

North Bristol NHS Trust

Exceptional healthcare, personally delivered

Job Description

Job Details

Job Title: Pre-Registration Trainee Pharmacy Technician (Two Year Fixed-Term Contract)

Grade: Band 2

Department: Pharmacy

Directorate: Core Clinical Services

Location/Base: Brunel Building

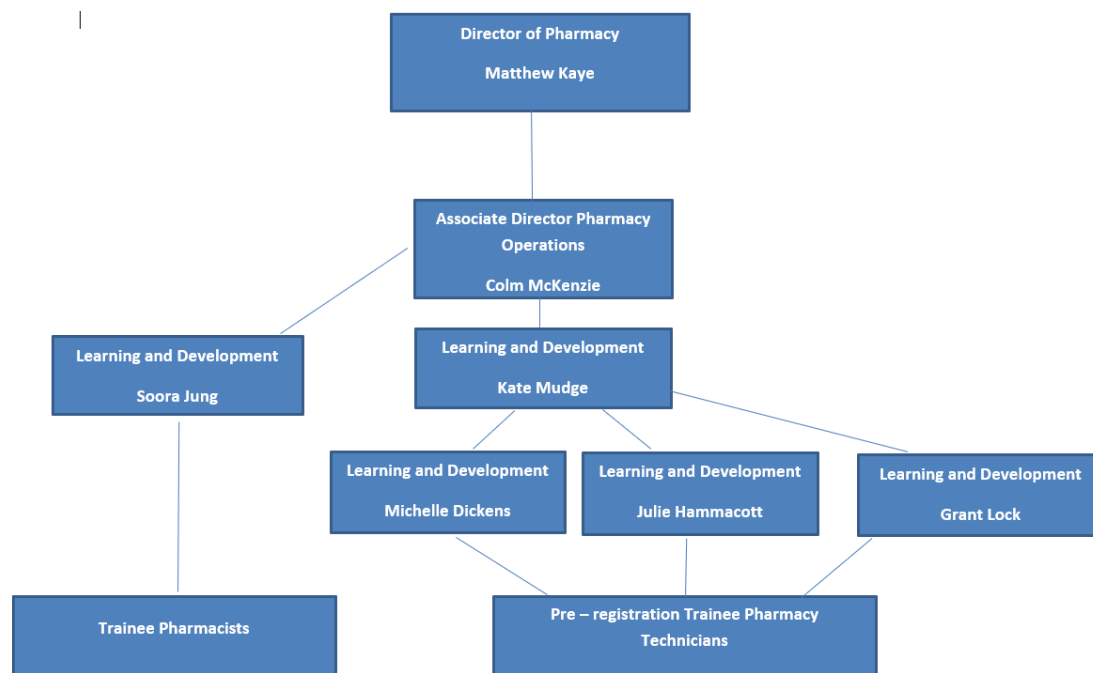
Job Summary

1. A 2 year fixed term rotational training post to learn and put into practice the knowledge, skills and behaviours required to become a registered Pharmacy Technician with the General Pharmaceutical Council (GPhC).
2. To successfully complete the Pharmacy Technician Course to enable registration with the GPhC. This is a competency and knowledge-based qualification to be delivered both by formal education & training via the Education Provider, online, in the workplace and, where required, face to face. The post holder's progress will be monitored and supported by a Workplace Training Supervisor.
3. To undertake, on a rotational basis, a wide range of duties which includes dispensing, medicines supply, procurement and stock control, ward based services, and medicines management and counselling of patients.
4. There may be the requirement to work across other sites depending on service needs and rotations.
5. To undertake, on a rotational basis, a range of smaller taster placements deemed appropriate to provide exposure and experience relevant to pharmacy practice e.g. PCN, pharmacy production etc
6. All duties carried out by the Pre-registration Trainee Pharmacy Technician will be under direct supervision and are operating within Standard Operating Procedures (SOPs).

This is a fixed term post of 2 years for the period of training only. The post holder will need to demonstrate commitment to the two-year training programme. There is no guarantee that candidates who do not successfully complete either year of training within the allotted timeframes

will be retained to complete their studies. There is also no guarantee that successful candidates will be offered employment at the end of the fixed term contract and once qualified and registered as a pharmacy technician.

Organisation Chart/Accountability



Knowledge, Training, Experience and Skills Required

- Ability to work accurately under pressure
- Being pro-active
- Ability to apply theory to practice
- Some understanding of the NHS and the role of pharmacy in the hospital environment
- Communication skills (written and oral)
- Methodical and analytical
- Quality-oriented; strives for continuous improvement
- Able to work on own initiative and within a team
- Conscientious and reliable
- Ability to learn simultaneously – undertake projects/assignments in own time

Main Duties & Responsibilities of The Post

Primary Duties and Responsibilities

To undertake the Pharmacy Technician course. To complete virtual guided learning provided by the training provider as well as workplace training within the partnership.

