

Job Description

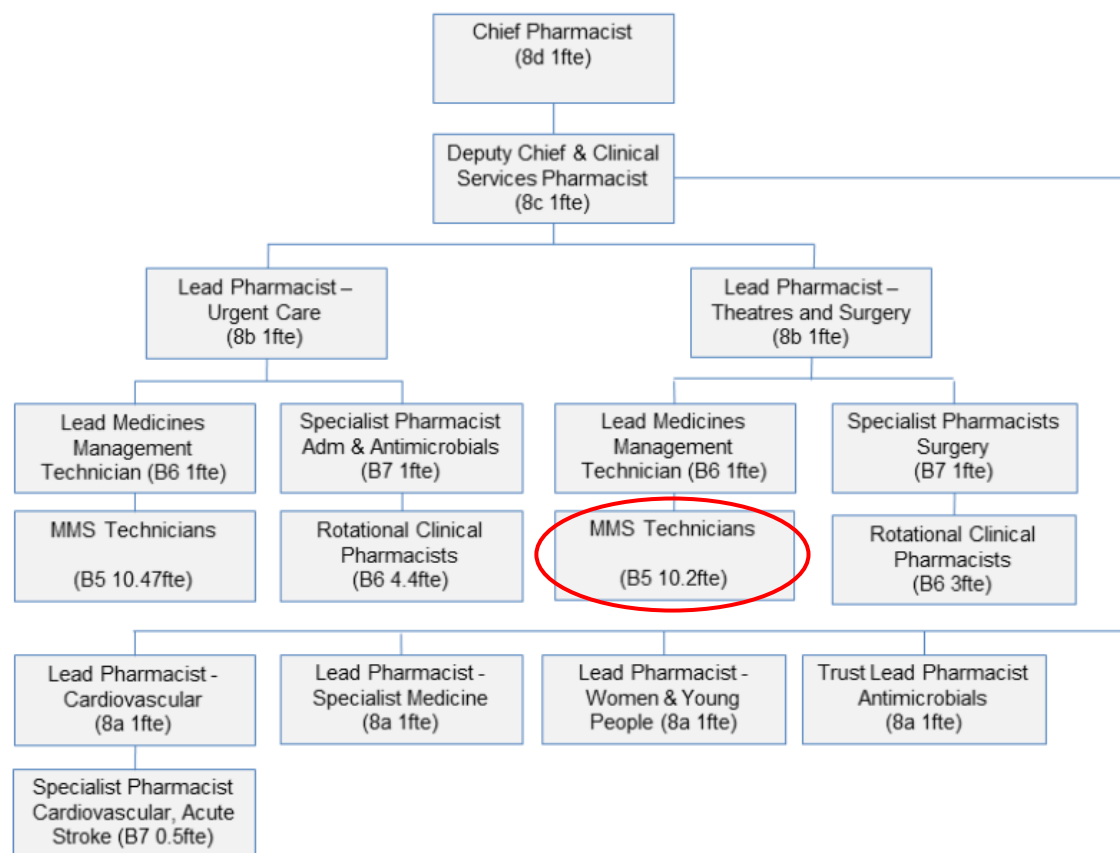
Job Ref:	22-423
Job Title:	Pharmacy Technician - Ward & Dispensary Services
Grade:	Band 5
Hours:	Full time
Department:	Pharmacy Dispensary
Location:	Conquest Hospital/Eastbourne District General Hospital
Accountable to:	Chief Pharmacist
Reports to:	Senior Technician, Technical Services
Dimensions	Budget: N/A Staff (wte): N/A
Job purpose	<p>Working as part of the pharmacy medicines management team at ward level to ensure patients are seen within the trusts approved timeframe, using a number of different sources to establish patient's accurate medication history, which will include talking to the patient. Communicating any discrepancies with other appropriate healthcare professionals to provide high quality clinical service which is effective, safe and patient focused. Providing advice and counselling to patients and their carers when required.</p> <p>To efficiently and effectively provide an order and supply service of named patient medication with operational support from the dispensary team.</p> <p>To accurately dispense and check medication for patients of East Sussex Hospitals Trust and other organisations within the local health economy. To support new and trainee staff as and when required.</p> <p>This post requires the post holder to work across all East Sussex Healthcare NHS Trust sites; however a designated base site will be assigned.</p>

It is expected that the following approximate proportions of role delivery will apply;

- 80%- Medicines management duties, working alongside other team members to deliver the clinical pharmacy service to a variety of wards within the hospital
- 10%- Accuracy end checking medication dispensed in the pharmacy department
- 10%- Operational Support - to partake in general clinical pharmacy duties including full participation in the shifted working rota over a 7 day period and bank holidays.

