

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Medicine Optimisation Technician
Band:	Band 5 (Annexe U)
Directorate:	Clinical Support
Location:	Royal Cornwall Hospital

2. JOB PURPOSE

The post holder is expected to complete the relevant accreditations to meet the criteria for a Pharmacy Technician, band 5. To meet this requirement the post holder will enrol on and complete the regional Southwest Medicines Information and Training schemes for Medicines Optimisation or Accredited Checking Technician. Once fully qualified you will work as a member of the clinical team of pharmacists and technicians, providing support in a range of pharmacy activities. Working on wards and emergency department, taking, and recording patient drug histories and reconciling with inpatient charts. Assessing patients own drugs and ordering medication supplies as appropriate. The post holder will perform final checks on dispensed medicines and will counsel patients on the use of their medicines. This role includes supervision of junior members of staff and trainees on a planned basis.

3. JOB SUMMARY

PROFESSIONAL

Dispensary

To dispense for in-patient, out-patient and patient discharge, including oral cytotoxic medication and controlled drugs

To generate labels using the pharmacy computer system, to ensure the appropriate issue points are charged and patients have adequate directions for taking their medication.

To dispense controlled drugs, making appropriate records in the controlled drug registers.

To perform controlled drug stock checks and investigate discrepancies as required, reporting any unresolved deviations to your line manager.

To use the automated dispensing machine as required by the department to process sales items completing relevant invoice documentation

To ensure accuracy of work during all stages of the dispensing process and to pass the Southwest dispensing accuracy assessment every 2 years

To manufacture pharmacy products to a formula or batch sheet approved by a pharmacist.

To ensure records and controls are correctly maintained using the pharmacy computer system and paper records and by following the Pharmacy Archive procedure.

To perform reception duties including dealing with patient and NHS staff enquiries either face to face or by telephone.

To perform all activities in accordance with training and departmental standard operating procedures.

Medicines Optimisation

Shall undertake or train to undertake a ward-based medicines optimisation service.

To work within standard operating procedures for this activity to take drug histories and document details of patients' drugs on admission.

To assess patients' own drugs for quality as part of the pharmacy team organise where necessary compliance aids for individual patients (blister packs, medication reminder cards, dosette boxes etc.).

Where required; manage the effective top up and stock checks of controlled drugs

To participate in departmental audits and pilot schemes as required.

To communicate with community pharmacies regarding any supply problems with discharge medication.

To act as a link with the ward pharmacists to ensure prescribed medicines are ordered, processed, and promptly returned to the patients' drug lockers.

To act as a discharge technician checking discharge prescriptions that are clinically checked by a pharmacist. Carrying allotted bleeps and responding to wards in a timely manner prioritising your own workload.

Counsel patients on their medications as necessary.

Supermarket / Top Up Activities

To assist in the supplies of medicines to wards, clinical departments, and community clinics.

To perform all activities in accordance with training and departmental standard operating procedures (which are based on best practise and legislative requirements).

To ensure records and controls are correctly maintained using the pharmacy computer system and paper records and by following the Pharmacy Archive procedure.

Robot (automated dispensing machine)

To release orders from the robot for supply to the wards.

To return medicines to the robot from dispensary and the wards.

To perform all activities in accordance with training and departmental operating procedures.

Accredited Checking Technician

Shall undertake or train to undertake a final accuracy check on **all** prescribed medicines for outpatients, inpatients, and discharges.

To participate in the counselling of patients on the use of their prescribed medicines, including cytotoxic medicines.

To ensure re-accreditation of accredited checking certificate every 2 years.

GENERAL

To communicate effectively with the public, pharmacy staff and other members of the health service staff.

To be aware of sources of drug information and be able to abstract information where required.

To maintain confidentiality in accordance with Trust Policy.

To participate in weekend, bank holiday and late evening rota.

To undertake other duties within the scope of this post as required by the Director of Pharmacy.

To act as an author for assigned documentation.

To participate in the assessment of staff, workload scheduling, documentation (standard operating procedures) writing and alteration, working with the quality assurance section to ensure standards of work are maintained.

TRAINING

To undergo Infection Control, Fire and Security, Information Governance, and other mandatory training at regular intervals in accordance with Trust policy.

To be prepared to attend those courses and seminars, which are deemed necessary by the Chief Pharmacist. To provide evidence of competence by performing in-house training and assessments and then demonstrating competence via CPD.

To participate in the annual IPR, in-house mentoring processes.

To participate in the KSF appraisal and personal development review.

To maintain current training records in the departmental training portfolio system.

To maintain reading records through Q PULSE.

Develop opportunity, if this function is required by the department, to undertake (or train to undertake) NVQ assessing activities, to achieve accreditation in this activity.

To assist in training and assessment activities within the department, including training junior grades of staff.

To act as a mentor for assigned staff.

HEALTH & SAFETY

To take reasonable care of own H & S and that of others.

To attend mandatory H & S training.

To be aware that some products within the Pharmacy have hazardous properties and should be handled in accordance with training.

To work within procedures for the segregation and safe disposal of drug waste in the department.

To perform quality assurance activities such as stock checks, temperature monitoring and cleaning as required by the department.

To ensure that all errors and complaints are promptly reported in accordance with Trust and Departmental guidelines.

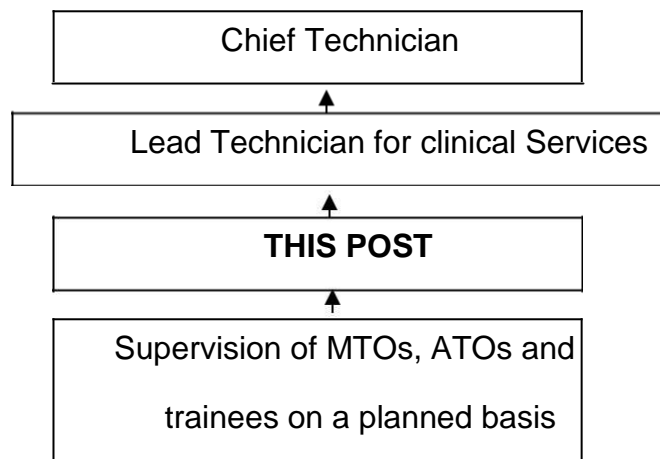
To work within the requirements of the Health & Safety at Work Act.

4. DIMENSIONS

Scheme of delegation for this post.

This post does not hold any budgetary responsibility.

5. ORGANISATION CHART



KEY RESULT AREAS

Providing a medicines optimisation service to your designated specialism on a rotational basis including medicines reconciliation, assessment of patient's own drugs, supply of medications, and facilitation of discharge and counselling of patients.

Providing a final checking role in the dispensary providing safety assurance and efficient services for our patients.

COMMUNICATIONS & WORKING RELATIONSHIPS

Internal:

All patient groups, including specialised groups

Medical staff

Nursing staff

Other health care professionals as appropriate

Pharmacists, technicians, pharmacy assistants, students, clerical officers, and porters within the pharmacy department

Clerical and support staff

External:

Members of the public

General Practitioners

General Practitioners reception staff

Community pharmacists and pharmacy staff

Patients' families or carers.

MOST CHALLENGING PART OF THE JOB

Maintaining standards of accuracy when working in a busy environment with tight deadlines and competing demands.

OTHER

The post-holder must comply with all RCHT Policies and Procedures.

The post-holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.

This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of

Department Signature:

Date:

Title:

Please note:

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post Of: Medical Optimisation Technician – Band 5
/ Band 5 (annex U)

ATTRIBUTES	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
Experience	Significant experience in a hospital pharmacy		Application form References.
Qualifications	Registered Pharmacy Technician's GHPC. Pharmacy Technician Certificate through City & Guilds, Apothecaries Hall, BTEC or NVQ Level 3 in Pharmaceutical Science	Accredited Checking or Medicines Optimisation — Accreditation (SWMIT standards) completed The second accreditation underway; either Accredited Checking Technician <u>status</u> or Medicines Optimisation (SWMIT/PWDS standards).	Application form References Certificates
Practical and Intellectual skills (including any special knowledge)	Good all round communication skills with both patients and colleagues Able to demonstrate high levels of accuracy in all areas of work.	Able to work with PC's Coaching or training skills	Application form References Interview
Training	Evidence of continuing training and personal	Evidence of training & assessing other staff	Interview

	development CPD	Staff mentoring systems Able and willing to undertake additional training to support assessing.	
Disposition/	Able to work effectively as		References
Adjustments/ Attitude	part of a team.		Interview
Physical make-up	Ability to undertake the physical requirements of the role Able to use PC keyboard for routine work		Health declaration Application Form Interview
Emotional Effort	To be able to cope with occasional distressing situations when on the wards, dealing with patients on reception and counselling		Application form, references and interview
Mental Effort	Frequent requirement to concentrate where work patterns can be unpredictable during medicine dispensing and checking		Application form, references and interview
Equipment / Premises / Finance		To have experience of using Personal Protective Equipment	Application form and Interview

