per week  
**Business unit:** Clinical Support Services  
**Department:** Pharmacy  
**Location:** Warrington and Halton Hospitals  
**Responsible to:** Senior Pharmacy Technician  
**Accountable to:** Chief Pharmacist  
**Responsible for supervising:** Pharmacy Apprentices

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**About us**

**Our Mission:** We will be outstanding for our patients, our communities and each other

**Our Vision:** We will be a great place to receive healthcare, work and learn

**Our Aims:**

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|  <p><b>QUALITY</b></p> <p>We will always put our patients first, delivering safe and effective care and an excellent patient experience</p> |  <p><b>PEOPLE</b></p> <p>We will be the best place to work, with a diverse and engaged workforce that is fit for now and the future</p> |  <p><b>SUSTAINABILITY</b></p> <p>We will work in partnership with others to achieve social and economic wellbeing in our communities</p> |
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**Our Values:**

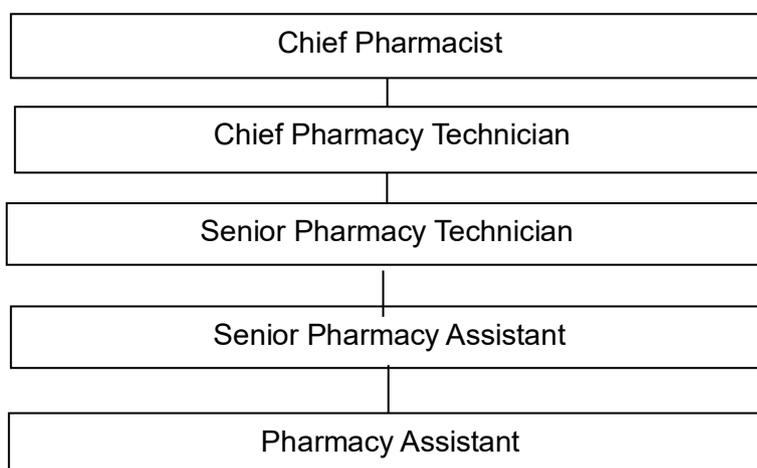
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|  <p><b>Working Together</b></p> |  <p><b>Excellence</b></p> |  <p><b>Inclusive</b></p> |  <p><b>Kind</b></p> |  <p><b>Embracing Change</b></p> |
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## Role summary

Providing operational support in:

- Receipt and correct storage of drugs.
- Stock control, including stock rotation, stock checks and removal of expired stock according to Trust policy.
- Supply of drugs including ward stock replenishment, inputting of orders onto computer system and assembly of orders from location or pharmacy robot in accordance with documentation.
- Contributing to the management of a safe system for the supply of emergency drug boxes.
- Receiving and processing telephone calls.
- Delivery of stock to wards.
- Accurately dispensing prescriptions under the supervision of a Senior Pharmacy Technician or Pharmacist.
- Assist in the reception area with receipt of prescriptions from clients and patients in accordance with department policies.
- Ensuring compliance with the Warrington and Halton Hospital Medicines Policy, both through own actions and by re-enforcing the policy with nursing staff.

## Organisation chart



## Main tasks and responsibilities

### Communication

1. Demonstrate good communication skills in line with customer care standards to NVQ level
2. Practice appropriate attitudes towards customers and colleagues in primary and secondary care.
3. Receive and process telephone calls, some of which will include complaints, providing information to patients, clients, and staff at a level appropriate to level of skill.
4. Communicate with other staff and clients using tact in situations where information must be conveyed that they do not want to hear to minimise the likelihood of an adverse interaction.
5. Communicate effectively with nursing staff when clarifying requisitions.
6. Provide Pharmaceutical information and advice to other healthcare professionals at a level appropriate to their knowledge, skills and understanding.
7. Receive the team brief or read the contents of the team brief monthly.

### Flexible Working Duties

1. Co-operate in staff rotation through services provided by the Pharmacy Department.
2. Be prepared to exchange duties with other Pharmacy Assistants according to service needs.
3. Be adaptable and able to adjust to differences in ways of working on different sites.
4. Participate in weekend, bank holiday and late rota duties.
5. Participate in the Trust's major disaster emergency scheme.

## **Personal and People Development**

1. Undertake the trusts mandatory training as required.
2. Work towards Trust and Departmental objectives as agreed at Personal Development Review and develop with the manager own and line managed staff, Personal Development plan in line with the knowledge and skills outline for this post.
3. Take an active part in agreed learning, keep records to demonstrate learning activity and assist in the identification of own training needs.
4. Complete and demonstrate competency in the content of the distribution and dispensary training packages.
5. Undertake additional training by successfully completing a 1000 item dispensing log.
6. Demonstrate and train work activities to pharmacy assistants, trainee pharmacy technicians, pre-registration pharmacists and newly appointed staff.
7. Read and comply with Trust and Departmental policies.
8. Read and comply with relevant departmental standard operational procedures, contributing to any reviews to improve current working practices.
9. Ensure that he/she does not discriminate against others through his/her actions or communications, by being aware and taking into consideration that people are different and thus support the trust policy on equality, diversity, and rights.

