



PHARMACY TECHNICIAN – EMERGENCY MEDICINE INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, 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

Option to buy and sell additional annual leave

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

- Blue Light Card
- Health Service
- Discounts NHS

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

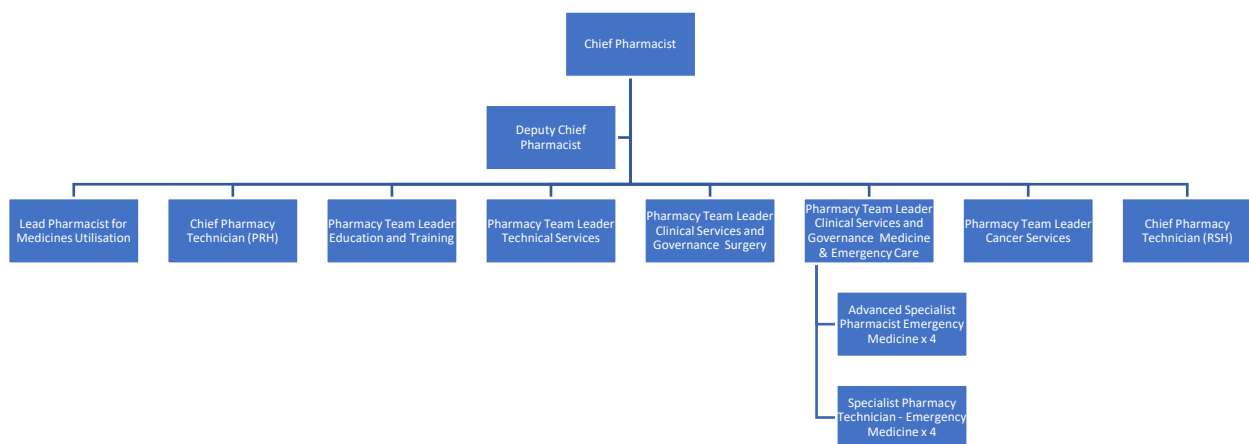
Job Title	Specialist Pharmacy Technician – Emergency Medicine
Band	6
Directorate	Pharmacy
Accountable to	Chief Pharmacist
DBS Required?	Yes

JOB OVERVIEW

1. To be the lead Pharmacy Technician for service improvement and strategic development of the medicines management operational aspects of the pharmacy service to the Emergency Department (ED).
2. To ensure the delivery of an efficient, high quality, innovative, cost-effective service that meets local and national standards. Adhering to professional guidelines, ethical codes of practice and legal requirements.
3. To support the Lead Pharmacist in maintaining and improving the pharmaceutical service to ED.
4. To be responsible for the safe delivery of the pharmacy service to ED, working with key stakeholders to improve flow and ensuring critical medication is always available on the floor.
5. Be responsible for the higher medicines management functions within ED. This includes improvement work, audit and supporting the department with efficiencies and saving.

6. Manage and actively assist in providing assurance related to medicines governance of ED. Review and develop SOP's to support the senior pharmacy team within ED. Contribute to policies and procedures within ED acting as a representative for Pharmacy.
7. To undertake a supervisory role and line management responsibility of Medicines Management Technicians and Pharmacy Assistants
8. To provide training in pharmacy procedures and pharmacy stock control and electronic prescribing systems use to all members of staff.
9. To act as a professional role model for Medicines Management technicians and pharmacy assistants, actively demonstrating integrity, ownership and leadership in all aspects of the role
10. To support with recruitment and selection process for Pharmacy Technicians and Assistants

Organisational Structure



Key Working Relationships:

- Lead Pharmacist Emergency Medicine
- Other Lead Pharmacists
- Other Pharmacists and Pharmacy staff across Trust
- Medical & Nursing Staff at all levels across Trust
- Patients
- Community staff including GPs, specialist nurses and pharmacists
- Other healthcare workers such as Paramedics

Main Duties and Responsibilities

To lead, support and develop the Medicines Management Service to ED

- To co-ordinate the day-to-day workload of the service
- To deal with queries and intervene, where appropriate on a day-to-day basis.
- Manage and oversee the provision of a technical supply service at ward level, including medicine returns and the dispensing of discharge medication.
- Organising and actively supporting the quarterly CD and Safe Storage of Medicines Audits
- Co-ordinate and monitor safe systems for usage and storage of medicine supplies on the ward – including CD checks, Bedside Medicine Cabinet checks, regular reviews of stock lists and stock level monitoring.
- To review policies and procedures
- To facilitate the training of medicines reconciliation for all new Pharmacists and Technicians.
- To supply and administer medicines under patient group directions (PGDs) within ED

To manage, train and develop staff to ensure that the objectives of the Trust and Pharmacy Service are achieved

- To lead, manage and act as a role model for the pharmacy technicians, assistants, and support staff across the ED. Carry out annual appraisals for relevant staff members to facilitate their development. To be responsible for performance management and sickness absence management of direct line reports and supporting line managers within the pharmacy team through the process.
- To contribute to and deliver training to relevant staff groups on the Emergency floor and act as role model for trainees within and outside the pharmacy
- In conjunction with the Lead Pharmacist for ED, review vacancies as they arise and support the recruitment and selection of staff within ED.

