

## Candidate Information Pack



# Message from Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff have met the demands of the Covid-19 pandemic over the last two years, and we continue to work hard to reduce waiting lists for vital non-Covid services.

As an organisation, we've made significant improvements for patients and staff in the last two-and-a-half years. This is reflected in our most recent Care Quality Commission (CQC) inspection (from February 2020), which found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change and are at the start of delivering our five-year strategy, "Caring for our local communities". This was agreed with staff and partners in November 2020 and provides clarity about our role in the local health and care system. First and foremost, we will be a community focused provider of consistently high quality local and acute care. We will work with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce are reflective of the local communities which we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity of joining us.

Ben Travis  
Chief Executive

A handwritten signature in black ink, appearing to read 'Ben', followed by a long, horizontal, slightly wavy line that extends to the right.

# Our vision, values and priorities

## Our vision

To work together to provide high quality care to every patient, every day.

## Our priorities



### Quality

Continually improve safety and quality



### Patients

Put patients at the heart of everything we do



### People

Support and develop our workforce to live our values every day



### Partnership

Work effectively with partner organisations



### Money

Ensure we spend every penny wisely

## Our values



We treat our colleagues with respect and compassion



We take responsibility for our actions



We learn, develop and share knowledge



We work together for patients and colleagues



We work as a team to improve quality

## **General Information**

### **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 the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

### **Confidentiality**

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

### **General Data Protection Regulation 2018**

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

### **Systems and IT skills requirements**

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

## **Professional registration**

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

## **Risk management**

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and

## **Strategic Risk Management Committee.**

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks

to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

### **Financial Regulations**

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

### **Safeguarding**

All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline

## **JOB DESCRIPTION**

**Post Title:** Senior technician dispensary

**Department:** Pharmacy UHL/Pharmacy QEH

**Responsible to:** Dispensary Manager

**Grade:** Band 5

**Hours:** 37.5 hours per week (plus rotational weekends and bank holidays)

### **Job Summary:**

1. To support the dispensary manager with the day-to-day management of the dispensary, including organisation of workload and supervision of all staff in the dispensary
2. To be an Accredited Checking Pharmacy Technician (ACPT)
3. To line-manage staff

### **Key Result Areas & Performance:**

#### **Dispensary**

1. To organise the provision of all dispensary-based services, including inpatients, outpatients, controlled drugs and clinical trials to agreed performance targets with guidance and support from the dispensary manager/patient services manager.
2. To deputise for the dispensary manager in their absence, taking responsibility for the smooth running of the dispensary and resolving problems as they arise.
3. To use the right first time procedure to manage the quality of dispensing in the dispensary. This will involve reviewing in-process errors and ensuring that actions are taken to address poor performance and reporting progress to the dispensary manager.
4. To assist the dispensary manager with good stock control in dispensary, ensuring the efficient use of all resources, keeping waste to a minimum and encouraging the re-use of medicines when appropriate.
5. To cover, where appropriate, the duties of the other senior dispensary staff in their absence.
6. To assist with the preparation of a weekly rota ensuring that all dispensary duties have sufficient staffing and that any issues are resolved.
7. To provide regular activity and quality monitoring information and to use this information to maintain a quality service.

