



# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Pharmacy Technician – Medicines Optimisation
<b>Band</b>	Band 4
<b>Hours</b>	37.5 hours per week
<b>Department</b>	Sussex Cancer Centre
<b>Division</b>	Cancer
<b>Location / Hospital Site</b>	Royal Sussex County Hospital (RSCH)/Princess Royal Hospital (PRH)
<b>Responsible to</b>	Sussex Cancer Centre Nurse Managers
<b>Accountable to</b>	Cancer Service Matron
<b>DBS Level</b>	Enhanced DBS
<b>DBS Barring</b>	Adult Barring
<b>DBS Workforce</b>	Adult Barring

## Role Summary

To provide assistance in the provision of pharmacy services at RSCH to the Sussex Cancer Centre and PRH Haematology-Oncology Day unit.

To act as an operational link between the chemotherapy units, the aseptics unit and the out-patient pharmacy.

To assist when the need arises with the day to day running of the pharmacy technician led medicines management service to the oncology Outpatients at RSCH and PRH.

To ensure that medicines are used appropriately, safely and cost-effectively in accordance with Trust policy, standard operating procedures and medicines legislation.

To communicate with the clinical pharmacists and with other members of the pharmacy and multidisciplinary team to facilitate seamless care for patients.

---

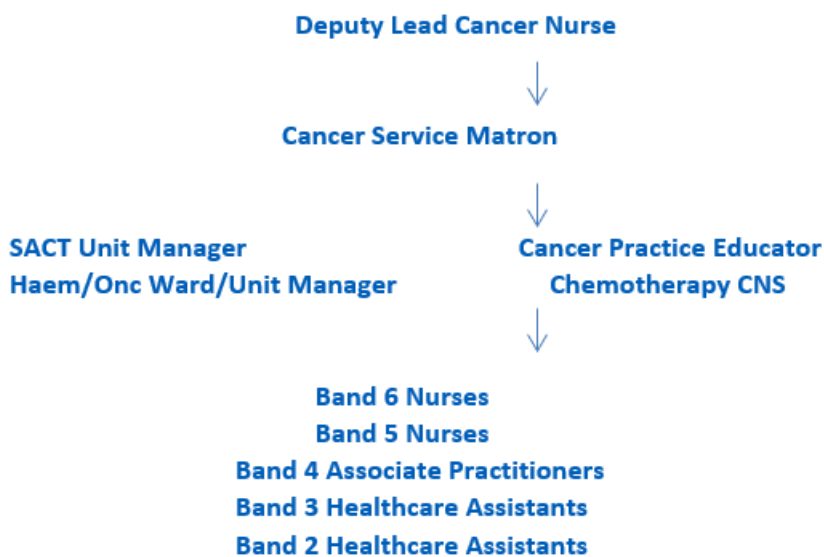
## Key Working Relationships

The post holder's key relationships will be with:

Internal: Pharmacy colleagues, nurses, doctors and other ward staff

External: GPs, community pharmacies, staff in other Trusts

## Structure Chart



## Main Duties and Responsibilities

### Outpatient Duties

- To work in the Sussex Cancer Centre or Hurstwood Park Day Unit in PRH as the primary contact person between the out-patient units, Aseptics and the out-patient pharmacy.
- To problem solve pharmacy related issues that arise at the point of prescribing or drug administration. When necessary, take an active role to resolve any problems that arise.
- To educate and counsel patients on their chemotherapy supportive medication and when necessary, provide supporting information.
- To work with scheduled patients' lists each day ensuring prescriptions have been prescribed and dispensed in advance of patients' treatment date.
- Manage stock lists and perform regular stock checks including expiry date checking.
- Contribute to the development of Standard Operating Procedures.
- Take an active part in data collection for departmental audits.
- Have a working knowledge of the cancer prescribing system.
- Ensure a good system is in place for the management and return of unused drugs.
- Assist in the monitoring of Blueteq funding forms.
- Help to manage the oral chemotherapy clinics by ensuring that all required prescriptions are available on the day units prior to the patient's treatment day.
- Support the registration of new homecare patients.
- If necessary undertake drug histories prior to patients attending for chemotherapy.
- Resolve queries relating to patients' medications, referring when necessary to pharmacists, hospital doctors, GP's, nurses, care homes and other health care professionals.

- Prioritise any urgent requests, communicating the urgency to the relevant people, to ensure the timely receipt of medications to the patient.
- Undertake any duties that will facilitate the safe and prompt supply of medication to patients in the day units.

