

## JOB DESCRIPTION

### JOB DETAILS:

Job Title:	Medicines Optimisation Pharmacy Technician
Band:	5
Directorate:	Clinical Support and Cancer Services
Department:	Pharmacy
Base:	Taunton, Yeovil, Bridgwater (TBC)
Responsible to:	Lead Pharmacy Technician

Somerset NHS Foundation Trust is an integrated Trust providing acute, mental health and community health services for the people of Somerset. The Trust provides services for Community Health and Mental Health from a number of inpatient units and community sites throughout Somerset. The trust has 2 acute sites – Musgrove Park Hospital and Yeovil District Hospital.

### **Pharmacy Service Core Purpose**

Our purpose is to provide a unified and patient-centred medicines optimisation service across Somerset NHS Foundation Trust, ensuring equitable access, safety, cost-effectiveness with adherence to evidence-based practices.

Our clinical pharmacy team provides expert advice and support to optimise medication use and enhance patient care, as an integral member of multidisciplinary teams within the Somerset Health System.

### **Job purpose:**

The Medicine Optimisation Technician principal role is to provide support in the Clinical Pharmacy service as part of the Medicines Optimisation Team. This role will include Medicine reconciliation, assessment of patient's own drugs, counselling patients about their medicine, discharge facilitation and ward and dispensary-based medication supply. The post holder will be required to act in a supervisory role and assist in the training and development of junior staff.

### **Disclaimer**

This job description is covering the Somerset FT sites (***Musgrove Park Hospital, Yeovil district Hospital and Community and Mental health Sites***) therefore this job description is subject to differences according to the site and does not purport to cover all aspects of the post holder's duties but is intended to be indicative of the main areas of responsibility.

## **Duties and Responsibilities**

### **Communication and Key Working Relationships**

This post will involve communicating with a variety of individuals via several forms of media including face to face, telephone, and electronic communication such as email.

- Patient, carers and relatives.
- Pharmacy staff of all grades
- Nursing staff of all grades
- Consultants and Junior Doctors
- Other allied Healthcare Professionals
- Discharge Teams
- Community Pharmacies/Pharmacists
- Somerset ICB Medicine Management Team
- Royal Pharmaceutical Society
- General Pharmaceutical Council
- Acute and community hospitals
- Mental Health Services
- Social Care
- Care Homes
- GP Practices/ Primary Care Networks
- External healthcare providers
- Pharmacy Workforce Development South

### **Planning and Organisation**

- Prioritising and organising daily workload to ensure that all required tasks are completed within allocated timescale.
- Plan, organise, establish, and deliver the training to nursing staff and other professionals within the multi-disciplinary team.

### **Analytics**

- Participate in and support data collection and analysis, including clinical audits, key performance indicators, controlled drug audits as requested.
- Responsible for ensuring accurate statistics are recorded so activity data comparison can be completed.



## **Responsibility for Patient / Client Care, Treatment & Therapy**

### **MEDICINE OPTIMISATION:**

To provide a patient focused, high level pharmacy service to inpatient wards which includes:

- On admission undertake a medicine reconciliation to ensure all medications are accurate in accordance with various information sources such as electronic GP records and patients own medications.
- Ensure medicine reconciliation is synchronised with the EPMA electronic prescribing system/ paper drug charts and to liaise with the ward Pharmacist regarding any clinical discrepancies. Identify potential therapeutic issues requiring further input.
- Collaborate with the multidisciplinary teams to aid discharge planning. Initiating and accurately supply medication labelled ready for discharge to facilitate a timely smooth discharge process.
- Provide a comprehensive patient counselling service to in-patients, particularly regarding their discharge medication and work with patients to optimise the use and understanding of their medicines.
- Assess whether any medicines brought in by the patient are fit for use and removing (with patient's permission) any medicines not needed.
- Communication between primary and secondary care in relation to medicines optimisation, including planning discharge needs for patients and liaison with GPs/community pharmacists to ensure continuity of treatment.
- Support and oversee, the activity of junior staff, the workflow and to report any issues to the Lead Medicine Optimisation Technician
- Contribute and participate in national and local risk management and clinical governance initiatives to improve the safe use of medicines.
- Continuously work to improve the way we work through supporting Quality Improvement projects and methodologies: constructively challenge ineffective systems and processes; collaborate; share success and innovation; aim to reduce waste; promote a happy, healthy workplace and environment.
- Work towards expanding own professional skills and knowledge. Such as working towards completing clinical prioritisation level 3 and supervisor training.

