



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN ANCHOR
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of

Advanced Pharmacy Technician - MMT

Division of Family & Integrated Support Services

November 2023



GOOD TO
OUTSTANDING



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWAngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.

A handwritten signature in black ink that reads "Hannah Coffey". The signature is fluid and cursive.

Hannah Coffey
Chief Executive Officer

Job Description

JOB TITLE	Advanced Pharmacy Technician – MMT
GRADE	5
HOURS OF WORK	22.5hrs
DEPARTMENT	Pharmacy
BASE	Peterborough
RESPONSIBLE TO	Specialist Pharmacy Technician – Medicines Management
ACCOUNTABLE TO	Service Improvement Manager

Job Summary

To support in the provision of comprehensive pharmaceutical care and medicines management services to all areas of North West Anglia NHS Foundation Trust and areas supplied under Service Level Agreements, ensuring compliance with current medicines legislation.

To participate in medicines reconciliation, patients own drug reviews, one stop dispensing, discharge transcribing, near patient dispensing and patient counselling in line with Trust policies and procedures.

To participate in ward rotations and support the Trust core dispensary services via the accurate dispensing of prescriptions and utilising the Accuracy Checking Pharmacy Technician Course (ACPT).

Where required this post will involve working across 7 days a week.

Main Duties and Responsibilities

Key Responsibilities:

Duties are to be undertaken in accordance with departmental SOPs. Professional actions are to be governed by current professional, clinical and legal guidelines and in line with best practice.

Specific Responsibilities:

The post holder will provide a high quality pharmacy service to wards and core pharmacy services on a rotation basis

Facilitate and support the safe, efficient and cost-effective use of medicines in accordance with trust policy, standard operating procedures and medicines legislation.

The post holder will:

- Attend allocated wards each day and ensure Medicines reconciliations are completed within 24 hours of admittance in line with Trust policies and procedures.
- Ensure patient's own drugs are suitable for use in line with departmental and Trust policies and procedures.
- To facilitate the supply of medicines where applicable.
- Ensure appropriate availability of prescribed medicines in POD locker and in line with Trust One Stop Dispensing policy and discharge planning.
- Liaise with dispensary and support services to ensure medications are promptly ordered and received.
- Liaise with ward staff to ensure optimum patient care, discussing any supply problems and offering alternatives if appropriate.
- Work closely with clinical pharmacists and the wider MDT in order to resolve pharmaceutical care issues within your professional competency.
- To prioritise workflow and escalate pharmaceutical issues in a timely manner.
- Ensure stock lists are regularly reviewed with ward staff and the specialist pharmacist.
- Jointly responsible, along with other pharmacy staff, for the safety and security of pharmaceuticals, including controlled drugs.
- Build on patient partnerships to ensure medicines are taken as prescribed and to counsel patients and carers on the safe and effective use of medicines.
- Act as an accredited checking technician, including the final check of patient's medication, in accordance with departmental policies and procedures.
- Participate in the dispensing and supply of medicines, including cytotoxic drugs, to patients in accordance with departmental policies and procedures.
- Ensure dispensing and prescribing is undertaken in line with the Trust formulary, challenging where appropriate, and ensuring adequate documentation is provided to Primary Care, if agreed to proceed with supply.
- Be actively involved in the discharge process, including the transcription of discharge medications.
- Work flexibly between the hours of 8am & 6pm Monday to Friday and support the provision of the pharmacy service at weekends and on bank holidays.
- Take an active role in contributing towards the service development and improvement both within pharmacy and the Trust as a whole.
- To participate in any relevant audit or survey being undertaken by the department.
- Undertake other reasonable duties commensurate with the framework of the post as required by the Chief/Deputy Chief Pharmacist.

Education and professional:

- To undertake training in all areas of pharmacy practice as identified in the department medicines management technician-training programme.
- Participate in the training of junior rotational pharmacists/technicians, student technicians, pre-registration pharmacists and pharmacy support workers in the specialist areas.
- Practice within the boundaries described within the latest version of the Medicines, Ethics and Practice issued by the Royal Pharmaceutical Society.
- Participate in training of other hospital staff in medicines management as appropriate.
- Undertake personal development and continuing education and training as necessary to ensure a high level of competency in carrying out the functions of this post and maintaining registration with GPhC.

Undertake and maintain the following qualifications:

- Medicines Management Skill 1 & 2 (UEA)
- Medicines Reconciliation Level 3 (UEA)
- Accuracy Checking Pharmacy Technician ACPT (UEA)
- Comply with In-House training programmes as outlined by management and the education and training department

General Responsibilities:

The post holder will:

- Ensure that they operate to the highest standards, with the post holder being professionally accountable for actions and advice.
- Ensure compliance with the Trust's health and safety and risk management policies and procedures; establish and maintain safe systems of work within the department or area you work. You have a duty to maintain your health, safety and welfare of staff, patients or other third parties visiting your department or general areas of the Trust.
- Ensure that departmental procedures, safe systems of work and appropriate legislation are adhered to. This includes assessing the risks to the health and safety of staff, patients and visitors and ensuring that identified risks are reported and significant clinical and non-clinical risks are included in the Trust's Risk register.
- Be aware of, and adhere to, Policies and Procedures of the Pharmacy Department and North West Anglia NHS Foundation Trust, including all Trust Health and Safety policies and ensure mandatory Trust training is attended.
- Be aware of responsibilities under the Health and Safety at Work Act, COSHH regulations and the Trust's Cytotoxic Policy.
- Deliver pharmaceutical care in a manner to facilitate the prescribing and dispensing of drug therapy that is safe, rational and directed toward definite outcomes.
- Operate within a culture of continuous quality improvement of the clinical pharmacy service, taking into account the evolving NHS.
- Support the rota for accredited checking technical cover of the dispensaries.

- Liaise with the Primary Care Pharmacy Team.
- Attend and contribute to team meetings and contribute to the effectiveness of the pharmaceutical service by putting forward suggestions for innovation and development in professional and managerial aspects of work.
- Support clinical pharmacy services and training to other service units/staff as required.
- Undertake duties within any of the Trust pharmacies or areas supplied under SLA.
- Work within your scope of practice and refer difficult issues to more senior staff as appropriate.
- Undergo the appraisal and personal development planning process annually with appropriate reviews throughout the year.
- Undertake any other duties as required by the Operational Services Manager, which are regarded as being within the scope of this post.
- To carry out pharmaceutical services in accordance with procedures drawn up in conjunction with the Chief Pharmacist and amended from time to time to meet the needs of an evolving service.

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery

- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.