Work on a rotational basis, gaining competencies and experience as defined by the Pharmacy Technician course. Overall, the Educational training supervisor will manage the training programme.

Competence will be assessed through the completion of a portfolio of evidence and knowledge will be assessed through completion of marked tasks.

It is a contractual requirement that the post holder completes all the educational activities within the period of the contract, meeting set deadlines throughout the course - failure to do so could lead to termination of the contract.

Complete tasks and goals set in the workplace by the work training supervisor and learning and development team.

1. Dispensing duties

- 1.1 To participate (in accordance with SOPs and under the supervision of the Responsible Pharmacist/ Responsible Technician) in all dispensing activities, ensuring that the correct medicines are dispensed and that they are appropriate for the patient.
- 1.2 This will include following SOPs to ensure accurate dispensing and labelling of medication for individual patient supply and for hospital wards/units/clinics from a variety of prescription types and requisitions and making the necessary records and endorsements.
- 1.3 To perform routine self-accuracy checks to ensure safe dispensing.

Reception duties

- 1.4 Receive prescriptions/medication charts/orders from staff. Use questioning according to protocols to determine and accurately document allergies, other medications and exemption status.
- 1.5 Issue dispensed and checked prescriptions to outpatients, providing routine advice on medication use, identifying and referring them to the pharmacist in charge/ Responsible Pharmacist when appropriate/ further advice is required.
- 1.6 Participate in the sale of Over the Counter (OTC), General Sales List (GSL) preparations and miscellaneous items (hospital pharmacy) to staff and customers
- 1.7 Use established set criteria to identify patients who require Pharmacist referral when selling OTC and GSL preparations
- 1.8 To undertake any further duties that may be necessary to help provide the dispensary service, such as portering

2. Stock Procurement, Maintenance and Storage

- 2.1 To gain a basic knowledge of procurement for pharmaceuticals including contracting (e.g. Commercial Medicines Unit) and re-imbursement (e.g. drug tariff), WDA, falsified medications and drug alerts/recalls.
- 2.2 Ensure stock is stored safely and securely according to required storage conditions whilst also applying stock rotation principles
- 2.3 Provide advice to healthcare professionals on storage, expiry dates, stock rotation and other related matters within the guidance of SOPs to ensure a cost-effective service which minimises wastage.
- 2.4 Assist in identifying and removing of stock not fit for purpose e.g. expired stock.
- 2.5 Participate in departmental stock taking as required. Help investigate stock level discrepancies within the dispensary in line with current procedures.

- 2.6. Participate in the raising of orders from outside suppliers and the monitoring of outstanding orders to ensure adequate stock levels are maintained in the dispensary.
- 2.7. Assist in informing suppliers of all missing or damaged goods. and in the return of incorrect orders.
- 2.8. Assist with environmental monitoring e.g. temperature control, checks and maintenance of storage areas.

3. Distribution Duties

- 3.1. Participate, under direct supervision and according to SOPs, in the distribution service of pharmaceuticals to hospital wards, departments, community units, clinics and home delivery services. This will include accurately inputting orders on the JAC system and picking, packing and portering of pharmaceuticals to internal and external wards/ units.
- 3.2. Undertaking top up of stock and items on hospital wards/units.

4. Medicines Management

- 4.1. To participate in medicines management duties as per rota provided from Learning and Development team.
- 4.2. To gain an insight into the medicines management service.
- 4.3. To complete activities as detailed in the training manual.

5. Administrative

- 5.1. To maintain accurate records according to departmental procedure.
- 5.2. To participate in department audits, monitoring of prescribing, reviews of medicines use as required in accordance with local policies and procedures.

6. Communication

- 6.1. Communicate verbally or in writing as appropriate, with patients, relatives, carers, pharmacy staff and other healthcare professionals to provide and receive routine information.
- 6.2. Deal with routine medication queries, both on the telephone and in person, from patients, staff, other healthcare professionals according to local policies and procedures. Always work within own limitations and under supervision. Refer to a pharmacist or senior colleague when required.
- 6.3. The post holder may sometimes be the first point of contact within the department for patients, carers, medical, nursing staff and other healthcare workers. This may require tact and empathy, as there may be communication difficulties or barriers to understanding, in order to ensure effective communication and prevent any potential conflict with patients.

7. Human Resources/ Workforce/Training of other

- 7.1. To practice good teamwork and ensure effective working relationships. To liaise with colleagues from within the department and other healthcare professionals to assist in the provision of a safe, efficient service to patients and other service users.
- 7.2. To assist in the induction, training and support of new staff and work experience students within the limitations of own role/area of practice.