### **Community and Mental health ONLY –**

- Manage own work schedule and time to ensure that daily tasks are complete.
- Take part in a rota for provision of pharmaceutical support to clozapine monitoring clinics, including near patient testing.
- Support the running of the service for the coordination and supply of clozapine to community patients including near patient testing at clozapine monitoring clinics.
- Support community mental health teams
- To work with the CHMTs to facilitate and support running clozapine clinics with a point-of-care blood analyser in place.

### **DISPENSARY – Acute sites ONLY:**

- Undertake Final Accuracy Checks (FACP) on dispensed medications which have been clinically screened by a pharmacist.
- Participate in the dispensing of medications, if necessary, against prescriptions for in-patients and out-patients. This will include named patient/unlicensed medicines, cytotoxic medicines, intravenous preparations, controlled drugs and clinical trials.
- Awareness of and to work within all trust policies and standing operating procedures and labelling standards whilst undertaking all dispensing duties
- Dispense and check clinical trial medication as required.



### **Policy, Service, Research & Development Responsibility**

- Address medicines optimisation issues relating to specialist areas of practice.
- Comply with the legal and other requirements related to the purchase, supply, use, safe custody and destruction of drugs within the Pharmacy and in all other areas of the hospital.
- Demonstrate awareness and commitment to the trust's clinical governance agenda and implements agreed clinical governance initiatives.
- Ensure appropriate use of controlled stationery e.g. FP10 prescriptions in designated wards.
- Responsible for keeping up to date with procedures and legislation.
- Contribute to the development of Medicine Optimisation policies and procedures as requested by Lead Medicine Optimisation technician

### **Responsibility for Finance, Equipment & Other Resources**

- Responsible for the safe and secure use of IT equipment and systems in and out of the department in accordance with Departmental and Trust policies.
- Optimise and ensure the safe, cost-efficient use of medicines within the trust including checking, storage and distribution of medicines.
- Carrying out medicines optimisation activities at ward level to reduce medication wastage and save money.

### **Responsibility for Supervision, Leadership & Management**

- Co-ordinating daily workload in conjunction with the ward pharmacist and ward staff, leading and planning the ward allocated team of junior staff including Medicine Optimisation assistants and junior technicians.
- Participate in the supervision, training and/or mentoring of student technicians, new or existing technicians, pre-registration pharmacists and junior pharmacists.
- Act as a role model to promote trust values and best practice.
- Contribute to the appraisal, objective setting, and personal development plans of junior pharmacy staff.

### **Information Resources & Administrative Duties**

- Recording of clinical activity and other data using departmental/ organizational databases and electronic systems
- Will require and have access to patient information records including EMIS, SCR, ePMA, Rio, EPRO and other Trust health records.
- To ensure medicines optimisation service complies with Information Governance requirements.
- To be responsible for maintaining accurate and comprehensive patient treatment records in line with Trust procedures and Pharmacy related standards of practice
- Respond appropriately to incidents and untoward occurrences that arise within the Trust and provide relevant reports on such incidents.

### **Any Other Specific Tasks Required**

- Attend and contribute to all relevant departmental meetings.
- Compliance with Somerset FT trust policies and procedures.
- Participate in weekend working and bank holiday rotas (*Disclaimer – Community and Mental health currently do not participate in weekend and bank holiday rotas. This may be subject to change.*)
- To be able to travel between different working locations – Full UK driving license required (Only relevant to *Community and mental health team*)
- To liaise with the Lead Medicines Optimisation Technician and/or the Dispensary Manager as appropriate regarding any issues, problems, errors, or complaints beyond own limitations.
- To undertake any other reasonable duties as requested by the Lead technicians.
- Maintain professional registration with the General Pharmaceutical Council through payment of fees and participation in continuous professional development.
- Mandatory and statutory training is completed and up to date in accordance to trust policy.



### **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

### **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

### **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

### **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

### **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

### **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role

### **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

### **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

### **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

### **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

### **Sustainability Clause**



Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

**Review of Job Description**

This job description is not an exhaustive list of duties, but is intended to give a general indication of the range of work undertaken within this new role. Work will vary in detail in the light of changing demands and priorities, and therefore the duties identified will be subject to periodic change/review, in consultation with the post holder. All employees have a responsibility to abide by all Trust Policies





### Person Specification

Requirement	Essential / Desirable	How Assessed
<b><u>PROFESSIONAL REGISTRATION</u></b> <ul style="list-style-type: none"> <li>Registered with the General Pharmaceutical Council (GPhC)</li> </ul>	Essential	GPhC number
<b><u>QUALIFICATIONS &amp; TRAINING</u></b> <ul style="list-style-type: none"> <li>NVQ Level in 3 Pharmacy Services or equivalent and BTEC in Pharmaceutical Science or equivalent</li> <li>Accredited Medicines Optimisation Technician                             <ul style="list-style-type: none"> <li>Managing Patient's medicines requirements (PODs &amp; One-stop) PWDS or equivalent</li> <li>Medicine Reconciliation PWDS or equivalent</li> <li>Discharge facilitation PWDS or equivalent</li> </ul> </li> <li>Accredited Accuracy Checking Technician or willing to work towards Accredited Checking Technician accreditation within 6 months of commencing employment. (MPH/YDH site only)</li> <li>Pro-pharmace educational supervisor course</li> <li>APTUK membership</li> </ul>	Essential  Essential  Essential Desirable  Essential  Desirable Desirable	Certificates
<b><u>KNOWLEDGE AND EXPERIENCE</u></b> <ul style="list-style-type: none"> <li>Minimum of 2 years post-qualification experience of hospital pharmacy practice</li> <li>Understanding of medicine optimisation in mental health environment</li> <li>Experience of dispensing medicine for patients and counselling and providing advice for patients/carers</li> <li>Working as part of a multi-professional team within a clinical/ward environment</li> <li>Contribution to audit and project work</li> <li>Demonstrated experience of delivering high quality training to multiple staff groups such as Pharmacy Technicians and Pharmacy Assistants.</li> </ul>	Essential  Desirable  Essential  Desirable  Desirable Desirable	Application form and interview
<b><u>SKILLS &amp; ABILITIES</u></b> <ul style="list-style-type: none"> <li>Self-motivated and able to work independently.</li> <li>Team player with leadership skills</li> <li>Time management</li> <li>Good communicator, both verbally and in writing</li> <li>Ability to work accurately in the face of frequent interruptions and under pressure</li> <li>Ability to organise and prioritise workload quickly and effectively.</li> <li>Flexible and adaptive with positive approach to change</li> <li>Ability to deal with conflict</li> <li>Computer literate with Microsoft Word, Excel, Outlook, PowerPoint, Email and Internet</li> </ul>	Essential Essential Essential Essential  Essential  Essential  Essential Essential Essential Essential	Application form and interview



<ul style="list-style-type: none"> <li>Honest and trustworthy and able to maintain strict confidentiality at all times</li> </ul>	Essential	
<b><u>PLANNING &amp; ORGANISING SKILLS</u></b> <ul style="list-style-type: none"> <li>Supervise and plan the day-to-day work of more junior staff as directed by the Lead Pharmacy Technician to achieve agreed team goals.</li> <li>Ability to work to tight deadlines and under pressure</li> <li>Ability to work both independently and as part of the multidisciplinary team</li> <li>Ability to achieve desired outcomes in the face of unavoidable work pressures</li> </ul>	Essential  Essential Essential  Essential	Application form and interview
<b><u>PHYSICAL SKILLS</u></b> <ul style="list-style-type: none"> <li>To be able to carry out tasks seated or standing and frequently move between clinical areas to deliver service and liaise with staff.</li> <li>To carry drugs and other materials between wards and dispensary.</li> <li>To be able to handle unpredictable workload.</li> <li>Ability to cope with on occasion working in a stressful environment and with emotional, confused and distressed patients and carers.</li> <li>Participate in the weekend and bank holiday rotas (MPH/YDH site only)</li> </ul>	Essential  Essential Essential Essential  Essential	Application form and interview
<b><u>OTHER</u></b> <ul style="list-style-type: none"> <li>Willingness to use technology to improve standards of care and support to our patients.</li> <li>Displays honesty and integrity, is aware of ethical dilemmas relating to practice, and respects confidentiality.</li> <li>Full UK driving license (Community and Mental health only)</li> <li>Knows own professional and personal limitations and seeks advice where necessary</li> </ul>	Essential  Essential  Essential Essential	
<b>SUPPORTING BEHAVIOURS</b>  To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values. <ul style="list-style-type: none"> <li>Kindness</li> <li>Respect</li> <li>Teamwork</li> </ul>		





## SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions	Y		Wearing PPE for prolonged periods where required for personal protection and / or prevention of spread of infection to / from patients
Working in physically cramped conditions		N	
Lifting weights, equipment or patients with mechanical aids		N	
Lifting or weights / equipment without mechanical aids	Y		Boxes of IV & Irrigation fluids Moving / carrying personal IT equipment
Moving patients without mechanical aids		N	
Making repetitive movements	Y		Computer Work
Climbing or crawling		N	
Manipulating objects		N	
Manual digging		N	
Running		N	
Standing / sitting with limited scope for movements for long periods of time	Y		Standing/Sitting on wards
Kneeling, crouching, twisting, bending or stretching		N	
Standing / walking for substantial periods of time	Y		On the wards throughout the day
Heavy duty cleaning		N	
Pushing / pulling trolleys or similar	Y		Transporting medication boxes to/from the wards
Working at heights		N	
Restraint i.e. jobs requiring training / certification in physical interventions		N	
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another	Y		Multi-tasking, responding to priorities, interruptions and changing tasks to meet the needs of the patient.
Carry out formal student / trainee assessments	Y		Support student pharmacy technicians and pre-registration pharmacists with training

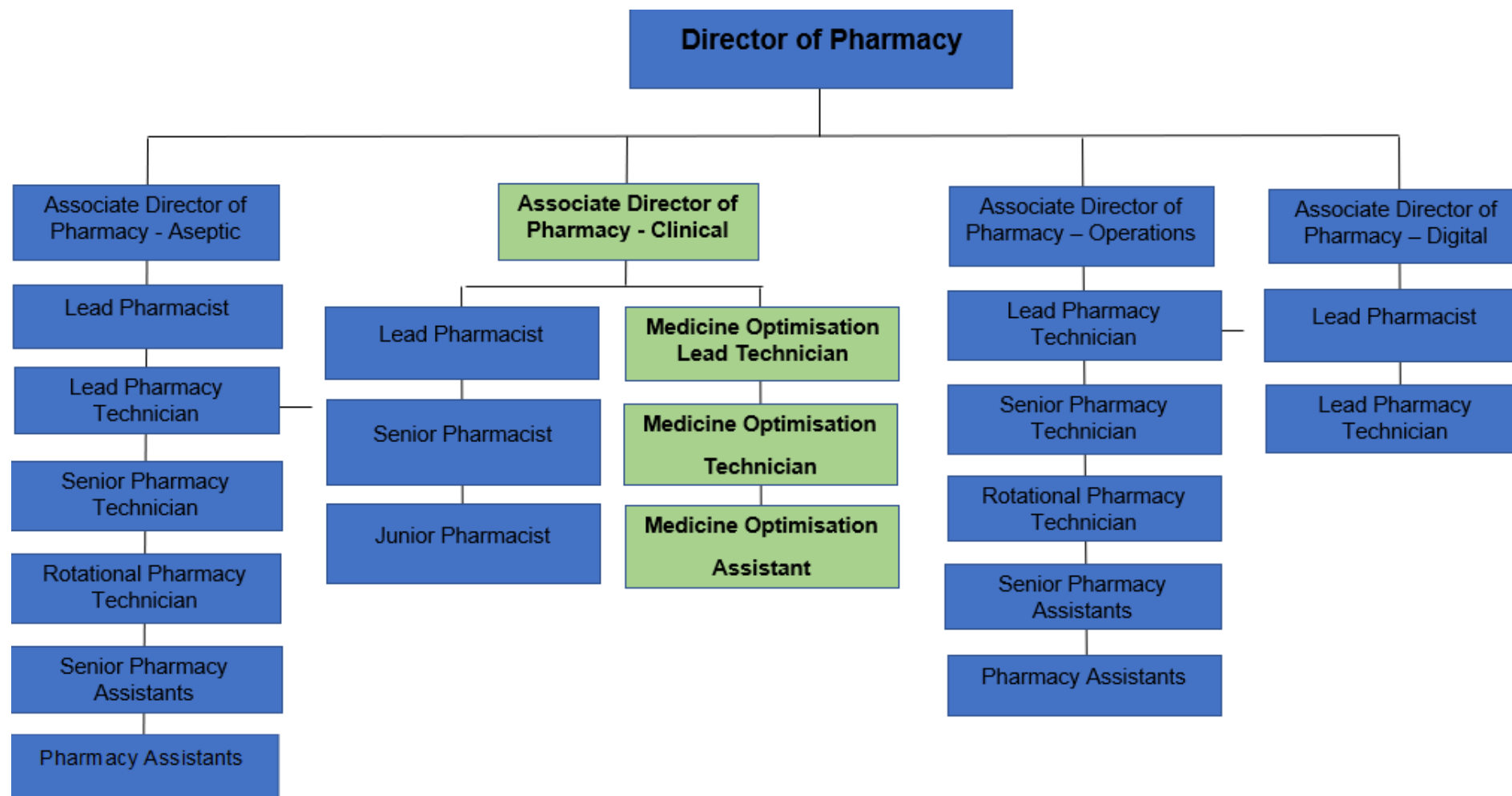


Carry out clinical / social care interventions	Y		See job description
Analyse statistics	Y		See job description
Operate equipment / machinery		N	
Give evidence in a court / tribunal / formal hearing		N	
Attend meetings (describe role)	Y		Internal departmental meetings and other meetings requested by Line Manager
Carry out screening tests / microscope work	Y		Community and Mental health – Clozapine point of care testing
Prepare detailed reports	Y		See job description
Check documents	Y		See job description
Drive a vehicle	Y		Community and mental health - See job description. Travel between locations for clinical duties and meetings.
Carry out calculations	Y		For dispensing prescriptions Checking drug charts
Carry out clinical diagnosis		N	
Carry out non-clinical fault finding	Y		Community and mental health – Clozapine clinic
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (e.g.: typing / transmitting) news of highly distressing events		N	
Giving unwelcome news to patients / clients / carers / staff		N	
Caring for the terminally ill	Y		Patients on the ward maybe terminally ill
Dealing with difficult situations / circumstances		N	
Designated to provide emotional support to front line staff		N	
Communicating life changing events		N	
Dealing with people with challenging behaviour	Y		Working in clinical ward areas where patients and relatives may become aggressive/agitated regarding their medication
Arriving at the scene of a serious incident		N	
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather	Y		Team would risk assess inclement weather to maintain safety of safe
Excessive temperatures	Y		Ward environment when extreme weather



Unpleasant smells or odours	Y		Exposure during patient-facing clinical duties
Noxious fumes		N	
Excessive noise &/or vibration		N	
Use of VDU more or less continuously		N	
Unpleasant substances / non household waste		N	
Infectious Material / Foul linen	Y		Occasional exposure on the inpatient wards
Body fluids, faeces, vomit	Y		Occasional exposure on the inpatient wards. Community/Mental health- Blood in vacutainers required for POGBA
Dust / Dirt		N	
Humidity	Y		Clinical areas when extreme weather
Contaminated equipment or work areas		N	
Driving / being driven in <b>Normal</b> situations	Y		Travelling between acute sites/community and mental health
Driving / being driven in <b>Emergency</b> situations		N	
Fleas or Lice		N	
Exposure to dangerous chemicals / substances in / not in containers		N	
Exposure to Aggressive Verbal behaviour	Y		Clinical area with potentially distressed patients/relatives
Exposure to Aggressive Physical behaviour	Y		Clinical area with potentially distressed patients/relatives





The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

**Job Profile Agreement**

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

