



SENIOR PHARMACY TECHNICIAN – UNDERGRADUATE PHARMACY PLACEMENTS

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	Senior Pharmacy Technician –Undergraduate Pharmacy Placements
Band	Band 4
Directorate	Clinical Support Services
Accountable to	Chief Pharmacy Technician
DBS Required?	Yes, Enhanced DBS

JOB OVERVIEW

Key Relationships:

Within the Trust:

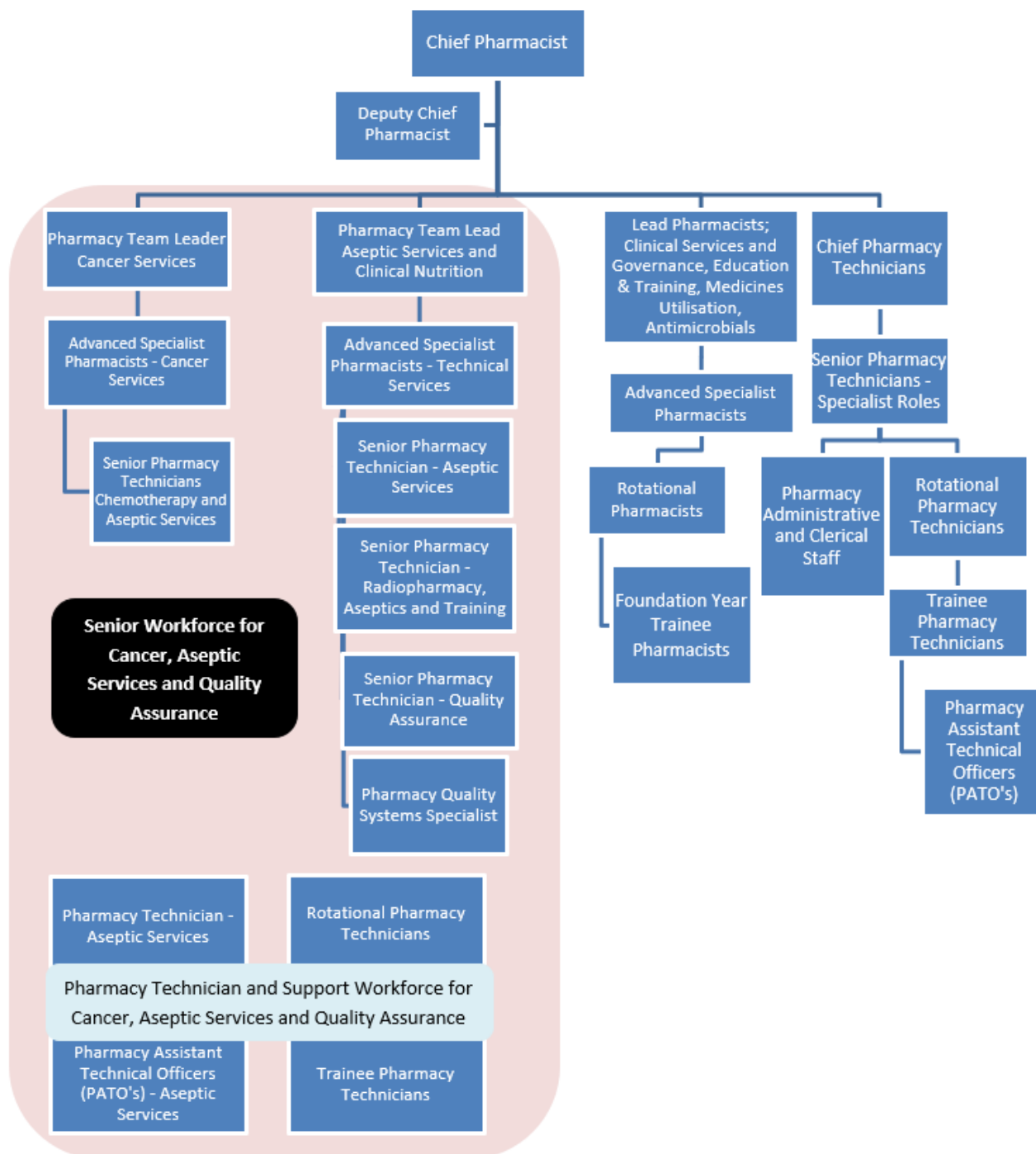
- Any Pharmacy staff undertaking duties within the post holder's areas of responsibility.
- Pharmacy Team Lead – Education and Training
- Senior Pharmacy Technician – Education and Training
- Medical, Nursing and Healthcare Professionals
- HR colleagues