<p>Circumstances</p>	<p>Able to work the hours required, including weekends and bank holidays</p> <p>To be willing to work with hazardous substances such as toxic chemotherapy products.</p> <p>A Disclosure and Barring Service check satisfactory to the organisation.</p> <p>OH clearance</p> <p>Ability to undertake duties.</p> <p>Post-holder must comply with professional code of conduct and / or code of conduct for NHS managers where applicable.</p>		<p>References</p> <p>Interview</p> <p>Disclosure and Barring Service</p>
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NHS KNOWLEDGE AND SKILLS FRAMEWORK

FORM FOR DEVELOPING AN NHS KSF OUTLINE FOR A POST

Title of Post Band 5 Medicine Optimisation Technician (annex U) – Supply Services

NHS KSF DIMENSIONS	Needed for Post?	Foundation Gateway	Level for post			
			1	2	3	4
CORE DIMENSIONS – relates to all NHS posts						
1 Communication	Y	Level 2			X	
2 Personal and people development	Y	Level 2			X	
3 Health, safety and security	Y	Level 2		X		
4 Service improvement	Y	Level 2		X		
5 Quality	Y	Level 2		X		
6 Equality and diversity	Y	Level 1		X		
SPECIFIC DIMENSIONS						
HEALTH AND WELLBEING						
HWB1 Promotion of health and wellbeing and prevention of adverse effects						

to health and wellbeing						
HWB2 Assessment and care planning to meet people's health and wellbeing needs						
HWB3 Protection of health and wellbeing						
HWB4 Enablement to address health and wellbeing needs						
HWB5 Provision of care to meet health and wellbeing needs						
HWB6 Assessment and treatment planning						
HWB7 Interventions and treatments						
HWB8 Biomedical investigation and intervention						
HWB9 Equipment and devices to meet health and wellbeing needs						
HWB10 Products to meet health and wellbeing needs	Y	Level 3			X	

Development Program for, Band 5 Medicine Optimisation Technician (annex U)

Time Frame	Outcome to be achieved	How will this be demonstrated
Month 1	<p>Completed corporate induction/mandatory training.</p> <p>Completed local induction</p> <p>Complete dispensing accuracy if necessary</p> <p>Register for necessary courses with SWMIT/PWDS</p>	<p>Certificate of attendance</p> <p>Local training records</p>
Month 2	Begin SWMIT/PWDS Medicines Optimisation or Accredited Checking Technician Course.	
Month 3	<p>Successfully completed registration course with SWMIT/PWDS</p> <p>Collection of quantitative evidence underway</p>	Mentor feedback
	Formal progress review	
Month 4-6	Collect experiential evidence	Mentor feedback
	Formal progress review	
Month 7-9	Do practice interviews/assessments	Mentor feedback
	Formal progress review	
Month 10-12	<p>Attend SWMIT/PWDS interview/test</p> <p>Receive confirmation of accreditation</p>	<p>Mentor feedback</p> <p>SWMIT sign off</p>

AGENDA FOR CHANGE: THE NHS KNOWLEDGE AND SKILLS FRAMEWORK

NHS KSF DIMENSIONS	Neede d for Post?	Foundation Gateway	Level for post			
			1	2	3	4
ESTATES AND FACILITIES						
EF1 Systems, vehicles and equipment						
EF2 Environments and buildings						
EF3 Transport and logistics						
INFORMATION AND KNOWLEDGE						
IK1 Information processing	Y	Level 1		X		
IK2 Information collection and analysis						
IK3 Knowledge and information resources						

GENERAL						
G1 Learning and development						
G2 Development and innovation						
G3 Procurement and commissioning						
G4 Financial Management						
G5 Services and project management						
G6 People management	Y	Level 1		X		
G7 Capacity and capability						
G8 Public relations and marketing						