## **Quality**

10. Ensure the personal quality and accuracy of work undertaken is maintained despite work pressures, distractions and frequent interruptions and can re-prioritise work when a more urgent action is required.
11. Participate in achieving the Pharmacy Department's set objectives and the requirements of other agencies such as the National Patients Safety Agency to meet clinical governance targets, develop patient care, improve clinical outcomes, and ensure compliance with all standards expected for hospital pharmacy services and at the interface between primary and secondary care.
12. Ensure all actions and activities of oneself and others are performed and checked in accordance with Departmental Procedural Guidelines, Trust Policies, current medicines legislation and with guidelines issued by the Health and Safety Executive, Medicines Inspectorate, or other appropriate body.
13. Read and comply with all departmental policies and procedures, suggest changes and developments that will improve the pharmacy service, and assist in piloting these improvements before implementation.

## **Procurement**

14. Receive drugs and sundries from suppliers on behalf of the trust.
15. Check goods received for quantity and quality and that they comply with the order.
16. Record batch numbers received for all drugs to ensure that a complete audit trail is maintained and can be relied upon when used for tracking drugs affected by Medicines and Healthcare Products Regulatory Agency Drug Alert.
17. Ensure drugs received are stored as recommended by the Manufacturer.
18. Ensure drugs are stored in the correct location and that stock is rotated to make most efficient use of the trust expenditure.

## **Stock Management**

19. Daily count and record the quantity and expiry date of lines chosen by the computer system for stocktaking. Transfer expiry date details into the stock management record.
20. Remove expired stock, identified in the expiry date record book, from the shelves monthly and input the data onto the pharmacy computer system, ensuring that stock is charged to the correct cost centre.
21. When picking lines, ensure that the physical drug stock is correct with the JAC computer stock management system. Highlight to a senior pharmacy technician any discrepancies that cannot be resolved.
22. Return drugs to the pharmacy stock that have previously been authorised as fit for re-use.
23. Contribute to robot housekeeping duties, rectify robot errors.

## **Ward Services**

24. Provide an exchange service for emergency drug kits. Respond immediately to telephone requests for emergency drugs. In a cardiac arrest situation deliver to the scene of patient care a cardiac arrest kit recognising the distressing situation and acting in a sensitive and empathetic manner. Ensure that Trust procedures are followed when securing resuscitation trolleys at ward level.
25. Visit wards, clinics, and departments to identify stock drugs required. Make judgements based on previous usage, to order drugs outside of the agreed stock level. Check all drugs for expiry date, provide replenishment stock where required. Initiate stock changes based on experience and knowledge. Ensure that all expired stock is removed from possible use.
26. Take responsibility for holding drug keys when on clinic/ward/department visits.
27. When there is insufficient quantity of medicine to fulfil requirements until the next order is received, complete on behalf of the nursing staff an extra stock request. Ensure this order is expedited within the pharmacy department.
28. Undertake manufacturing of specific medicines/kits and ensure that drugs are stored as recommended by the manufacturer in ward areas.
29. Return to pharmacy stores any ward stock that is surplus to requirement.
30. Process extra stock requests and external requisitions and transfer to the pharmacy computer system the requirements of wards.
31. Process orders to produce picking lists using the pharmacy stock control computer system.
32. Assemble drug orders in accordance with the processed picking list.
33. Apply labels to packs to give nursing staff additional information to improve patient care.
34. Assemble, prior to delivery to the appropriate wards/departments completed ward bags/boxes and complete the appropriate paperwork.
35. Ensure that stock orders for Service Level Agreement sites adhere to Wholesalers Dealer Authorisation.
36. Accept authority for the delivery of controlled drugs and ensure that responsibility is transferred to the nursing staff.
37. Deliver drugs to wards/departments using the designated equipment, obtaining the signature of the appropriate member of ward staff in accordance with the medicines policy.

## **Dispensary Duties**

38. Receive, record and direct work into the department from trust staff.
39. Receive prescriptions from patients and clients.
40. Make the appropriate checks on receipt of a prescription, where patients claim they are exempt from prescription charges following Department of Health guidelines.
41. File paperwork in accordance with departmental procedure.
42. Produce labels using the Pharmacy Computer system entering patient number and medicine prescription details following standard labelling guidelines then assemble and label required items.
43. Ensure that the additional information required for controlled drug dispensing is appropriately entered before producing produce labels and check the authority of the person requisitioning the controlled drug against the Authorised signatory list.
44. Enter in the controlled drug register the date, ward or patients name, authority to supply (requisition number or name of prescriber and quantity and own signature).
45. Check the pharmacy stock remaining against the balance in the controlled drug register and inform a senior member of staff if a discrepancy is found.
46. For items that require special monitoring or posting, ensure that all relevant records and documentation are completed.
47. Produce labels and worksheets, amending quantities to produce the required amount of extemporaneously prepared medicinal product, assemble ingredients and equipment, record batch numbers and expiry dates on the worksheet. When the ingredients are controlled drugs, entries must be made in the controlled drug register. Undertake preparation of the product in accordance with the formulation instructions.