To act as a Medicines Management Technician

- To obtain patient medication histories, including using patient's own medicines and Summary Care Record according to departmental processes and Standard Operating Procedures (SOPs). This includes a responsibility for entering patient's admission medicine history onto the digital systems including ePMA and Clinical Narrative.
- To undertake straightforward Level 2 medicines reconciliation in line with appropriate policies and SOPs.
- To assist the pharmacist in ensuring medicines optimisation for all patients has been undertaken within 24 hours of admission.
- To undertake initial pharmaceutical assessment of new patients and prioritisation of patients for pharmacist review, according to protocol
- Support timely discharge via the use of TTO packs and directing work to pharmacy
- To assist in the safe discharge of patients and to liaise with healthcare professionals in primary care settings utilising the Discharge Medicine Service (DMS) referrals.
- Communication of straightforward medicine related information, both verbal and written to patients/ carers and other healthcare professionals. Includes counselling / demonstration of inhaler and other medical device techniques.

Division Responsibilities

- To support the Lead Pharmacists in maintaining continuous improvement and efficiency within the ED by managing discrete projects and/or areas of responsibility within the medication supply chain and being responsible for achieving defined outcomes.
- Participate in the audit of pharmacy services to ED including ongoing audits such as missed and omitted medicines as well as one-off service audits. To collate and present audit data on medicines returns and wastage audits in a timely manner according to agreed schedules.
- Support senior ED staff with policy and procedures review as relevant to pharmacy services to ED.

Other Duties

- To participate in dispensary duties as required, maintaining a working knowledge in current drug usage and dispensary procedures. This will include receiving prescriptions into dispensary and ensuring prescription charges are collected where appropriate, accurately labelling, assembling and dispensing individual in-patient, out-patient and discharge prescriptions including cytotoxic medicines, according to departmental policies and standard operating procedures. This may also involve solving problems arising from these procedures, including contacting other healthcare professionals.
- Participate in the Accredited Checking Pharmacy Technician rota.
- To assist in the dispensing of clinical trial medicines. This includes ensuring all appropriate paperwork is maintained.
- To attend and participate in clinical pharmacy technician and clinical team meetings.
- Participate in the development and service improvements projects affecting the clinical pharmacy team.
- To assist Principal Pharmacy Technicians in the induction and training of pre-registration trainee Pharmacy Technicians, junior pharmacy technicians and other staff as appropriate.
- To assist in the training of other healthcare staff on the safe and secure use of medicines and medicines management procedures.
- To participate in departmental and regional education and training.
- To help formulate and write standard operating procedures for review by Principal Pharmacy Technicians and ensure their implementation.
- To deputise for the Principal Pharmacy Technician - Clinical Services as appropriate.
- To participate in departmental audit programmes.
- To participate in the weekend, bank holiday and late dispensary shifts.
- To liaise with colleagues and professional staff in other disciplines.
- To maintain an active CPD portfolio.
- To always adhere to the policies and procedures of the Trust, as they relate to the management and delivery of service.
- To maintain safe systems of work in accordance with relevant Medicines Act and Health and Safety legislation, and to ensure that any defects which may affect Safety at Work are brought to the attention of the appropriate manager.
- To participate fully in the Individual Performance Review and objective setting process of the Trust.
- To undertake other duties as reasonably requested by the Chief Pharmacist



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Registration with the GPhC as a Pharmacy Technician • A relevant degree or NVQ 3 in Pharmaceutical Science or proven equivalent experience • ACPT qualification • Mandatory CPD to maintain fitness to practice 	<ul style="list-style-type: none"> • Medicines Management Accreditation

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Relevant post registration experience in hospital pharmacy • Experience of working in a ward based pharmacy technician role • Supervision of staff • Experience of working as part of a multidisciplinary team • Training of junior staff • Experience of working a pace, flexibly, under pressure to deadlines 	<ul style="list-style-type: none"> • Experience in writing policies /guidelines • Management of staff • Ability to take initiative and lead on projects including change management

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good communication skills both written and oral • Ability to motivate others • Ability to use initiative • Assertive and confident • Good organisational skills • Ability to manage own time • Good team member • Able to cope with stress • Effective training skills • Ability to lead on audit projects • Ability to generate new ideas and ways of working to support the Trust's strategy and objectives • Leadership skills to inspire staff within the department and beyond • Confident user of Excel, Microsoft Word and Powerpoint • Professional attitude • Enthusiastic • Conscientious and reliable • Team player • Flexible • Innovative • Polite and courteous • Self-motivating • Able to demonstrate reflective practice • Must be able to demonstrate behaviours consistent with the Trust's values 	<ul style="list-style-type: none"> • Ability to remain calm and work effectively under pressure and to deadlines

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; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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; and
- 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 colleagues; and
- 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; and
- 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 AND CYBER SECURITY

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.

- Confidentiality and Security - Your attention is drawn to the confidential 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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

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 is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is 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.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

The Trust is a no smoking/e-cigarette/vaping organisation except for designated external areas, in accordance with Trust Policy.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

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Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital