

# Senior Pharmacy Technician – Aseptic Services

## Candidate Pack



# Colleague Benefits

## General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

## Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

## Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

## Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms

# Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level - from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction — between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

## C.A.R.E. Meaning and Practice

**Compassion** - Demonstrate genuine kindness, empathy and humanity in every interaction.

Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

**Acknowledge** - Actively listen and be fully present.

Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

**Respect** - Treat everyone with dignity, honesty and fairness at all times.

Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

**Empower** - Enable people to be active participants in their care and work.

Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included.

Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

### **In daily practice, you can:**

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

### **All staff within the Trust are expected to:**

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

## Job Summary

*\*\*This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.\*\**

- The role leads the safe and efficient running of the aseptic pharmacy service, making sure patients receive their treatments on time.
- It involves following strict safety rules, keeping equipment and systems well maintained and supporting the training and development of staff.
- The post holder will manage daily work in the aseptic unit, help improve how the service runs and support good communication between pharmacy and clinical teams.
- They will also check the quality of the service, help solve problems and stay up to date with changes in pharmacy practice.

## Job Description

<b>Job title:</b>	Senior Pharmacy Technician Aseptic Services
<b>Grade:</b>	6
<b>Site:</b>	The Royal Shrewsbury Hospital
<b>Accountable to:</b>	Pharmacy Team Lead – Aseptic Services and Clinical Nutrition
<b>DBS required:</b>	Yes - Enhanced

## Main Duties

### Aseptic Services:

- To ensure the safe, effective, responsive, and efficient running of the Aseptic service.
- To ensure patients receive their treatment in a timely manner.
- To ensure the aseptic unit is operating in accordance with current legislation and guidance including Good Manufacturing Practice (GMP), Good Clinical Practice (GCP), Good Distribution Practice (GDP), Quality Assurance of Aseptic Preparation Services (QAAPS), MHRA, RPS code of conduct, Health and Safety, Medicines Act and COSHH.
- To support and ensure planned preventative maintenance is on schedule and completed on time, ensuring all service reports are followed up and actioned.
- To ensure maintenance of equipment, furniture and fittings within the aseptic unit and assist in the purchase, on-going calibration, and maintenance programmes.
- To provide clear strategic vision on aseptic services workforce development.

- Provides expert advice regarding aseptic reconstitution, preparation, stability and TPN.
- To lead on inductions for new and rotational staff members including arranging appropriate access to departmental systems and areas and organizing time with key personnel both in Aseptics and the main Pharmacy as required.
- Developing alongside the Senior Pharmacy Technician – Radiopharmacy, Aseptics and Training a comprehensive training and revalidation program for Pharmacists, Pharmacy Technicians and Pharmacy

Assistant Technical Officers (PATOs) within aseptic services.

- Assists the Accountable and Lead Pharmacists in planning and strategic development of the aseptic service.
- Develop, monitor, implement, maintain, and audit operational policies and procedures within the Aseptic service.
- To determine capacity, skill mix and workload allocation requirements within the aseptic service.
- To support with the recruitment and training of staff within the aseptic unit including aseptic Pharmacy Technicians, rotational Pharmacy Technicians, PATOs and other staff.
- To ensure that quality monitoring systems are in place, reported in accordance with agreed key performance indicators and appropriate actions developed.
- To attend and contribute to the 'Aseptic Quality Meeting' monthly meetings.

### **Service Delivery Responsibilities**

- To ensure patients receive chemotherapy safely and in a timely manner.
- Responsible for the day-to-day operational management and technical operation of the aseptic unit ensuring coordinated use of available staff in the delivery of an efficient and effective service.
- To develop systems for service provision which enhance the efficiency of the aseptic unit, managing the prioritisation of workload within strict time scales, always seeking to reduce waiting times, improve accuracy and support staff development.
- To act as a role model for all staff working within the aseptic units, promoting a patient centred focus to the service provided.
- To ensure good communication between Pharmacy and the clinical divisions; to encourage a team-based approach to problem solving and innovation.
- To ensure all standards and guidance as described above are adhered to.
- To be responsible for all aspects of the Pharmacy Technician and Pharmacy Assistant staff allocation ensuring that adequate levels of trained and accredited staff are available.

- To ensure all staff are aware of their responsibilities and what is expected from them.
- To become accredited to perform and carry out the role of product approver/releasing officer for aseptic doses where appropriate.
- To be a Pre and in process checking (PIPC) and accredited accuracy Pharmacy Technician (ACT).
- To maintain competency in aseptic manipulation and maintain a valid broth test.
- To maintain competency to remain on the intrathecal register by annual refresher training.
- Calculate displacement values for cytotoxic drugs with unknown values.
- Calculate body surface area.
- To work with the Pharmacy Digital Group to ensure the CMM Aseptic Module is maintained, ensure new worksheets are signed off and existing ones are amended according to contract changes and previous versions are archived.
- To liaise with the Clinical Trials team and develop cooperation and systems for the efficient transfer of information and understanding ensuring the smooth initiation of new clinical trial treatments requiring aseptic processing.
- Liaises with wards and departments as regards service provision.
- To facilitate urgent recall of products or equipment when required.
- To lead with spill management, organising spill training sessions throughout the year for staff within the department. Ensure cytotoxic spill kits and extravasation kits are in date and available in all areas of the hospital where chemotherapy is made or administered.
- Lead with the procurement of consumables for aseptic services ensuring the products are fit for purpose and cost effective.
- Ensure products doses are banded in accordance with NHSE targets to ensure we run a safe, effective, and economical service.
- To use QPulse for the Quality Management Systems.
- To produce reports using a range of IT software, e.g. excel spreadsheets etc.
- To be responsible for ensuring that they remain aware of current developments in pharmacy.
- Support the main dispensary in the provision of extended hours service. Participate in weekend, bank holiday, and extended hours rotas as required.
- To be able to handle difficult situations involving supply problems.
- To supervise and co-ordinate the environmental monitoring within the Aseptic Unit in accordance with

### **QAAPS standards.**

- Continually monitor and audit service provision to achieve excellence in both patient and staff experience. This may include devising and distributing patient questionnaires.
- To assist the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition with business cases that will be required for service development.
- To undertake projects at the discretion of the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition as and when required

### **Quality Management**

- To ensure compliance with good quality management systems (QMS).
- Evaluate capacity and monitors excursions and applies contingency arrangements as per QAAPS. Deviations must be reported to the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition when capacity is compromised, and a work plan must be devised.
- To record monthly quality and service key performance indicators and develop action plans where performance drops below expected.
- To ensure and oversee Standard Operating Procedures (SOPs) are followed and create up to date training packages for all staff grades to incorporate SOPs.
- To ensure and oversee all SOPs are in date and meet national guidance and review the SOPs and policies accordingly.
- To be responsible for all SOP changes to go through a formal change control process and to communicate these changes.
- To be responsible for all SOP deviations, ensure that they are documented and recorded via Quality

### **Exception for approval.**

- To encourage open error reporting and to act upon any concerns, training, or capability issues.
- To respond to errors and Datix incidents and assist with any deviations and complaints. To undertake related investigations and summarise available data. To undertake root cause analysis and identify corrective and preventative actions, document these and be responsible for ensuring effective actions are taking in a timely manner.
- To ensure internal audits are conducted in a timely manner and any inconsistencies rectified.
- To prepare for external audits alongside the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition.

- To action and oversee the audit action plans alongside the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition To prepare and minute yearly PQR meeting as required by QAAPs.

### **Managerial and Financial**

- To contribute to the delivery of a cost-effective service of all pharmaceutical products supplied by the Aseptic Unit, Outsourcing department, and Radiopharmacy at the Royal Shrewsbury Hospital.
- To liaise with, and where necessary direct, staff working within the Unit, to prepare and supply specialised medicines. This requires day to day supervision of staff working within a designated section of the unit.
- Prepare initial specifications and stability profiles for new products or services. To critically appraise published work in responding to questions raised by other healthcare professionals.
- Contribute to stock control and reduction in wastage of medicines, in particular high-cost agents.
- Ensure that Standing Financial Instructions and any other local rules, as issued from time to time by the Trust Director of Finance are fulfilled.
- To identify any cost pressures on the Aseptic, Outsourcing and Radiopharmacy services and advise on options for dealing with them.
- In accordance with overall professional guidance and NHS policy, ensure compliance with statutory regulations, national and local guidance.
  - Appropriately manage difficult and ambiguous problems in an uncertain environment. This will involve: -
    - o Making decisions with limited information
    - o Demonstrating a knowledge of Quality Assurance principles and their application
    - o Demonstrating an intuitive grasp of situations based on tacit understanding.
- To implement and monitor Health and Safety Policies in relation to the Aseptic, Outsourcing and Radiopharmacy units.
- To liaise with the Pharmacy Team Leader - Cancer Services and Advanced Specialist Pharmacists - Cancer Services on all matters relating to the chemotherapy service including regimens, protocols, trials and standards.
- To have due regard to and always observe the General Pharmaceutical Council, Royal Pharmaceutical Society (or other relevant professional body) statement on professional conduct, the various Acts of

Parliament and the current MHRA "Rules and Guidance for Pharmaceutical Manufacturers and

Distributors" and Royal Pharmaceutical Society's Quality Assurance of Aseptic Preparation Services

Standards.

