

# Job description

## POST

Urgent and Emergency Clinical Care Pharmacy Technician  
Reporting to Deputy Lead Clinical Services Pharmacy Technician

## SALARY

£28,407 - £34,581 per annum (pro rata if applicable)

## CARE GROUP

Clinical Support Services

## BASE

Queen Elizabeth Queen Mother Hospital, Margate

## CONTACT

Lisa Miles, Lead Clinical Services Pharmacy Technician,  
lisamiles1@nhs.net

## Welcome to East Kent Hospitals

We have opportunities for Pharmacy Technicians looking for a new challenges at East Kent, including working in a medicines optimisation role on the wards, administering critical medicines to patients within the Emergency Department setting, providing medication counselling to patient on the ward or in dispensary, mentoring Pre-Registration Trainee Pharmacy Technicians on their clinical rotations, taking part in our Trust wide weekly teaching sessions, completing medication safety audits plus much more.

We offer a full package of benefits, including a car lease scheme; on-site childcare; generous annual leave in line with NHS terms and conditions; high street and public transport discounts; a 24/7 staff support service - and the little things that make life easier, like on-site Amazon lockers and fresh fruit and veg stalls.

### About us

We are one of the largest hospital trusts in England, with three acute hospitals and community sites serving a local population of around 700,000. We also provide specialist services for Kent and Medway.

We care about our patients and our people. We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. With our emphasis on staff training and development, a staff support scheme that's second to none, and a healthy package of benefits, it's easy to put down roots in East Kent Hospitals.



# Urgent and Emergency Clinical Care Pharmacy Technician

## Role specific duties

This role joins our large clinical team consisting of more than 100 staff that is a combination of pharmacists, technicians and clinical assistants across three sites.

The post holder will work closely with the Pharmacists and other health care professionals within the multi-disciplinary team within the Emergency Department to deliver high quality, patient focused medicines management services.

## KEY RESULT AREAS

### Ward Based Duties – Medicines Management

- To compile and verify a patient's drug history by communicating with the patient, carers, GPs and other health professionals and to ensure all potential discrepancies are resolved or referred in line with our policies.
- Check and document specified blood results and highlight to pharmacist where further review of a patient's medication is required.
- To interpret and apply information retrieved from medical and nursing notes with regards to medicines reconciliation and prescribing issues
- Identify patient-drug interaction and drug-disease interactions and refer appropriately
- To document allergies and reactions to medicines.
- To undertake a review of patient's own drugs to accurately assess the suitability of continued use while the patient is in hospital.
- To participate in the discharge planning of patients with ward staff and other healthcare professionals both in secondary and primary care.
- To give out medication to patients and counsel the patient on their medication to promote adherence. This will include the name of the medication, dosage, common side effects and administration details including use of devices. In addition, resolve any queries or concerns a patient may have about their medications. To administer medicines to patients within competence and scope of role, taking into account the prescription, the patients condition and observations and blood results.
- Document consultations where appropriate in the patient's records.
- To minimise delays in discharge by ensuring that medication is available at the appropriate time.
- To dispense prescriptions if required.
- To check and resolve for transcribing errors made by medical staff when checking Electronic Discharge Notifications (EDNs).
- To provide verbal and written medicines related advice and information for patients and/or carers regarding prescribed medication and their devices with the primary aim of improving patient outcomes through medicines optimisation.
- To assist with stock control and stock management of medicines on designated wards in communication with the ward pharmacist, ward managers, clinical pharmacy assistants.
- To assist with the workload on designated wards in communication with the ward pharmacist and other Pharmacy Technicians



- To identify and return unwanted or out of date medicines to Pharmacy for disposal or for safe return to Pharmacy stock in accordance with local procedures.
- To arrange the return of controlled drugs from the wards in an efficient manner.
- To transcribe and order medication awaiting a clinical screen by a pharmacist in accordance with trust policy.
- To encourage and support compliance with the local formulary and prescribing policies and guidelines.
- To support the implementation of self-administration by patients and/or carers where possible
- To support the efficient transfer of medicines between wards.
- To support the department in setting standards through review and updating procedures and auditing against those standards in line with the department's audit programme.
- Ensure the safe and secure handling of medicines during ward visits; identify issues and feedback to ward Pharmacist or Pharmacy Technician.
- To communicate with external organisations as necessary for admission and discharge processes (e.g. community pharmacies, GP surgeries).
- Contribute to the quality management of the clinical service by suggesting improvements to practice and procedures.