Department Structure

Department structure attached. This post highlighted.



Communications and Working Relationships

With Whom: eg	Frequency	Purpose
Senior Technician, Technical Services	Ad hoc	Management advice and support
Dispensary/Medicines Management or aseptics technicians (dependent on rotation)	Daily	Communication of on-going issues and work requirements. Supervision of some staff
Procurement staff	Daily	To ensure the supply chain is complete
Distribution staff	Daily	To discuss ward stock requirements
Nursing/medical staff	Daily	To discuss the needs of the patients with regard to their medication and associated counselling

GP practices/PCT staff	Daily	To discuss the needs of the patients with regard to their medication and associated counselling
Retail chemists	Daily	To discuss on-going patient requirements including compliance aids
Patients/carers	Daily	Medication history taking, counselling and answering medication related queries
Student technicians	Ad hoc	Supervision of some duties
Pharmacists	Ad hoc	To discuss complicated medication queries
Education and training lead	On-going	CPD
Dispensary staff (including Assistants, Technicians, pharmacists and clerical staff)	Daily	To direct staff to ensure a smooth and responsive service

Key Duties and Responsibilities

1. Supervision and Management

- Required to supervise new staff and students.
- In a technician led dispensary the Senior Technician (or the member of staff acting in that role) has the responsibility of monitoring the activity, throughput and workflow of the dispensing.
- She/he will direct staff of all types assistants, technicians or pharmacists to those areas where there is a need to take action to ensure a smooth and responsible output of dispensed goods. This will include clinical checking, labelling, dispensing, end point checking, issuing of medicines and stock management/replenishment.
- She/he will ensure that work is prioritised in accordance with departmental
- Guidelines so that those aspects of dispensing e.g. discharge medicines, that need additional temporary support due to fluctuations in demand.
- Whilst the senior technician, or person acting in that role, can direct a pharmacist to an area of work she/he will not take responsibility for the activity of pharmacists in that area as they carry that responsibility as part of their professional duties and are responsible to their respective line managers for such work.
- When a pharmacist in the dispensary identifies that there is a problem with the dispensing of any item and intervenes to ensure safe dispensing the senior technician will, if needed, work with the pharmacist to ensure that the problem is resolved.
- If there is a need to sell any medicines from the registered premises the senior technician is responsible for ensuring that technician staff bring that to the attention of a pharmacist so the sale can be appropriately supervised.

2. Dispensing Duties

- Prepare labels using the Pharmacy Computer System 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 Standard Operating Procedures (SOPs) taking appropriate precautions when dispensing toxic/hazardous drugs eg wearing gloves/using forceps.

- Accurately record the batch numbers and expiry dates of named patient medications, unlicensed medications according to Pharmaceutical guidelines.
- Accurately record the dispensing details of controlled drugs in the appropriate Controlled Drugs Register to meet legal requirements.
- Accurately dispense blister packs according to SOPs.
- Accurately dispense items for clinical trials according to SOPs.
- Complete endorsement of appropriate paperwork on completion of dispensing process.
- To perform the final accuracy check on dispensed items, from clinically screened prescriptions according to SOPs
- Organise the timely supply of to-follow medications to patients on ward and at home.
- Communicate any delays in supply to the appropriate person.
- To ensure that there are sufficient levels of consumables available for use in the dispensary.
- To participate in the supply arrangements to outlying hospitals and clinics.
- To maintain a clean and tidy working environment, meeting all good manufacturing practice.
- To facilitate the timely and efficient running of dispensary services; recording drug chart entry, (using the computerised Trakker system) moving stock and maintains appropriate records.
- To liaise with ward and distribution staff with regard to stock levels.
- To provide information on drug dosage, referring to supervisor as necessary.
- To liaise with portering and transport staff to ensure delivery of drugs to point of use.
- To participate in the dispensing of clinical trials and the maintenance of the required paperwork as required to maintain the audit trail.

3. Extemporaneous dispensing

- Prepare worksheets and accurately calculate the raw materials required for the products.
- Follow COSHH regulations for the handling of the raw materials, and preparation of the product according to SOPs.
- Accurately check the weighed raw material prior to preparation.
- To prepare extemporaneous products, including calculation of required materials following SOP's and to check calculations performed by junior staff.