8. To accurately dispense prescriptions for both in and outpatients. Prescription types will include: outpatients; inpatients; discharges; controlled drugs and clinical trials. This will involve inputting of patients details into the Ascribe computer system and subsequently produce dispensing labels. The label, prescription and product are collected together and assembled. Any additional items such as spoons and bags are also added. The prepared items are checked for accuracy and passed to the pharmacist/accredited technician for final checking.
9. To work in the dispensary for outpatients. This involves: taking prescriptions from outpatients and verifying their details; taking a current drug history from the patient, carer or parent. To give out the medication and counsel them on their medication to promote concordance. This will include the name of the medication, dosage, common side effects and administration details including use of devices. In addition, answer any queries or concerns a patient may have about their medication or refer to a pharmacist if appropriate.
10. To deal with verbal complaints and safety issues, informing the dispensary manager at the earliest opportunity.
11. To answer queries, both on the telephone and in person, with medical, nursing staff and patients and seek help from a pharmacist when necessary.
12. To investigate stock level discrepancies within the dispensary in line with current procedures.
13. To assist with/write standard operating procedures for the dispensary.
14. To assist in the distribution of FP10 prescription pads, ensuring secure storage arrangements in the pharmacy and when in use throughout the hospital.
15. To assist with investigations into clinical incidents that occur in the dispensary.
16. To ensure the daily workload for the dispensary is completed and information handed over to the pharmacist responsible for locking-up the department.
17. To organise and conduct dispensary induction and training for staff whenever necessary
18. To manage dispensary workflow and ensuring dispensary Key Performance Indicator (KPI) targets are achieved.
19. To investigate and report dispensary incidents
20. To ensure smooth and efficient running of dispensary services, working with the dispensary manager and other senior technicians.
21. To ensure safe management of Controlled Drugs in the dispensary

#### **Accredited Checking Pharmacy Technician (ACPT) duties**

1. Complete Accreditation (ACPT) according to CPPE scheme and local ACPT Policy.
2. Conduct checking duties in dispensary for a minimum of 8 hours per month.



3. Provide constructive feedback when informing dispensers that they have made mistakes during dispensing.
4. Report in-process errors using the Right First Time Procedure.
5. Arrive promptly for arranged checking sessions.
6. Ensure that your knowledge is up to date by reading all pharmacy procedures relevant to the accuracy checking of dispensed medicines and the ACPT Policy.
7. Contribute to the quality management of dispensing by suggesting improvements to practice and procedures.
8. Inform the ACPT Educational Supervisor (ES) on your base site before your accreditation expires, so that they can arrange for your reaccreditation.

### **Staff Management & Training**

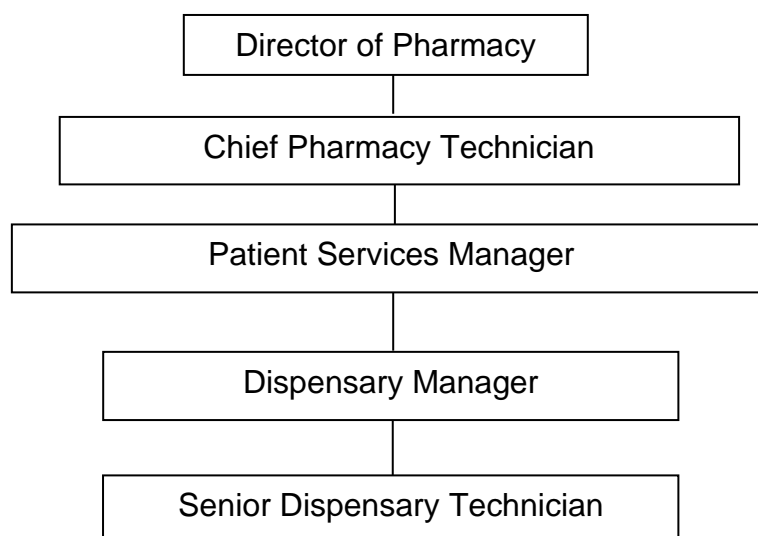
1. To line manage staff, including:
  - a. Regular appraisal of performance and objective setting
  - b. Identification of training needs, personal development planning and evaluation
  - c. Ensuring that all human resource policies, procedures and standards are understood and maintained
  - d. Ensure all relevant paperwork regarding the above is up to date
2. To participate in recruitment.
3. To undertake training of pharmacy, medical and nursing staff and other members of the healthcare team as appropriate and to specifically ensure that all Pharmacy staff receives GCP training commensurate with their roles and responsibilities in relation to trials.
4. To identify own training needs, and actively seek opportunities to meet these, internal and external

### **General**

1. To ensure a very high standard of customer care.
2. In the absence of the dispensary manager, to be responsible for the authorisation of annual leave for technicians and assistants, ensuring appropriate levels of staffing across the department.
3. To participate in the weekend and bank holiday pharmacy service. As a team leader, being responsible for opening and locking up of department, ensuring the security of the department.
4. To maintain a portfolio of Continuous Professional Development.
5. To work in a customer focused manner with: patients, carers, nursing staff and other healthcare professionals, to ensure a very high standard of customer care
6. To liaise with other senior staff with in other areas of pharmacy to ensure effective communication.