8. Responsibility For Finance / Resources

- 8.1. The post holder is required to input information into the pharmacy computer system

- accurately and in a timely manner in order to maintain adequate stock control.
- 8.2. The post holder is required to monitor stock levels of drugs, consumables and other equipment and communicate requests for additional stock to be procured as required.
 - 8.3. The post holder is required to take reasonable care of physical resources e.g. by operating equipment according to procedures and reporting equipment malfunction to a senior colleague.

9. Information/ Data Responsibilities

- 9.1. To be competent in the use of pharmacy stock control systems, patient medication record systems and relevant parts of electronic patient care record systems in line with policies and procedures in order to ensure data is inputted and maintained correctly.
- 9.2. Comply with the Information Governance Policies of the Partnership organisations.

10. Policy and Service Development

- 10.1. Participate in service development by attending and contributing at team meetings e.g. suggesting changes to working practices or identifying opportunities for the development of the pharmacy technician role within own work area (wards/ units and areas of rotation).
- 10.2. Assist in the local implementation of Quality Innovation Productivity and Prevention (QIPP) projects, departmental quality improvement initiatives and service development projects within own work area.
- 10.3. To support, within own work area, the local implementation of the medicines policies and procedures of the Partnership organisations.
- 10.4. Assist in supporting effective processes, local compliance and implementation of General
- 10.5. Pharmaceutical Council's guidelines, and the Care Quality Commission standards for managing medicines, within own work area.
- 10.6. Assist in the promotion of public health and medicines management initiatives within own work

11. Professional Responsibilities / CPD/ Personal Development

- 11.1. To be pro-active in self- development and willing to use own initiative in identifying training needs and resources required.
- 11.2. Undertake learning assignments and assessments required by the Education Provider, Workplace Training Supervisor and Practice Supervisors. This will require study in own time. Organise study time in order to complete assignments according to deadlines.
- 11.3. Working within SOPs, undertake practical work in the department, including observations and completing in house competency accreditations to demonstrate on-going competence against set standards.
- 11.4. To take part in own personal development review/appraisal process. Take responsibility for understanding and completing all set objectives in agreed personal development plans and mandatory training and development needs.
- 11.5. Attend training events, placements and relevant courses etc. in order to complete required learning and assessments.
- 11.6. To attend Pharmacy Team meetings as required in order to be updated on pharmacy/medicines management issues, changes to policies and procedures and support the development of the pharmacy service.
- 11.7. To undertake training in the accuracy checking of others in the dispensing of medicines (2nd year of training – having successfully completed the dispensing and self-accuracy

checking validation).

12. Other Responsibilities/General

- 12.1. To take reasonable care for the health and safety of yourself and others who may be affected by your acts or omissions at work; co-operate to ensure that statutory and departmental health and safety regulations and guidelines, fire policies, COSHH and risk management guidelines are strictly adhered to.
- 12.2. Comply with infection control requirements in clinical and ward environments.
- 12.3. To undertake any new or changed duties that are appropriate and within the framework of the post as may be required/ approved by Line Manager/Educational Supervisor in order to help provide an efficient responsive pharmacy service.
- 12.4. To adhere to department rotas and appropriately time manage own work on a daily basis.
- 12.5. Participation in projects and audits, presenting the information to other members of staff.

Working Conditions / Effort

Physical Effort

- The post requires frequent periods of standing and combinations of standing/walking/sitting throughout the day.
- The post holder may occasionally be required to perform manual handling and lifting. This may require light to occasional moderate physical effort for several short periods and the post holder will need to observe correct lifting and handling techniques.

Mental Effort

- There will be the need for frequent periods of concentration and the ability to work accurately within a work pattern that is generally predictable.
- The post holder may occasionally be exposed to distressing or emotional circumstances (either direct or indirect) such as encountering distressed, difficult or aggressive patients. This will usually be in a controlled environment and the post holder will be directly supervised while working at all times and have support available.

Working Conditions

- The post holder may be required to visit external locations across the Partnership.
- Working environments will largely have artificial light and, depending on placement, little or no natural daylight.
- Depending on placement, there may be constant background noise from an automated dispensing machine.
- The post holder will be required to work in various areas across the hospital, including clinical environments and patient facing settings.
- The post holder will be expected to dispense cytotoxic/cytostatic medication when required.
- The post holder will be expected to have a flexible approach to working hours and participate in the department's weekend working and Bank Holiday rota (where applicable according to placement).

Staff are required to work any combination of hours between 08:00 - 19:00. Shift patterns will be allocated once appointed and will include weekend working on a rotational basis.



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of

Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

Job Description Agreement

Completed by.....

Authorised by..... Date.....

This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made