External to Trust:

- Higher Education Institutes e.g., Keele University
- NHSE Workforce, Training and Education

- Shropshire, Telford, and Wrekin Integrated Care Board
- Statutory Professional bodies including MHRA and its inspectorate,
- Other NHS Trusts and Organisations including Networks

Organisational Chart



Role Summary

To facilitate the development and delivery of undergraduate pharmacy placements at The Shrewsbury and Telford Hospital NHS Trust. To deliver education and training to the wider pharmacy team in relation to the delivery of undergraduate pharmacy placements, “train the trainers”. To co-ordinate education, training, and development of clinical/ technical/ support staff within the Pharmacy directorate as guided by the Pharmacy Team Lead – Education and Training. To have passion and enthusiasm for the training and development of undergraduate students and the wider Pharmacy teams.

Main Duties and Responsibilities:

Education and Training

- Be a specialist Pharmacy Technician delivering high quality training and development opportunities to primarily undergraduate Pharmacy students but also Pharmacists, Pharmacy Technicians, Pharmacy Assistant Technical Officers (PATOs) and apprentices in the Clinical Services team.
- Motivate, supervise and line manage relevant members of the pharmacy team. This will be in accordance with relevant Trust Human Resources Policies.
- Work cohesively with the Pharmacy Team Lead & Senior Pharmacy Technician – Education and Training and other Lead Pharmacists and Pharmacy Technicians, dispensary and clinical teams across both sites, and Keele University placement teams to deliver a comprehensive training program for undergraduate pharmacy placements.
- Act as a role model for, and actively promote, the General Pharmaceutical Council Standards for Pharmacy Professionals and NHS England Safe Learning Environment Charter.
- Proactively support staff engagement and well-being and be a positive role model through demonstrating the Trust Values.
- Foster innovative pharmacy practice and transformational change to support the SaTH Pharmacy vision to improve our service delivery and patient experience.
- Support the successful delivery of the Pharmacy Centre key performance indicators (e.g., mandatory training, personal development plans, prescription turnaround times) in accordance with agreed timelines.
- Ensure effective two-way communication with the Pharmacy Management, Strategy and Leadership Teams, Pharmacy staff, Keele University placement team, nursing and medical teams and patients and/or their relatives and carers.
- To help develop, maintain and review standard operating procedures for education and training within pharmacy alongside the Pharmacy Team Lead – Education and Training and the Senior Pharmacy Technician – Education and Training
- To help develop, maintain and review training programmes for all levels of staff within clinical services under the direction of the Pharmacy Team Lead – Education and Training and alongside the Senior Pharmacy Technician – Education and Training.
- Ensure that any staff, student, or medicines related issues and concerns are escalated and addressed in a timely manner in line with Trust and NHSE WTE policies and guidelines
- Participate in the preparation of appropriate rotas and administrative tasks.
- Provide dispensary-based activities, including the accurate dispensing and checking of prescriptions and specialist items, such as Controlled Drugs (CDs), consulting medical and nursing staff, patients, and clients when appropriate
- Provide ward-based activities, including but not limited to the completion of medicines reconciliation, POD checking and ensuring appropriate medicine storage.

- Undertaking peer review to ensure consistent high quality pharmacy service is being provided in all areas of the clinical and patient services team.
- Foster a culture of learning from adverse incidents in accordance with Patient Safety Incident Response Framework (PSIRF) methodology. This will include the review and investigation of any relevant adverse incidents and ensure any learning from such incidents is shared and put into practice
- To train and mentor pharmacy staff and students as required, specifically in relation to delivery of undergraduate pharmacy placements.
- To identify any pharmaceutical training needs of healthcare staff and to organise and deliver appropriate training, this includes new and existing staff
- To develop skills, experience, and knowledge to extend the professional service offered by undergraduate students to patients and staff within the Trust and continuously improve upon them. This may include undertaking any further education and training as deemed necessary by the Pharmacy Team Lead – Education and Training.
- Deputise for Pharmacy Team Lead – Education and Training as necessary.
- Ensure all undergraduate pharmacy students are aware of, and utilise, relevant policies and standard operating procedures in their daily work practices.
- Review and investigate any adverse incidents regarding undergraduate placements and ensure any learning from such incidents is communicated and put into practice.
- Develop, maintain, and review policies and standard operating procedures associated with undergraduate placement activity on a regular basis to reflect current practice and legislation.
- Be active in ensuring the undergraduate pharmacy students gain a breadth of relevant experience and are developing skills to be utilised within their roles.

