

Pharmacy Technician- Dispensary and Medicines Management Candidate Pack



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. Our goal is to make the application process more accessible and inclusive for everyone.

- You will help prepare and check medicines for patients, making sure they are safe and correct.
- You will talk to patients about their medicines and help them understand how to take them properly.
- You will work on hospital wards, supporting pharmacists and helping with medicine-related questions.
- You will help manage medicine supplies, including ordering, storing, and returning unused items.
- You will support and train junior staff and students in the pharmacy team.
- You will use computer systems to keep records and help keep the pharmacy running smoothly.

Job Description

Job title:	Pharmacy Technician- Dispensary and Medicines Management
Grade:	5
Site:	The Princess Royal Hospital, Telford
Accountable to:	Operational Head of Pharmacy
DBS required:	Yes

Main Duties

- Dispense and issue prescriptions and check dispensed prescriptions of others.
- Take patient medication histories, assess POD's, advise and instruct patients on safe medication practice and reconcile medication on discharge.
- To manage ward responsibilities, this will include variable workloads , frequent interruptions and assisting clinical ward pharmacists with solving medication queries.

Medicines Management

- 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:
 1. Availability of drugs and other pharmaceuticals.
 2. Statutory requirements concerning the requisition, supply and storage of pharmaceutical preparations.
 3. To ensure the proper application of the Medicines Management Code of Practice.
- To review ward stock lists liaising with the Assistant Technical Officer, Senior Pharmacy Technician (Clinical Services), Ward Pharmacist and Nurse-in-Charge of the ward within a defined procedure.
- To liaise closely with the Senior pharmacy technician (Medicine management)
- To participate in the identification, development and implementation of new or improved procedures for medicine management along with senior staff and acting as a vital link in communicating with wards staff regarding operational issues.
- To participate in the education and training of other pharmacy staff in medicine management.
- To collect and monitor information and data relating to the medicine management service as needed.
- To record medication interventions on pharmacy computer systems.

Dispensary

- To carry out all the duties of a technician. Perform in-patient and out patient 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.
- To undertake technician checking duties within all areas of the department in accordance with all current procedures.
- Maintain a record of all items not supplied at the time of dispensing (for what ever 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 be responsible for and act as a nominated NVQ assessor for the in-house training and assessment of Student Pharmacy Technicians and Assistant Technical Officers
- To carry out ward audits in accordance with Trusts Procedures.
- To answer telephone with both internal and external calls, handling routine enquires and
- referring all non-routine enquires to the specified personnel to ensure communication channels are maintained, at times when the ATO is absent or busy dealing with another enquiry.
- To attend to patients and staff calling at the dispensary front desk by taking in prescriptions and handling prescription charges associated with prescription receipt and fee collection, at times when the ATO is absent or busy dealing with another enquiry.
- 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 assist in the training of ATOs and Student Technicians to NVQ standards.
- 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.

- To follow at all times laid down procedures and safe systems of work
- To take part in the rota for extended opening hours, weekends and Bank Holiday duties.
- To undertake other such duties as from time to time may be deemed necessary to ensure safe patient care.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Registered Pharmacy Technician with the General Pharmaceutical Council • BTEC or NVQ Level 3 in Pharmaceutical sciences or equivalent • Level 3 Award in assessing competence in the work environment or equivalent (A1/2, V1/V2 D32/33/34) or commitment to attain • Accredited Checking Technician • Shows a commitment to clinical governance and CPD 	
Experience	<ul style="list-style-type: none"> • Experience in a wide range of pharmaceutical skills and computer work. • Relevant post qualification experience 	<ul style="list-style-type: none"> • Experience in supervising people and operations

	<ul style="list-style-type: none"> • Recent hospital dispensing experience • Experience in Ward based Medicines Management 	
Knowledge and skills	<ul style="list-style-type: none"> • Excellent verbal communication skills • Able to interpret computer data to resolve problems • Ability to implement service improvements effectively 	
Other	<ul style="list-style-type: none"> • Flexibility with working hours to meet the needs of the patient. • Willingness to be involved in weekend working, extended hours, Bank holidays and the Trust's Major Incident Procedure 	

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 and 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

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. 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.

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.