### **Pharmacy Specific Duties:**

- The post holder will be required to provide a regular commitment to the pharmacy team. This may be in the aseptics unit or the main pharmacy dispensary;
- Prepare labels using the pharmacy computer system (JAC) from a requisition/prescription for both in-patients and out-patients, ensuring accurate data entry.
- Dispense for in-patients and out-patients from a requisition/prescription ensuring each item is accurately dispensed, and in the correct packaging, according to SOPs.
- Accurately record the batch numbers and expiry dates of named patient medications, unlicensed medications and human blood products according to pharmaceutical SOPs and national requirements.
- To perform the final accuracy check on dispensed items, from clinically screened prescriptions, on completion of National Accreditation – Accredited Checking Technician course.
  - Upon completion of in-house training and competencies, to label, dispense and check controlled drugs for wards/departments against a ward stock order, without the need for a pharmacist's final check.
  - Organise the timely supply of to-follow medications to patients on wards and at home. Prioritise and delegate to other pharmacy team members when necessary.
  - Communicate any delays in supply to the appropriate person.
  - After the appropriate training ensure that aseptic duties are carried out according to national standards and the following texts governing aseptic practice: Rules and Guidance for Pharmaceutical Manufacturers and Distributors. Aseptic Dispensing for NHS Patients (Farwell). Quality Assurance of Aseptic Preparation Services. Isolators for Pharmaceutical Applications and departmental SOPs.
  - Prepare worksheets, accurately calculate doses/volumes required for the product, and accurately enter the data required.
  - Prepare labels using the pharmacy aseptic labelling system from a prepared worksheet ensuring accurate data entry.
  - Prepare labels and issue purchased items using pharmacy computer system (JAC) from a prescription ensuring accurate data entry.
  - Assemble drugs and equipment required for preparation of aseptic products, accurately record the batch numbers and expiry dates
  - Label and pack prepared aseptic products according to SOPs

### **Medicine Management Duties**

- Provide medicines management services to the oncology wards in order to maintain competences in all aspects of working as a ward-based technician and provide backfill cover if necessary
- Complete in-house medicines optimisation training/competencies
- Check patients' own medicines brought into hospital on admission against the patients' drug chart, according to patients own drugs guidelines.
- Undertake drug history and medication reconciliation early in the admission process, making referrals as appropriate to a pharmacist.

- Resolve queries relating to patients' medications, referring when necessary to pharmacists, hospital doctors, GP's, nurses and other health care professionals and inform ward pharmacist.
- Transcribe for supply, medications labelled for discharge, on an individual patient basis, against the patient's drug chart, for patients on wards. According to POD guidelines.
- Prioritise any urgent requests, communicating the urgency to the dispensary, to ensure the timely receipt of medications to the patient.
- To improve the supply of medicines to patients on admission and discharge, including the use of PODs and transfer of medicines during inpatient stay.
- Deliver and evaluate systems to facilitate discharge at ward level.
- Undertake duties as necessary for facilitating the discharge of patients including transfer of information to primary care and facilitating appropriate follow up of medication that needs monitoring narrow therapeutic drugs/drugs with unusual dosing regimes.

### **Ordering and stock control duties/ Financial management :**

- Source medication from alternative suppliers/sources to meet urgent orders or requests to meet patients' needs.
- Check controlled drugs receipts from manufacturers/wholesalers for accuracy against delivery note and annotate according to procedure.
- Enter controlled drugs into appropriate registers and securely store stock in allocated areas ensuring rotation of stock.

### **Communication**

- The post holder will be required to liaise with patients, carers, relatives, nurses, doctors, GP surgery staff, pharmacy staff and other healthcare professionals.
- Counsel patients on the use of their dispensed medications, offering advice, and answering any queries they may have. Refer any queries to a more experienced member of staff or a pharmacist when appropriate and understand your own limitations within this.
- Answer pharmacy or day unit telephone and resolve enquiries as appropriate.
- Undertake discharge counselling for patients on the ward to ensure the patient understands how to take their medications, as required by the clinical pharmacists.
- Provide and receive complex and sensitive information from both patients and colleagues related to all aspects of medicines optimisation.
- Communicate sensitive or complex information both to healthcare professionals and patients.

### **Service Delivery and Improvement**

- Undertake in-house accreditations as necessary including: Controlled Drug dispensing, POD and Aseptics preparation and assembly.
- Train pharmacy staff (new technicians, student technicians, pre-registration pharmacists and assistants) by demonstrating techniques and procedures to undertake labelling, dispensing and the making of extemporaneous preparations within the pharmacy department.
- Assist the clinical Pharmacists in the training of clinical staff and undergraduates as required.
- Attend pharmacy and cancer education and training sessions when possible to maintain existing competencies.

## People Management and Development

- Take responsibility for own CPD and maintain an up-to-date portfolio of evidence to meet GPhC requirements.
- Train as a Medicines Reconciliation Technician.
- Train as an Accredited Checking Technician (national accreditation) if deemed appropriate; maintain an up-to-date record of CPD, demonstrating maintenance of competence in this accreditation, in line with both national and local standards.

## Personal and Professional Development

- Take responsibility for own CPD and maintain an up-to-date portfolio of evidence to meet GPhC requirements.
- Train as a Medicines Reconciliation Technician.
- Train as an Accredited Checking Technician (national accreditation) if deemed appropriate; maintain an up-to-date record of CPD, demonstrating maintenance of competence in this accreditation, in line with both national and local standards.

## Other Role Specific Duties

- Carry out any other reasonable duties commensurate with the role and delegated or requested by the manager or supervisor, as the needs of the service require.
- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation.