#### **Accredited Checking Pharmacy Technician (ACPT) duties (once accreditation completed):**

- Complete Accreditation (ACPT) according to CPPE scheme and local policy.
- Conduct checking duties in dispensary or in a ward dispensing setting for a minimum of 8 hours per month.
- Provide constructive feedback when informing dispensers that they have made mistakes during dispensing.
- Report in-process errors following local policy.
- Ensure that your knowledge is up to date by reading all pharmacy procedures relevant to the accuracy checking of dispensed medicines.
- Contribute to the quality management of dispensing by suggesting improvements to practice and procedures.

#### **Education, Training & Management**

- To act as mentor/buddy for a pre-registration trainee pharmacy technician or junior Pharmacy Technicians as necessary and where appropriate assess competency.
- To assist in the training of pre-registration trainee pharmacy technicians and pre-registration pharmacists as necessary
- To take responsibility for own personal CPD by participating in education and training programmes to improve competence and acquire new skills to benefit the development of the service.
- Be a role model for other staff and actively promote the role of the pharmacy technician.
- To undertake all local accreditations and mandatory training required to ensure and maintain personal competency.
- To participate in the writing and maintaining of standard operating procedures for the pharmacy team
- To line manage allocated Pharmacy Assistants in line with Pharmacy and Trust Human Resources policies. •

#### **Other**

- To maintain professional registration with the General Pharmaceutical Council and to undertake continuous professional development (CPD).
- To make a full contribution to the work of each section. It is particularly important to learn to contribute without having to be asked and to take pride in the overall performance of the team.
- Attend and participate in meetings and learning sessions
- Report errors/near misses on Datix



## Your commitments

We are focused on providing outstanding, safe patient care, and a positive working culture that benefits staff and patients alike. This is why we ask you to:

- maintain the confidentiality of information about patients, staff and other health service business and adhere to data protection law
- comply with the Trust's policies and procedures, including infection prevention and control, risk management, health and safety, safeguarding children and adults, financial management and use of resources
- act at all times in accordance with the professional Codes of Conduct and Accountability relevant to your role
- participate in annual mandatory training.

We are a smoke-free Trust, and offer staff support to stop smoking.

## Values

We care about our values of caring, safe, respect and making a difference. We'll ask you to

demonstrate these values during the recruitment process and throughout your appointment – and you can expect us to do the same.

## Our NHS People Promise

We are committed to the NHS People Promise. We want our culture to be positive, compassionate, and inclusive – and we all have our part to play.

## Living and working in East Kent

Our large district general hospitals, specialist units and community sites provide a vibrant and diverse working environment with the extensive opportunities and teaching facilities you would expect of a large trust.

East Kent offers stunning countryside, beautiful beaches and charming places of historic interest, with easy access to London. With excellent schools, a wealth of leisure facilities and easy family days out on your doorstep, alongside beautiful and affordable housing stock, the perfect work-life balance couldn't be easier to achieve.

## How to apply

For more information or to arrange to visit us, please contact Lisa Miles, Lead Clinical Services Pharmacy Technician, [lisamiles1@nhs.net](mailto:lisamiles1@nhs.net)



Person specification



Requirements	Essential	Desirable	Method of assessment
Qualifications and training	NVQ in Pharmacy Services level 3 with BTEC in Pharmaceutical Science as underpinning knowledge or equivalent.  Registration with the General Pharmaceutical Council	National accredited checking qualification or evidence of competence.  Medicines Optimisation Programme or equivalent or evidence of competence	Application Form Interview Questioning Reference
Clinical skills and experience	Demonstrate knowledge of commonly used medicines  Experience of counselling patients on medication.	Experience of working within a hospital pharmacy	Application Form Interview Questioning Reference
Governance	Experience of participating in audits	Knowledge of the audit cycle  Experience of writing action plans	Application form Interview questioning
Personal/professional attributes	Basic understanding of Pharmacy Practice  Good communication skills, verbal, written and electronic.  Negotiation skills  Good presentation skills  Effective team player  Good interpersonal skills  Good analytical skills – able to access and abstract data from relevant and sometimes complex sources  Able to appraise options and make clear decisions  IT skills in word processing, database and spreadsheet packages	Basic understanding of hospital pharmacy practice  Baseline management skills – Can prioritise work and organise own workload as well as that of junior pharmacy staff  Knowledge of JAC system for dispensing, ordering, stock maintenance etc.  Utilising electronic systems to access patient records	Application from Interview questioning Reference
Other requirements	To be aware of and adhere to the Trust's Vision, Mission and Values	Member of APTUK	Application from Interview questioning