- To oversee minimal wastage of high-cost drugs and manage the waste.
- To report on reasons for wastage and minimizing strategies,
- To manage that drugs are ordered through the correct pathway, through patient access schemes or free of charge schemes.
- To monitor and report workload figures and drug budgets.
- To work alongside our Senior Pharmacy Technicians Chemotherapy and Aseptic Services and procure the use of pre-filled dose banded chemotherapy, and ensure it is being appropriately utilized.
- Collaborate and identify on possible reduction and/or efficiency initiatives across the aseptic provision with the Pharmacy Management, Strategy and Leadership Team.
- Implement initiatives resulting in cost-effective use of resources, resulting in improved patient care, and more efficient service.

### **Staff Management/Training**

- To be responsible for the recruitment of staff within Aseptic Services.
- To ensure all aseptic staff are trained according to their job specification to ensure staff have training plans and they are competency assessed.
- To ensure all aseptic staff have completed their yearly training update according to QAAPS.
- To train staff for the intrathecal register prior to sign off by the accountable pharmacist.
- To oversee allocated staff HR issues such as recruitment, sickness and absence review a capability.
- To complete annual appraisals according to trust policy and trust targets and ensure allocated staff have personal development plans.
- To oversee and facilitate staff to complete all mandatory training.

- To provide teaching to other healthcare professionals.

### **Research and Audit**

- To take part in audit and present findings at QA symposium or equivalent.
- To put forward audit titles for Foundation Year Trainee Pharmacists and supervise.
- To audit patient satisfaction through design of a patient satisfaction survey.

### **Other General Pharmacy Duties**

- To maintain GPhC registration.
- To ensure compliance with Trust mandatory training requirements for self and all staff for which you are responsible.
- Actively internally quality assesses the assessments of the NVQ Level 2 and 3 candidates.
- Any other duties which may be requested by the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition.
- To liaise with the Pharmacy Administrative and Clerical Staff to keep relevant records relating to allocated staff as required by HR for sickness & absence monitoring.
- To order and receipt goods in accordance with the Trust's financial framework.
- To undertake any other duties, required by Chief Pharmacist appropriate to the grade and relevant to the post.
- To always maintain confidentiality of staff and patients.
- Maintains department information resources on pharmaceutical products governed by the COSHH regulations and ensures ward information is kept updated.

### **Risk Management**

- To develop an environment which encourages teamwork, mutual support, an excellence in service delivery and reduces risk to a minimum.
- To minimize hazards in the working area and report any identifiable hazards to the Chief Pharmacist.
- To adhere to all safe systems of work applicable to the work area.
- To lead and co-ordinate internal audit or self-inspection under the supervision of the Pharmacy Team Lead - Aseptic Services and Clinical Nutrition
- To ensure standards of training, assessment and record keeping meet the stipulated requirements.

## **Personal Development**

- To apply the principals of CPD to their own practice including reflective learning, Personal Development plans and annual performance reviews.
- There may also be a requirement to undertake other similar duties as part of this post to provide a quality service. These will be consistent with the level of responsibilities outlined above.
- This job description may be reviewed from time to time considering developments and may be amended in consultation with the post holder.

## **Dispensary**

- Support the main dispensary in the provision of extended hours service. Participate in weekend, bank holiday, and extended hours rotas as required.
- To carry out all the duties of a Pharmacy Technician. Perform in-patient and outpatient dispensing and patient counselling. Carry out extemporaneous dispensing; supply controlled drugs and unlicensed medicines maintaining accurate records. Investigate and correct any stock discrepancies.
- To transcribe and order medication off in-patient drug charts and chemotherapy treatment cards. Identify any prescription irregularities and deal with appropriately, consulting with a pharmacist and by contacting ward staff or prescribers to confirm requirements.
- Carry out final technical checks on dispensed medication following regional accredited training for such protocols and approved by the Dispensary Manager and Chief Pharmacist
- Maintain a record of all items not supplied at the time of dispensing (for whatever reason) and ensure they are supplied as soon as possible. When necessary, inform ward staff, pharmacists, and patients of the delay.
- To provide routine drug information after consultation with a pharmacist, advising patients on correct use of medicines either personally or using the phone
- To prepare and dispense clinical trial medication as outlined in trial and dispensing protocols.
- To assist in the efficient and prompt supply of stock items and patient labelled medicine to the wards co-operating with other members of staff in providing an efficient pharmaceutical service.
- To assist with the correct and secure storage of medicines including the maintenance of adequate stock levels and stock rotation within the section to which allocated
- To check all returned items for recycling and the safe, legal, and correct disposal of unwanted items
- To undertake and update any relevant training within pharmacy and CPD.

- To use the different pharmacy computer systems for the appropriate task involved e.g., entering patient data, stock control.
- To maintain a tidy working environment in all areas of pharmacy and to ensure that at all times laid down procedures and safe systems of work are being followed.
- To contribute to the effectiveness of the pharmacy by making suggestions for innovation and development of the department

### **Medicine management**

- Support the Medicine Management Service in the provision of extended hours service. Participate in weekend, bank holiday, and extended hours rotas as required.
- To take patient medication histories and to liaise with GPs, the patient's relatives, Nursing Homes etc, as necessary, to confirm, where possible, that medicines are prescribed appropriately on admission. To alert pharmacists, doctors, and nurses etc when the prescribed medication is at variance with the taken history.
- To assess the quality of patient own drugs (PODs) for suitability for extended use during the in-patient period, and to initiate any necessary alternative arrangements.
- To arrange the re-ordering of medicines supplies for continuing treatment, action cancellations, removing discontinued items and explaining these to patients as appropriate.
- To advise and as necessary instruct patients, in the correct use of medicines prescribed for them and to provide supportive written information and/or compliance aids when needed.
- To reconcile medication for discharge and to advise pharmacists and/or doctors when discharge medication requirements are ambiguous and make necessary arrangements.
- To provide ward and departmental staff with information concerning
  - o Availability of drugs and other pharmaceuticals.
  - o Statutory requirements concerning the requisition, supply, and storage of pharmaceutical preparations.
  - o To ensure the proper application of the Medicines Management Code of Practice
- To review ward stock lists liaising with the Pharmacy Assistant Technical Officers (PATOs), Senior

Pharmacy Technician - Medicines optimisation, Ward Pharmacists and Nurse-in-Charge of the ward within a defined procedure.

### **Transforming Care**

- Using TCI tools to assist and make suggestions for innovation and developments to improve the pharmacy service.
- Use the different improvement methods to maintain a safe working environment.

- To co-ordinate daily huddles in the area of work and take appropriate action when necessary
- To participate in Improvement walks in their area of work.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• NVQ Level 3/ BTEC in pharmacy Services or equivalent nationally recognised qualification</li> <li>• Current registration as a Pharmacy Technician with the General Pharmaceutical Council</li> <li>• Validated operator in Aseptic Services</li> <li>• Mandatory CPD to maintain fitness to practice</li> <li>• Willingness to undertake IOSH</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited Checking Pharmacy Technician</li> <li>• Pre and In-Process Checking (PIP-C) qualification • IOSH qualification or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Recent qualification experience in hospital pharmacy, evidenced by a competency-based assessment.</li> <li>• Recent operational experience working within a conventional Aseptic Unit</li> <li>• Good dispensing/ distribution/ manufacturing practice, knowledge of stock control and procurement systems</li> <li>• Experience of carrying out audit on services</li> <li>• Experience of monitoring of environment /</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with an Electronic Prescribing &amp;/or IT Systems, Experience in writing policies /guidelines</li> <li>• Management of staff</li> <li>• Ability to take initiative and lead on projects including change management</li> <li>• Experience of maintaining a</li> </ul>

	<p>equipment / products relevant to Aseptic Services.</p> <ul style="list-style-type: none"> <li>• Experience of input and development of SOP's / Training packs</li> <li>• Supervision of staff</li> </ul>	<p>Quality Management System, including management of change, investigation of errors and deviations</p>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Highly developed verbal, numeric and written communication skills Advanced skills in Microsoft excel, PowerPoint and word</li> <li>• Good Analytical skills</li> <li>• Able to manage staff</li> <li>• Commitment to continual professional development of staff and self</li> <li>• Attention to detail</li> <li>• Ability to cope with patients' distress and relatives enquiries/complaints, responding professionally</li> <li>• Demonstrates empathy and caring to patients and carers</li> <li>• Demonstrates enthusiasm and commitment to high standards of service delivery</li> <li>• Team leader / worker</li> <li>• Able to work under pressure and prioritise work accordingly • Good leadership qualities and motivational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Able to implement changes or design and transform services</li> <li>• Prepared to undertake development opportunities and lifelong learning</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Highly motivated and enthusiastic</li> <li>• Able to work as part of a team.</li> <li>• Prepared to undertake development</li> </ul>	

	<p>opportunities and lifelong learning.</p> <ul style="list-style-type: none"> <li>• Able to work well to written procedures</li> <li>• Able to work during the normal working week, extended hours, weekends and bank holidays</li> <li>• Able to travel to work at weekends and Bank Holidays</li> <li>• Flexible working hours</li> <li>• Able to travel to meetings/courses/cross site</li> <li>• Must be able to demonstrate behaviours consistent with the Trust's four values</li> <li>• Able to provide safe, caring, and effective services</li> </ul>	
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## General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

## Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

## Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

## Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

## Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
  - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
  - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

## NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

## **Social Responsibility**

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

## **Continuous Improvement**

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

## **Equal opportunities and diversity**

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and

dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