## Learning and Development

- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

## Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

***‘excellent care every time’***

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

## **Patient First**

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes
  - Equal voices for all
  - Engagement of staff is a big factor in job performance.
  - Good engagement leads to improved quality, mortality and safety measures

## Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

## Equality, Diversity, and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

## Workplace and Environmental Factors

<b>Physical</b>	Stand and walk for long periods, daily Access difficult/restrictive areas on wards/day units frequently Carry and pack light and medium weight pharmaceutical supplies for delivery, frequently. Carry pharmaceutical products of light weight between aseptics, the out-patient pharmacy and the day units on a regular basis once or twice a day
<b>Emotional</b>	Communicate with patients regarding medications in difficult or emotional circumstances on a frequent basis. Able to remain calm and deal with stressful situations arising from patients waiting for their medication Able to deal with aggressive and emotional behaviour. Supply prescribed medications to terminally ill patients or distressed patients in the pharmacy on a frequent basis.
<b>Mental</b>	Concentrate for checking patients own medicines; undertake drug history and transcribing of medicines for supply on a daily basis. Concentrate for dispensing prescriptions, calculating doses and quantities for supply on a daily basis Concentrate for checking prescriptions for final accuracy on a daily basis for at least 1-2 or more hours per day. Manage interruptions, to give advice on a daily basis.
<b>Working Conditions</b>	Work with exposure to noise from robotic dispenser in pharmacy on a daily basis.

	Manage exposure to verbal aggression by patients on wards or in the pharmacy on an occasional basis. Understanding of COSHH for handling of hazardous pharmaceuticals To work for prolonged periods handling cytotoxic medicines
--	--

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
<b>Professional Registration</b>	Registered as a Pharmacy Technician with General Pharmaceutical Council (GPhC)	<b>AF/I</b>		
<b>Experience/Qualifications</b>	NVQ Level 3 Pharmaceutical Sciences or equivalent Accredited Medicines	<b>AF/I</b>	NVQ Level 3 Pharmaceutical Sciences or equivalent Accredited Medicines Reconciliation (formerly Medicines Management). Nationally accredited Checking Technician.  Experience in a hospital pharmacy post qualification- Band 4.  Experience of a Patient's Own Drug scheme Experience in implementing ward base service. Experience working in cancer services- Experience working in an Aseptics Unit	<b>AF/I</b>
<b>Skills</b>	Use of pharmacy computer system  Evidence of having undertaken own development to improve understanding of equalities issues	<b>AF/I</b>	Experience of training other members of pharmacy or Multi-Disciplinary Team (MDT). Knowledge and importance of working to policies and procedures such as IPR and recruitment.	<b>AF/I</b>

			<p>Evaluation and audit of a service. Experience of Recruitment and Selection of other technical staff. Understanding of COSHH for handling of hazardous Pharmaceuticals. Knowledge of JAC pharmacy computer system.</p> <p>Word processing skills for audit and financial reports. Knowledge of Medway. Knowledge of Chemocare Experience of supervising pharmacy staff. Daily management of staff and HR policies and processes. Proven ability in training pharmacy, nursing and other junior clinical staff.</p>	
<b>People Management and Development</b>	<p>Communicate with patients/carers regarding prescribed medicines, undertaking drug history and medication reconciliation for both routine and complex medications. Excellent written and oral skills for communicating with pharmacy team members, public and other healthcare professionals. Demonstrate the ability to work well as a team member. Must be able to recognise and overcome barriers to understanding e.g. language, deaf, learning difficulties.</p>	<b>AF/I</b>	<p>Proven ability in MDT working. Undertake specialist counselling for warfarin and other drugs, and discharge counselling. Communicate technical information regarding savings plans, including audit, and feedback.</p>	<b>AF/I</b>
<b>Specific Requirements</b>	<p>Prioritise any urgent requests, communicating the urgency to the pharmacy dispensary, to ensure timely receipt of medications to the patients. Numeracy skills for calculation of doses of</p>	<b>AF/I</b>	<p>Evaluate data from audits, make recommendations for service improvement and communicate findings (verbally and written report). Implement changes to ward/day unit-based pharmacy services</p>	<b>AF/I</b>

	<p>medicines and quantities of medicines required for supply.</p> <p>Demonstrates initiative and problem-solving skills.</p>		<p>Implement SOPs within the pharmacy cancer technician team and recommend the necessary changes.</p> <p>Plan training of staff to coincide with needs of the cancer team with regard to medicines management issues.</p> <p>Planning and organisational skills for daily management of staff and HR policies and processes.</p>	
<b>Freedom to Act</b>	<p>Work independently on the day units and wards but liaise with the clinical pharmacists and nurses, refer non routine enquires. Follow departmental SOPs at all times.</p> <p>Follow national accreditation requirements in the pharmacy and whilst working for final accuracy checking and medicines reconciliation.</p>	<p><b>AF/I</b></p> <p><b>AF/I</b></p>		
<b>Equality, Diversity, and Inclusion</b>	<p>Evidence of having championed diversity in previous roles (as appropriate to role).</p>	<b>AF/I</b>		