## The small print

<b>Band 5</b>	<b>Band 5</b>
<b>Salary Scale</b>	<p>£28,407 - £34,581 per annum (pro rata, if applicable)</p> <p>Progression through the pay scale will be determined on an annual basis. It will be subject to the post holder demonstrating the required standards of performance, conduct and completion of statutory and role specific training.</p>
<b>Hours of work</b>	37.5 hours per week
<b>Annual Leave Entitlement</b>	<p>Annual leave entitlements are based upon the following lengths of NHS service (pro rata if applicable):</p> <p>On Appointment = 27 days After five years = 29 days After ten years = 33 days</p>
<b>Pension Scheme</b>	<p>As an NHS employee you will be entitled to join the NHS Pension scheme and will be enrolled from your first day of service, if you meet the eligibility criteria. Employees who are not eligible to join the NHS Pension Scheme may instead be enrolled in the Trust's Alternative qualifying scheme, NEST.</p> <p>Your remuneration will be subject to the deduction of superannuation contributions in accordance with the relevant scheme.</p>
<b>Contractual Notice</b>	<p>Bands 1-4 = 1 Month notice Bands 5-6 = 2 Months' notice Band 7-9 = 3 Months' notice</p>
<b>Probationary Period</b>	<p>New staff appointed to East Kent Hospitals University NHS Foundation Trust in this post will be subject to a 6-month probationary period. During this time, you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.</p>



## Dimensions

<b>Financial and Physical</b>	Manages	<b>None</b>
	Impacts	N/A
<b>Workforce</b>	Manages (Bands and WTE)	No direct line responsibility but may be required to supervise the clinical duties of other pharmacy staff.
	Located	Wards and in dispensary
	Impacts	Daily service provision
<b>Other</b>		Accountable for own professional actions: guided by national protocols, legislation and the hospital formulary.

## Communications and working relationships

Internal	Director of Pharmacy Lead Clinical Pharmacist and Technician Other Pharmacy staff Consultant Medical Staff Clinical Service Managers Medical, Nursing and Support Services staff
External to NHS	GPs, Community Pharmacists, CCG Pharmacists, Community Nurses
Other	Patients and carers

## Environment

Category	Description/Definition	Frequency/Measures
<b>Working Conditions</b>	Exposure in the dispensary to biohazards or potentially toxic drugs that require special handling.	Occasional
	Exposed to but not in direct contact with bodily fluids whilst on the wards	Occasional
	May be required to work in temperatures above 30 degrees centigrade in summer due to inadequate ventilation and absence of air conditioning in parts of the hospital	Occasional



<b>Physical Effort</b>	Walking between clinical areas and pharmacy and climbing up and down stairs as required.	Frequent
	Prolonged periods of standing in clinical areas or the dispensary	Frequent
<b>Mental Effort</b>	Frequent requirement for prolonged concentration, high level of accuracy and attention to detail required when reviewing prescriptions, checking dispensed items, performing calculations preparing and dispensing medication.	Frequent
	The post holder will have to deal with frequent interruptions and constantly prioritise an unpredictable workload.	Frequent
<b>Emotional Effort</b>	Occasional exposure to distressing or emotional circumstances	Occasional

### Most challenging part of the job

To develop expertise in a clinical speciality and deliver a high-quality service at all times to ensure that prescriptions are safe and medicines are available for patients,

We confirm that the details of the above post as presented are correct. This is a description of the duties of the post as it is at present. This is not intended to be exhaustive. The job will be reviewed on a regular basis in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

