





Job Description

1. JOB DETAILS	
Job title:	Medicines Management Technician (Band 5)
Accountable to:	Pharmacy Clinical Lead
Location:	North Cumbria Integrated Care NHS Trust
2. JOB SUMMARY	
<p>All staff are expected to work to the Trust Values:</p> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p>Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p>Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="margin-left: 10px;"> <p>Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="margin-left: 10px;"> <p>Collaboration – We are stronger and better working together with and for our patients.</p> </div> </div> <p>To provide a medicines management service to a group of wards, with sessional dispensary cover, in accordance with the objectives of the Pharmacy department and the Trust. To perform a wide range of technical duties to provide patients with an accurate and timely supply of medication from admission through to discharge, and to work closely with the multidisciplinary team to ensure a safe, accurate and efficient service for patients.</p>	
3. ROLE OF DEPARTMENT	
<p>Provide cost-effective, evidence-based pharmaceutical care to patients of the Integrated Care Trust, liaising and working with other health care professionals in primary, secondary and tertiary care to ensure accurate, efficient and timely dispensing and care, thereby optimising the use of those medicines to deliver desired outcomes of patient care.</p>	

4. ORGANISATIONAL CHART
<pre> graph TD PCL[Pharmacy Clinical Lead] --- LTMWCH[Lead Technician - Medicines Management WCH] PCL --- LTM[CIC] LTMWCH --- MMTWCH[Medicines Management Technicians WCH] LTMWCH --- MMTCommunity[Medicines Management Technicians Community] LTM --- MMT[CIC] </pre>
5. KEY WORKING RELATIONSHIPS
<p>Technical pharmacy staff. Pharmacists. Medical staff. Nursing staff. Patients and carers. Other healthcare professionals (e.g. OT, ICT, CPN, nursing home staff etc.). GP practices, community pharmacists and other primary care health professionals.</p>
6. DUTIES AND RESPONSIBILITIES OF THE POST
<ol style="list-style-type: none"> 1. Continuously monitor the effectiveness of the Individual patient dispensing service and provide feedback to senior pharmacy/ward staff where improvements/changes can be made. 2. Supply medicines to wards, peripheral hospitals, departments and community clinics using Pharmacy IT systems and complying at all times with the pharmacy standard operating procedures, Trust policies and pharmaceutical legislation. 3. Implement cost effective provision of medicines, within local and national formulary/guidelines. Where non-formulary medicines are prescribed, find an alternative/equivalent formulary medication and liaise with ward staff to ensure the prescription is changed 4. Converse with patients/relatives/carers to establish accurate medication histories, to compile a list of prescription, over the counter medicines and herbal/homeopathic remedies. This may also entail contacting GPs/community pharmacies. 5. Assess patients' own drugs (PODs) for suitability of use. Accurately transcribe medication from prescriptions to pharmacy IT systems to ensure an adequate supply of medications are available in each patient's bedside medicine locker in line with the Trust's Safe Storage and Custody Policy. Dispose of unwanted medicines in a safe manner in line with Trust policy and COSHH regulations and patients consent.

6. Identify, record and highlight medication related problems and refer to ward pharmacist, nursing staff or prescriber as appropriate. This may include incorrect doses, interactions or any ambiguities on the prescription. Report and record interventions and medication errors on appropriate systems.
7. Liaise with relevant staff regarding medication requirements ensuring prescriptions are legible and clear to facilitate a timely and accurate supply of medication for individual patients.
8. Liaise with nursing staff, doctors and pharmacy team in the Trust and community healthcare professionals to plan in advance for patients' discharge, ensuring discharge medicines are supplied in a suitable form to aid patient compliance.
9. Provide education and counselling advice to patients regarding the effective use of their medications, including demonstrations of devices where appropriate. Assessing usage technique, choosing a suitable device where necessary and providing compliance aids to facilitate correct and effective use of medication.
10. Facilitate safe transit of medicines to ward lockers, ensure safe and efficient transfer of medicines between wards and locate/trace medicines that have been mislaid, completing a report when necessary.
11. Regularly review ward stock lists with the ward team ensuring cost effective stock control.
12. Prioritise a diverse workload to ensure all work requirements are met in a timely and accurate manner both individually and by liaising with the ward team.
13. Carry pager to be able to respond to urgent requests from wards or pharmacy.
14. Utilise hospital IT system to obtain information to facilitate medicines management on the ward.
15. Participate in medicines management audits when necessary
16. Participate in the supervision and training of pre-registration pharmacists, assistant technical officers and technicians, student technicians and new or visiting staff. Act as a mentor for students informing senior technicians of students' progress.
17. Advise nursing staff in the Individual dispensing ward procedure and keep them informed and updated when changes occur.
18. Work effectively as an individual and team member to provide the service.
19. Receive prescriptions, assist patients in documenting prescription charges and exemptions. Using a cash register calculate and collect prescription charges including cash and cheques. Prioritise prescriptions and ensure they are legible, complete and legal, referring to prescriber where necessary.