This job description outlines the current main responsibilities of the post. However, the duties of the post may change and develop over time and this job description may, therefore, be amended in consultation with the post holder.

### **Trust policies and procedures**

The post holder is required to comply with Trust policies, procedures and standards at all times.

### **Confidentiality**

The post holder is required to maintain the confidentiality of information regarding patients, staff and other health service business in accordance with the Caldicott Guidelines, Data Protection Act and Children's Act and all other relevant legislation as appropriate.

### **Risk management**

All staff have a responsibility to report any risks and clinical and non-clinical accidents and incidents promptly, and co-operate with any investigations undertaken.

### **Health and safety**

All staff must be aware of their responsibilities under the Health and Safety at Work Act and must ensure that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

### **Equal opportunities**

The Trust is positively committed to the promotion and management of diversity and equality of opportunity.

### **Conflicts of interest**

The Trust is responsible for ensuring the service provided for patients in its care meets the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust standing orders require employees to declare any interest, direct or indirect, with contracts involving the local health community. Staff are not allowed to further their private interests in the course of their NHS duties.

### **Appraisal and statutory training**

All newly appointed staff will receive an initial appraisal within six months of commencing in the post. Thereafter, appraisals will be conducted on an annual basis. The post holder will undertake all statutory and mandatory training as deemed necessary by the Trust.

### **Safeguarding statement**

The Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

### **Infection prevention and control**

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with infection prevention and control policies.

The Health and Social Care Act establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment where the risk of healthcare associated infections (HCAI) is kept as low as possible. Managers, heads of departments, matrons and other clinical leaders are responsible for ensuring that:

- the necessary equipment and mechanisms are in place to support infection prevention
- healthcare workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

**Additional information**

This post will be subject to an enhanced disclosure check with the Disclosure and Barring Service. For more information regarding the DBS please access the following website: [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

This job description will be reviewed during the annual appraisal. The employee shares with the employer responsibility to suggest alterations to the scope of duties to improve the working situation and to adapt to change and facilitate service improvement. Any changes to this role specification will be made in consultation with the post holder.

This job description must be agreed and signed by the manager and employee:

Manager name.....

Signature.....

Employee name.....

Signature.....

**PHARMACY ASSISTANT**

**JOB DESCRIPTION**

|   | <b>Essential</b>  | <b>Desirable</b>   |
|---|---|--|
| <b>Experience</b>                         | <ul style="list-style-type: none"><li>•</li></ul>   | <ul style="list-style-type: none"><li>• Previous experience of working as a pharmacy assistant in a health care setting.</li></ul> |
| <b>Qualifications</b>                     | <ul style="list-style-type: none"><li>• Mathematics GCSE grade C or equivalent.</li></ul>   | <ul style="list-style-type: none"><li>• NVQ level 2 in pharmaceutical services or to be undertaken upon appointment</li></ul>      |
| <b>Skills, knowledge and competencies</b> | <ul style="list-style-type: none"><li>• Have good numeracy skills.</li><li>• Have good verbal communication skills.</li><li>• Have a methodical approach to workload.</li><li>• Have a pleasant and responsible attitude.</li><li>• Have good IT skills</li><li>• Ability to undertake additional training by successfully completing a 1000 item dispensing log.</li><li>• Ability to undertake and demonstrate competency with respect to in-house distribution and dispensary training packages.</li></ul> | <ul style="list-style-type: none"><li>• Driving license</li></ul>  |

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|  | <ul style="list-style-type: none"> <li>• An awareness of pharmacy and its role within the health service.</li> </ul>   |   |
| <b>Physical skills</b><br>e.g., use of tools, equipment, minute taking, advanced computer skills | <ul style="list-style-type: none"> <li>• Self-motivated.</li> <li>• Aware of own limitations and able to ask for help when needed.</li> <li>• Able to undertake basic training on computers in the form of E-Learning packages.</li> </ul>   | • |
| <b>Physical effort</b><br>e.g., pushing, pulling, moving and handling of equipment               | <ul style="list-style-type: none"> <li>• Have good general health and hygiene.</li> <li>• Physically active and able to perform moving and handling duties.</li> <li>• Good manual dexterity.</li> <li>• Eyesight adequate for VDU.</li> </ul>   | • |
| <b>Mental effort</b><br>e.g., level of concentration   | <ul style="list-style-type: none"> <li>• Able to work under pressure and in stressful situations.</li> </ul>   | • |
| <b>Emotional effort</b><br>e.g., exposure to distressing circumstances                           | <ul style="list-style-type: none"> <li>• Able to work on own initiative and as part of a team.</li> <li>• Able to contribute to service improvements.</li> </ul>   | • |
| <b>Working conditions</b><br>e.g., environment, exposure to unpleasant or hazards                | <ul style="list-style-type: none"> <li>• Able to work at all Trust pharmacy sites on a rotational basis.</li> <li>• Able to adapt own working practice at short notice (which may include working across Trust sites)</li> <li>• Able to work Saturdays, Sundays, and bank holidays on a rotational basis.</li> <li>• Able to offer flexibility of hours and reliability to meet service demands.</li> </ul> | • |

**Last updated: 12.09.2023**