4. Customer Services

- To provide basic counselling to patients, referring to supervisors as necessary.
- Answer the telephone and resolve enquiries as appropriate
- Receive prescription fees from out-patients and process, or complete exemption declaration forms.
- Receive prescriptions or requisitions checking that they have been correctly written and contains all necessary information ensuring that the items are appropriate for the client.
- Refer any queries to a senior staff member or Pharmacist when appropriate

5. Ordering Duties

- Check controlled drugs deliveries for accuracy against delivery notes.
- Enter controlled drugs into the appropriate Controlled Drugs Register and securely store stock in allocated areas ensuring rotation of stock.
- To liaise with pharmacy procurement staff highlighting stock shortages and ensuring patients medication requirements are met..

6. Aseptic Preparation

- To undertake preparation of aseptic products including intravenous cytotoxic products.

7. Other

- To participate in other areas of work within the department as required.
- To partake in general pharmacy duties including full participation in the departmental 5 plus 2 day shift working over 7 days and bank holiday rosters as required. In addition the post holder will take part in a system of flexible shifts to facilitate East Sussex Healthcare NHS Trust Pharmacy operational times and service needs.

8. Ward Technician Services

- To respond appropriately to calls from assigned wards regarding medicine supply
- To accurately check "Patients' own drugs" brought into hospital on admission, against the patients drug chart, according to Guidelines. Liaising with nursing and medical staff to clarify discrepancies.
- To liaise with the patient or patients representative to identify if the patient is on any other medication ie eye drops, herbal remedies which are used at home but have not been documented.
- To accurately transcribe for supply, medications labelled for discharge (or in-patient use) on an individual basis, against the patients drug chart according to Guidelines
- To ensure that the labelling of individual patient items is amended as necessary to reflect dose changes.
- To accurately assess medication for discharge ensuring correct medication, correct labelling and adequate supply to meet discharge needs.
- To ensure that all medicines are available for discharge by the required times
- To complete endorsements on patients' drug charts and discharge prescriptions
- To prioritise urgent requests, communicating the urgency to the dispensary
- Technicians may be required to undertake visits to wards/depts. Of Sussex Partnership Trust. Duties will be consistent with the duties listed above.

9. Health and Safety

To maintain safe working practices in the light of the Health and Safety at Work Act (H&SAW), Control of Substances Hazardous to Health (COSHH), and Medicines Act.

10. Continuing 'Professional' Development

To participate in other areas of work within the department as required.

In service training will be provided to allow staff to provide a competent service. Staff have a personal responsibility to continually review their level of knowledge, skills and expertise in order to keep abreast of the progress of pharmaceutical and supply chain knowledge and technology and to maintain a high standard of competence.

To be accountable for your own professional actions.

Working Environment:

This should give details about the working conditions in terms of the nature, frequency and duration of demands arising from adverse environmental conditions (such as extreme heat/cold, smells, noise, fumes) and hazards eg exposure to bodily fluids, harmful chemicals, aggressive patients/relatives.

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the post holder receives satisfactory clearance from the Disclosure and Barring Service.

Person Specification

Job Title: Pharmacy Technician – Ward & Dispensary Services	Grade: Band 5
Department: Pharmacy	Date: November 2022

*Assessed by: A= Application I= Interview R= References T= Testing

Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training			
Good general education including Maths and English	AI	Medicines Management	AI
Registered Pharmacy Technician	AI	Counselling Accreditation	AI
Evidence of continued professional development	AI	Checking Technicians Accreditation Practice Supervisor/Train the Trainer accreditation	AI
Experience			
2 years as a qualified technician	AI	Involvement in the management of Clinical Trials	AI
Knowledge of legislation affecting pharmacy practice	AI		
Pharmaceutical knowledge on actions and uses of medicines	AI		
Experience of working in a busy efficient dispensary	AI		
Skills / Knowledge / Abilities			
Good written and oral skills for communication with pharmacy team members, public and other healthcare professions	AI		
Must be able to recognise and overcome barriers to understanding e.g. language, deaf, learning difficulties	AI		
Demonstrates the ability to work well as a team member	AI		
Good keyboard and IT skills including knowledge of Microsoft Office – Word, Excel and Outlook	AI		

Preparation of Blister Packs	AI		
Good eye for detail	AI		
Ability to deal with aggressive and emotional behaviour	AI		
Able to work independently, organise and prioritise own workload	AI		
Other			
Manipulation e.g. spatula and tile, pestle and mortar, use of syringes for intravenous products.	AI	Ability to lift and handle potentially heavy boxes	AI
Understanding of COSHH for handling of hazardous Pharmaceuticals	AI		
Able to stand and sit for prolonged periods of time	AI		
Reliable work record	AIR		
DBS clearance if applicable	T		
Evidence that personal behaviour reflects Trust Values	AIR		

Managers Signature

Date

Postholders Signature

Date