20. Accurately dispense a wide range of medication including cytotoxic drugs and complex prescriptions in a timely manner in accordance with current legislation.
21. Accurately dispense controlled drugs in accordance with current legislation and standard operating procedures. In conjunction with the Accountable Officer, supervise the destruction of controlled drugs, ensuring all records are reconciled and the drugs are destroyed according to the Misuse of Drugs act.
22. Adhere to specific protocols when dispensing unlicensed medicines and clinical trials, ensuring specific records are maintained.
23. Undertake the technician accuracy check for dispensed medication and self-check own dispensing to minimise the risk of errors leaving the department. Ensure accuracy and clinical checks are made to all prescriptions prior to issuing.
24. Prioritise dispensary workload to ensure customers' needs are met according to policy - liaise with colleagues to ensure appropriate cover is available during breaks/absences.
25. Undertake over the counter medicine (OTC) sales to members of staff and public, using appropriate questioning techniques and referring to a pharmacist where necessary.
26. Answer telephone calls and queries, where appropriate provide a suitable response or re-direct the call through to an appropriate member of pharmacy staff. Transcribe information including doses and relay messages to other colleagues to maintain an efficient service. Ensuring accuracy at all times when recording prescription/patient details. Action queries from staff and patients and where necessary refer to a pharmacist.
27. Prepare extemporaneous medicines e.g. suspensions and creams where no commercial product is available. This includes preparation of the environment to ensure it is clean and contamination free, obtain appropriate formula (from alternate source if necessary), calculation of formula and correct pharmaceutical preparation techniques are followed
28. Check internal and external product weights and measures for technical staff for extemporaneous preparations.
29. Pro-actively contribute ideas to pharmacy policies, procedures and the service plan.
30. Maintain security and safety of department and keys at all times.
31. Assist in maintaining the pharmacy service on Saturdays, Sundays and Bank holidays on a rotational basis.
32. Actively undertake mandatory continuous professional development (CPD), maintaining a portfolio of evidence, participating in in-house training and external

training where necessary to develop role and service.

7. WORK SETTING AND REVIEW

Individuals deliver the medicines management service by participating in the ward rota schedule drawn up by the Divisional Pharmacists. The post holder is responsible for managing their own time at ward level. Medicines management technicians are professionally responsible for their own actions, working under the supervision of the ward pharmacist.

Work independently to objectives as set by the Advanced Specialist Pharmacist who will review work and undertake appraisal.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. 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.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust 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 Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust 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. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

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

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION

POST TITLE: Medicines Management Technician

Factor	Essential	Desirable
Qualifications	<p>NVQ Level 3 Pharmacy Services plus</p> <p>BTEC pharmacy services underpinning knowledge</p> <p>National Certificate or recognised equivalents</p> <p>Accuracy Checking Certificate</p> <p>Must be registered with the General Pharmaceutical Council</p>	<p>Completion or working towards Medicines Management Certificate.</p> <p>A1 assessors award</p>
Experience	Individual patient dispensing systems	
Knowledge	<p>Actively undertaking CPD for all areas of relevant to their role and for changes in Pharmacy practice and self-development;</p> <p>Up to date knowledge of pharmacy operational procedures;</p> <p>Good dispensing practise;</p> <p>Checking procedures;</p> <p>Patient counselling;</p> <p>Customer services;</p> <p>Current NHS legislation;</p> <p>Pharmacy Law and Ethics;</p> <p>Demonstrate awareness and experience of application of the National agenda for pharmacy within their workplace;</p> <p>Demonstrate the context of pharmacy in the NHS;</p> <p>Demonstrate awareness and application of Health and Safety at Work Act and Control of Substances Hazardous to Health</p>	<p>IT Skills, Word Processing, Database, presentation package, e.g. PowerPoint, e-mail and Internet – computer literate;</p>
Skills and Aptitudes	<p>Well-developed communication, negotiation, presentation and interpersonal skills.</p> <p>Ability to organise and prioritise workload.</p> <p>Ability to work independently and as part of a team.</p> <p>Ability to work accurately to deadlines.</p> <p>Leadership skills.</p> <p>Organisational skills.</p> <p>Able to prioritise work to meet deadlines.</p> <p>Able to maintain and develop professional relationships.</p> <p>Able to identify when advice needs to be sought, recognising personal limitations.</p>	Coaching skills.
Personal Circumstances	Commitment to continuing professional development.	
Other requirements	<p>Able to participate fully in the weekend working rota.</p> <p>Comply with departmental uniform policy</p>	Driving licence.

Experience may be considered as comparable to qualifications quoted but should be clearly detailed on the application in order to demonstrate equivalence.