Medicines management

- Provide a clinical medicines management service to specified wards 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
- Provide highly complex advice and counselling to a wide range of patients regarding their medicines in a sympathetic and courteous manner.
- 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
 - Availability of drugs and other pharmaceuticals.
 - Statutory requirements concerning the requisition, supply, and storage of pharmaceutical preparations.
 - To ensure the proper application of the Medicines Management Code of Practice
- To review ward stock lists liaising with the Assistant Technical Officers, Senior Pharmacy Technician (Medicines optimisation), Ward Pharmacists and Nurse-in-Charge of the ward within a defined procedure.
- Be computer literate (Pharmacy Computer System, Microsoft Word, Microsoft Excel, e-mail, Microsoft Teams, and the internet) and have good keyboard skills to ensure accurate data inputting/manipulation.
- Be involved in audit process in readiness for CQC visits and record outcomes and actions working closely with the Trust Medication Safety Officer.

Dispensary

- 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 possible 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

Transforming Care

- Using transformation tools to assist and make suggestions for innovation and developments to improve the pharmacy service.
- Use the 5S method to maintain a safe working environment
- To co-ordinate daily huddles in the distribution area and take appropriate action when necessary
- To participate in Improvement walks in their area of work

Staff Management

- Line manages staff responsible to them undertaking sickness review, appraisals and grievance and disciplinary procedures
- Participate in the continuing education and training of Pharmacy staff as appropriate.
- To assist in the drawing up of job descriptions and the recruitment of Pharmacy Technicians and Pharmacy Assistant Technical Officers (PATOs)

Other Duties

- Always maintains high professional standards and ensures compliance with statutory regulations concerning pharmaceuticals
- To assist in the management of Health and Safety within the department, including risk assessments, incident reporting and record keeping

- To work confidently and efficiently, exercising initiative and discretion with minimal supervision, planning workload and co-ordinating activities with other Senior Technicians in the pharmacy
- To undertake other such duties as from time to time may be deemed necessary to ensure safe patient care.
- To take part in the rota for extended opening hours, weekends, and Bank Holiday duties
- To participate in the Trusts Major Incident Procedure
- The post holder is expected to work with the minimum of supervision and coordinate his/her activities to ensure that an efficient service is provided.

Administrative / Clerical Responsibilities

- 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.

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.



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"> NVQ Level 3/ BTEC in Pharmacy Services or equivalent nationally recognised qualification Current registration with the GPhC as a Pharmacy Technician Mandatory CPD to maintain fitness to practice Willingness to undertake IOSH Willingness to undertake an teaching qualification (e.g. Cert Ed) Accredited Checking Pharmacy Technician 	<ul style="list-style-type: none"> IOSH qualification or equivalent Teaching qualification (e.g. Cert Ed)

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Recent qualification experience in hospital pharmacy, evidenced by a competency-based assessment. Broad range of experience of ward based clinical services Good dispensing/ distribution/ manufacturing practice, knowledge of stock control and procurement systems Experience of carrying out audit on services Experience of input and development of SOP's / Training packs Supervision of staff IT Literacy 	<ul style="list-style-type: none"> Experience with an Electronic Prescribing &/or IT Systems, 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"> • Highly developed verbal, numeric and written communication skills • Advanced skills in Microsoft excel, PowerPoint and word • Good Analytical skills • Able to manage staff • Commitment to continual professional development of staff and self • Attention to detail • Ability to cope with patients' distress and relatives enquiries/complaints, responding professionally • .Demonstrates empathy and caring to patients and carers • Demonstrates enthusiasm and commitment to high standards of service delivery • Team leader / worker • Able to work under pressure and prioritise work accordingly • Good leadership qualities and motivational skills 	<ul style="list-style-type: none"> • Able to implement changes or design and transform services • Prepared to undertake development opportunities and lifelong learning

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Highly motivated and enthusiastic • Able to work as part of a team. • Prepared to undertake development opportunities and lifelong learning. • Able to work well to written procedures • Able to work during the normal working week, extended hours, weekends and bank holidays • Able to travel to work at weekends and Bank Holidays • Flexible working hours • Able to travel to meetings/courses/cross site • Must be able to demonstrate behaviours consistent with the Trust's four values • Able to provide safe, caring, and effective services • Commitment to creating a diverse and inclusive workplace that is free from discrimination and where people feel they belong and their contribution is valued 	

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.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital