

JOB DESCRIPTION

JOB TITLE:	Senior Pharmacy Technician – Medicines Management	
DIVISION:	Group Clinical Services - Pharmacy	
SALARY BAND:	Band 5	
RESPONSIBLE TO:	Clinical Services Manager	
ACCOUNTABLE TO:	Chief Pharmacist	
HOURS PER WEEK:	37.5	
LOCATION:	Royal Free Pharmacy	
MANAGES:	Directly:	Patient Services Band 4 technicians, rotational and student technicians on rotation
	Indirectly:	Patient Services Assistant Technical Officers (ATOs), rotational pre-registration pharmacists
JOB SUMMARY:		
<p>To participate in the provision of a comprehensive pharmaceutical service to patients at Barnet Hospital, in accordance with objectives set by senior staff.</p> <p>To monitor, develop and deliver the technical elements of the pharmaceutical service for patients. This will include overseeing the ordering of medicines, ensuring safe, appropriate supply of stock to the wards, and stock control throughout pharmacy. The post holder will also implement and be involved in developing and maintaining the medicines management service at ward level.</p> <p>The post holder will work closely with the ward pharmacists and support them in taking the medicines reconciliation of newly admitted patients, assessment of patients own drugs, providing original pack dispensing, counselling patients about their medicines and co-ordinating the supply of discharge medicines and dispensing TTAs on the wards via satellite pharmacy.</p> <p>The post holder will be an accredited checking technician or be working towards this qualification and will participate in the supply of medicines to patients, wards, and departments under the supervision of a pharmacist.</p> <p>The post holder will support training and staff development by acting as a mentor / trainer for apprenticeship qualifications, in-house and external training/ accreditation.</p>		

Date of the Job Description Review: May 2023

MAIN DUTIES AND RESPONSIBILITIES

Royal Free World Class Values

The post holder will offer World Class Care to service users, staff, colleagues, clients and patients alike so that everyone at the Royal Free can feel:

Welcome all of the time Confident because we are clearly **communicating**
Respected and cared for **Reassured** that they are always in safe hands

1. CLINICAL RESPONSIBILITIES

- To provide a full and comprehensive pharmacy service to patients undergoing treatment within the hospital, to ensure the safe and economic use of medicines, and to demonstrate professional accountability.
- To participate in the delivery of a high quality dispensing service.
- To ensure that all dispensing records are complete and accurate and are attributed to the correct medical team or consultant.
- To ensure that clinicians are aware of and follow the agreed hospital formulary.
- Promotion of high-quality, cost-effective prescribing.
- To provide Medicines Management duties to allocated wards; i.e. checking and assessing of Patient's Own Drugs (on attaining the in-house accreditation programme for ward based technicians or MOP – Medicines Optimisation course); drug history taking of new patients; near patient dispensing, counselling services, ordering of in-patient and one stop medicines. These activities will be supervised, and assessments will be carried out on performance until candidate completes in house training and competencies.
- To liaise with ward pharmacists, ward staff and patients to discuss the availability and delivery time scale for prescriptions requiring 'special' preparations.
- To monitor the service on a regular basis and to identify and manage any changes necessary to maintain a high-quality responsive service to maximise patient care.
- To support the Pharmacy Technician Specialist (Medicines Management) in managing an efficient, accurate and flexible near patient service to the hospital wards.
- To support the development and monitoring of the ward top-up service to the wards, including the updating of ward top up stock sheets on a regular basis.
- To manage the transfer or return of medicines, following patient transfer or discharge, by liaising with ward staff and/or by checking EPR
- To participate in and support data collection and analysis, including clinical audits, as requested by the chief pharmacist – clinical services or Pharmacy Technician Team Manager.
- To support the development of ward-based projects, including training of ward and pharmacy staff
- To be proactive and to support the implementation of change
- To support the implementation and setting up of satellite dispensing on the wards to help facilitate effective patient discharges and support near patient dispensing.
- To support the co-ordination of the day to day running of the satellite pharmacy and its staff, with particular attention to workflow, patient waiting times and priority of workload.

- To support ward-based staff, ensuring standard operating procedures are followed and standards maintained.
- To supervise and participate in all dispensary duties, including answering the telephone, and answering queries.
- To query prescriptions with other health care professionals as necessary, under the supervision of a pharmacist.
- To assist in the management of good stock control.
- To supervise and participate in regular expiry date checks of satellite stock, and to ensure all expired stock is removed from stock according to procedures.
- To supervise and participate in the safe processing of medicines returned to the pharmacy department, in accordance with the Standard Operating Procedures for this process.
- To carry out final dispensing accuracy checks on prescriptions which have previously been screened by a pharmacist.

2. RESPONSIBILITY FOR PATIENTS

- To manage difficult situations involving members of the public.
- Provision of a high quality counselling service to patients, their representatives, and/or carers to explain the correct and most effective use of their prescribed medications, and any possible side effects and interactions, or precautions to be taken, and to ensure that the information has been understood by all parties.
- To analyse and interpret prescriptions and either resolve problems with the prescriber or refer problems to a pharmacist.
- To be an Accredited Checking Technician (ACT) or be working towards this qualification

3. RESPONSIBILITY FOR POLICY AND SERVICE DEVELOPMENT

- To attend and where necessary participate in relevant multidisciplinary meetings.
- To monitor the service on a regular basis and to identify and manage any changes necessary to maintain a high quality responsive service to maximise patient care.
- To liaise with the Technician Team manager as appropriate regarding any issues, problems, errors, or complaints beyond limitations.
- To develop, implement and maintain SOPs for own area and to contribute to policies when appropriate.
- To work with managers and colleagues to continually improve the quality of services within the overall governance framework.

4. RESPONSIBILITY FOR FINANCIAL AND PHYSICAL RESOURCES

- To promote and ensure effective, safe, and economic drug use.
- Maintain a good system for the safe storage and retrieval of prescriptions and requisitions.
- Participate on the return of unused drugs according to the local 'returns policy'.
- To supervise the cancellation of computer/issue errors and liaise with the IT team to rectify any associated problems.

- To implement a robust system for checking expiry dates and maintaining effective stock rotation.
- To ensure that all drugs for destruction are dealt with according to legal frameworks, Health and Safety guidance, and departmental procedures.
- To maintain legal records e.g., Controlled Drug Registers.
- To ensure that stock is ordered in a cost-effective manner, considering changes in prescribing practices, items newly approved for inclusion in the hospital Formulary, and seasonal fluctuations in drug usage.
- To ensure that a robust system for the storage, handling, assessment, and processing of Patients Own Drugs.

5. RESPONSIBILITY FOR LEADING AND MANAGING

- To work closely with colleagues to manage and support the development of the pharmacy team.
- To produce and frequently update procedures for the supply of medications to all patients within the hospital.
- To identify and prioritise services to individuals and groups of patients according to agreed policies.
- To help maintain an effective system for tracking the progress of prescriptions.
- To act as an effective role model and to provide pharmaceutical advice and support to members of the team.

6. RESPONSIBILITY FOR INFORMATION RESOURCES

- To accurately input data into the pharmacy stock control system.
- To be familiar with the hospital electronic discharge summaries, and all relevant clinical procedures.

7. EDUCATIONAL RESPONSIBILITIES

- To contribute to the departmental appraisal and development programme for rotational technicians and assistant officers based in the dispensary.
- Provision and evaluation of the induction and competency based training for new staff.
- To provide on-going training to ensure procedures and legal and professional guidelines are adhered to and followed at all times.
- To train staff in the use of the departmental IT systems, databases and the linked Automated Dispensing System.
- To participate in training schemes / tutorials arranged for technicians.
- To contribute to the education and training of pharmacy, medical, nursing staff and other healthcare workers.
- To be responsible for own Technician Registration (GPhC) and to ensure all relevant accreditation/ certification is achieved and maintained (ACPT, MOP, ES, PS qualifications).
- To be a mentor/trainer for the Level 2 and 3 Pharmacy Services Award candidate
- To maintain satisfactory personal performance and professional standards and to achieve, where possible, agreed objectives described in the Annual Staff Appraisal system undertaken by the line manager.

8. PROFESSIONAL RESPONSIBILITIES

- To be registered with the General Pharmaceutical Council.

- To always behave in a manner that is professional, positive and polite.
- To be accountable for own professional actions.
- To be responsible for ensuring that he/she remains aware of current developments in Pharmacy.
- To be responsible for his/her own professional development and participate in own 'Performance and Development Planning' and continual updating of CPD folder.
- To be an Accredited Checking Technician (ACT) or be working towards this qualification

9. ADDITIONAL DUTIES/RESPONSIBILITIES

- To participate in the weekend, Bank Holiday and late duty service rosters as required.
- Other relevant duties as assigned by senior staff.
- To assist with tracking activities and maintaining appropriate audit trails
- Maintain high standards of cleanliness and tidiness in working areas at all times.
- To assist in maintaining departmental security at all times.
- Observe safe working practices to avoid placing themselves, other staff, patients or visitors at risk by their actions.
- To comply with all departmental procedures at all times and to ensure they are followed by junior staff
- To uphold the principles of Clinical Governance within the Trust
- To be aware of and apply relevant legislation such as Health and Safety at Work Act, COSHH, Medicines Act, GMP.
- To communicate and liaise with other pharmacy staff effectively and clearly
- To provide a high standard of customer service and deal with all trust staff, patients and their relatives in a respectful, polite and courteous manner at all times
- To undertake any other relevant duties, as may be required by the Technician Specialist or Technician Team manager.
- To assist in the completion of the end of day tasks check list.
- To attend all relevant meetings

GENERAL RESPONSIBILITIES

Infection Control

Infection control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trust's Infection Prevention and Control policies and procedures and the Health Act (2006) Code of Practice for the prevention and control healthcare associated infections and make every effort to maintain high standards of infection control at all times thereby reducing the risk of Healthcare Associated infections.

It is the duty of every member of staff to take personal responsibility for the prevention and control of infection, as laid down in the Trust's policies and procedures which reflect the statutory requirements of the Hygiene Code.

- To work in close collaboration with the Infection Control Team.
- To ensure that monitoring of clinical practice is undertaken at the agreed frequency.
- To ensure that the ward environments are cleaned and maintained to the highest standards; ensuring that shortfalls are rectified, or escalate as necessary.
- To ensure that all relevant monitoring data and issues are provided to the Directorate's Governance structures.
- To ensure that all staff are released to attend infection control-related educational sessions and staff with specialist roles, e.g. link practitioners, are released to undertake their duties.

Health and Safety at Work

The post holder is required to:

- Take reasonable care for the health and safety of himself/herself and other persons who may be affected by their actions or omissions at work.
- Co-operate with the employer in ensuring that all statutory and other requirements are complied with.

Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act and General Data Protection Regulation 2018 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act and General Data Protection Regulation 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training (e.g. HISS induction, organising refresher sessions for staff when necessary.)

Conflict of Interest

The Trust is responsible for ensuring that the services for patients in its care meet the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position, to gain or benefit themselves, their family or friends.

Equality and Diversity

The Trust values equality and diversity in employment and in the services we provide. It is committed to promoting equality and diversity in employment and will keep under review our policies and procedures to ensure that the job related needs of all staff working in the Trust

Positively welcoming Actively respectful Clearly communicating Visibly reassuring

are recognised. The Trust aims to ensure that all job applicants, employees or clients are treated fairly and valued equally regardless of sex, marital status, domestic circumstances, age, race, colour, disablement, ethnic or national origin, social background or employment status, sexual orientation, religion, beliefs, HIV status, gender reassignment, political affiliation or trade union membership. Selection for training and development and promotion will be on the basis of the individual's ability to meet the requirements for the job.

You are responsible for ensuring that the Trust's policies, procedures and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Vulnerable Groups

To carry out responsibilities in such a way as to minimise risk of harm to children, young people and vulnerable adults and to promote their welfare in accordance with the Children Act 2004, Working Together to Safeguard Children (2018) and the Care Act 2014

Smoke Free

The Trust implements a Smoke Free policy that applies to all staff. Staff are not allowed to smoke while wearing a recognisable Trust uniform or visible trust identification badge, and not allowed to smoke anywhere on hospital grounds. Staff are not allowed to take additional breaks in order to smoke. They may smoke during designated breaks but only out of uniform and off site. Staff contravening this policy may be subject to disciplinary procedures.

Standards of dress

All staff are expected to abide by the Trust's guidance on standards of dress.

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and may therefore be amended in consultation with the post holder.

Sustainability

The Trust places great importance on sustainable development, reducing their carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities. As an employee it will be your responsibility to minimise your environmental impact, use resources efficiently, saving energy by switching off unnecessary equipment, reducing waste generation, using recycling/redistribution facilities, minimising travel, and saving water when possible. If your role involves purchasing/ordering supplies, you must consider the environmental impacts and purchase optimal sustainable products and services.

Sustainability is integral to the Trust achieving the NHS Net Zero target. All staff are therefore expected to be aware of the Greener RFL & NHS agenda (via induction/ESR/other training) and actively encouraged/supported to implement new ways of working within their field of expertise that reduce harmful emissions and waste.