

Sarum West Primary Care Network (PCN) Pharmacy Technician Job description

Job Title	Pharmacy Technician
Salary Scale	£ <i>dependent on experience</i>
Hours of Work	15-20 (+/-)hrs/week
Accountable to	Clinical Pharmacist
Report to	Lead GP
Location	The Orchard Partnership

JOB CONTEXT AND SUMMARY

Clinical Pharmacy in General Practice is part of an exciting programme of transformation to develop a new model of care which addresses ambition to deliver person-centered and coordinated care in our Practices. The Clinical Pharmacy in General Practice model is supported by the direction of national policy including the Five Year Forward View and GP Forward View where there is a need to better utilise the role of pharmacy within primary care to pro-actively help patients stay safe and well and out of hospital as well as helping to reduce the demands on general practice.

Pharmacy technicians play an important role, complementing clinical pharmacists, community pharmacists and other members of the PCN multi-disciplinary team. Pharmacy technicians are different to clinical pharmacists as they are not able to prescribe or make clinical decisions, instead working under supervision to ensure effective and efficient use of medicines.

The purpose of the role is to lead improvements to maximise safe, cost-effective best practice in prescribing to improve the quality of patient care. The post holder will help patients to get the best from their medicines by switching medications to agreed and approved protocols, improving repeat prescribing processes in General Practice, including promotion of repeat dispensing and online ordering, minimising clinical risk and aiming to reduce wasted medicines.

In addition, the post holder will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice teams and promoting good practice in line with therapeutic developments. This will involve assisting the PCN in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

SPECIFIC JOB RESPONSIBILITIES -CLINICAL

- Working with the Lead GP and Clinicians in accordance with agreed practice prescribing standard operating procedures.
- Process repeat medication requests, including the conversion of acute requests to repeat medicines, changing quantities of medicines. Processing prescriptions in line with agreed clinical protocols and within your competency
- Support medication reviews/monitoring and medicines reconciliation post discharge (or other transfer of care) and synchronizing medicines for patient especially if transferring between care settings, linking with local community pharmacies.
- Undertake patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Support the Lead GP and clinicians in Structure Medication Reviews (SMR) i.e. organise necessary monitoring tests prior to SMR.
- Manage shared care protocols and liaise with Lead GP for more complex patients.
- To develop and maintain medicines related communication to all Practice staff
- To assist with the development and review of medicine audits
- Provide a contact for patients and colleagues with medication queries.
- Support with project work/prescribing initiatives/clinical audits under the support of the Lead GP
- Liaise with Clinicians and staff to resolve prescribing queries.

TECHNICAL AND ADMINISTRATIVE

- To update and maintain accurate patient medication records on the practice clinical computer system, including advice given and action taken.
- To assist with data analysis of prescribing behaviour in line with NICE guidance and local clinical commissioning directives.
- To adhere to strict confidentiality policies at all times.
- Attend local meetings seeking to improve access to medicines or repeat prescribing processes.
- Implement efficient ordering and return processes and reducing medication wastage.
- Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Support promotion and maintenance of Electronic Repeat Dispensing (eRD) and online ordering
- Develop relationships with other pharmacy professionals and members of the multi disciplinary team to support integration across health and social care including primary care, community pharmacy, secondary care and mental health.

- Support the development of practice reception teams in streaming general prescription requests, so as to allow clinicians to review the more clinically complex patients.
- Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings.
- Support the PCN to deliver on QIPP (Quality, Innovation, Productivity and Prevention) agenda, QOF(Quality and Outcomes Framework) and locally commissioned enhanced services
- Support the practice in reviewing and developing practice policies for CQC (Care Quality Commission) requirements

All Pharmacy Technicians must work within their competencies and have professional indemnity for their role.

STANDARD CONTRACT INFORMATION

General

The postholder will:

- Develop a culture that promotes equality and values diversity. The postholder must be aware of and committed to the Equality and Diversity policies of the appointing GP Federation and comply with all the requirements of these policies and actively promote Equality and Diversity issues relevant to the post.
- Ensure the principles of openness, transparency and candor are observed and upheld in all working practices.
- The post holder will have, or acquire through training provided by the organisation, the appropriate level of safeguarding and knowledge, skills and practice required for the post and be aware of and comply with the organisation's safeguarding protection policies and procedures.
- Ensure any infection prevention and control issues are reported to the line manager/Infection Prevention and Control

Equality and diversity:

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:
- Act in a way which recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behave in a manner which is welcoming to and of the individual, is non-judgmental

and respects their circumstances, feelings priorities and rights.

Personal/Professional development:

- The post-holder will participate in any training programmes implemented by the practice as part of this employment, with such training to include:
 - Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
 - Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and Experience	<ul style="list-style-type: none"> Professional registration with GPhC BTEC/NVQ level 3 or equivalent in pharmaceutical sciences Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy 	<ul style="list-style-type: none"> Evidence of continued professional development (CPD)
Knowledge and Understanding	<ul style="list-style-type: none"> Knowledge and understanding of pharmacy law and ethics and current legislation Good clinical pharmacy knowledge including terminology Sound computer skills, proficient with MS Office. An excellent understanding of data protection and confidentiality issues 	<ul style="list-style-type: none"> Awareness of GP budget-management and funding systems to enable GP clinical pharmacist services to assist delivery of PCN and NHS priorities and requirements for financial balance and quality An appreciation of the NHS agenda and Government targets
Skills and Competencies	<ul style="list-style-type: none"> Works effectively independently and as a member of a team. Has attention to detail, able to work accurately, identifying errors quickly and easily. Able to undertake the demands of the post with reasonable adjustments if 	<ul style="list-style-type: none"> Able to analyse and interpret prescribing data.

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	<ul style="list-style-type: none"> • Able to observe code of confidentiality. • Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience. • Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines. • Ability to work effectively as an individual or part of a team. 	
Attributes	<ul style="list-style-type: none"> • Self-motivated and proactive. • Continued commitment to improve skills and ability in new areas of work. • Demonstrate ability to work in a busy environment; ability to deal with both urgent and important tasks and to prioritise effectively whilst also supporting others. • Excellent time keeping and prioritisation skills. 	<ul style="list-style-type: none"> • Hold a current Driving license.

SIGNED EMPLOYEE	Signature	DATE
	Print	

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	Print	

Job Description created:	Sept 23					
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Date reviewed	Oct 24					