7. To attend in house and externally arranged study sessions as appropriate.
8. To maintain current knowledge and keep abreast of relevant developments.
9. To enter information onto the Safeguard computer system.
10. To provide cover in the absence of staff to visit wards and departments to replenish stock drugs to a pre-set level, ensuring stock is correctly stored and expiry date checked.
11. To undertake any duties as may reasonably be expected by the Chief Pharmacist.

### **Structure Chart**



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## **Data Protection Act**

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## **Safeguarding Children**

All staff must be familiar with and adhere to Trust child protection procedures and guidelines.

## **General**

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

## **Valuing Diversity**

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Single Equality Scheme and it is for each employee to contribute to its success.

## **No smoking policy**

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

## **Waste disposal**

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

## **Role Model the NHS Values**

**Respect and dignity.** We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

**Commitment to quality of care.** We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.

**Compassion.** We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.

**Improving lives.** We strive to improve health and well-being and people's experiences of the NHS. We value excellence and professionalism wherever we find it - in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

**Working together for patients.** We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

**Everyone counts.** We use our resources for the benefit of the whole community, and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken - and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

## PERSON SPECIFICATION

**JOB TITLE:** Senior technician dispensary

Criteria	Essential	Desirable
<b>Qualifications and Training</b>	<p>Level 3 NVQ Diploma in Pharmacy Service Skills QCF or equivalent</p> <p>Professional registration with the General Pharmaceutical Council (GPhC)</p> <p>Mandatory CPD to maintain fitness to practice</p> <p>Accredited Checking Pharmacy Technician (ACPT) qualification or willing to undertake</p>	<p>GCP training</p>
<b>Experience &amp; Skills</b>	<p>Post registration experience in hospital / community pharmacy for at least 1 year</p> <p>Working within a busy dispensary</p> <p>Demonstrable experience of training others</p>	<p>Previous experience of working in Clinical Trials setting</p> <p>Supervision of staff</p>
<b>Knowledge &amp; Skills</b>	<p>Good communication skills, both written and oral, of specialist clinical information.</p> <p>Able to make interventions assertively and appropriately</p> <p>Ability to work on own initiative and effectively as part of a team both within pharmacy and a multidisciplinary environment</p> <p>Ability to prioritise and plan work effectively alone and for a team including the ability to delegate appropriately</p> <p>Proficient in all Microsoft Office software with proven computer literacy and IT skills including:</p>	<p>Ability to manage difficult and complex issues or refer appropriately.</p> <p>A good understanding of Good Clinical Practice</p>

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<b>Personal Qualities</b>	<p>Be flexible in responding to demands of the service.</p> <p>Reliable, polite and approachable.</p> <p>Knows own professional and personal limitations and seeks advice where necessary.</p> <p>Enthusiastic for service development</p>	
<b>Other</b>	<p>Willingness to contribute to the general life and work of the Pharmacy and Trust.</p> <p>Willingness to participate in weekend, evening and Bank Holiday rotas as required.</p> <p>Able to work agreed hours</p> <p>Accountability – Takes responsibility for own actions and promotes good team working</p> <p>Openness – Shares information and good practice appropriately</p> <p>Mutual respect – Treats others with courtesy and respect at all times</p>	

**Post Holder's name/s:** .....

**Post Holders' Signature/s:** ..... **Date:** .....

**Manager's Name:** .....

**Manager's Signature:** ..... **Date:** .....