



PHARMACY TECHNICIAN – CLINICAL SERVICES

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	Pharmacy Technician – Clinical Services
Band	5
Directorate	Clinical Support Services
Accountable to	Chief Pharmacist
DBS Required?	Yes

JOB OVERVIEW

To carry out duties in Clinical Pharmacy Services at ward and department level. Working closely with other healthcare professionals to ensure safe, effective and efficient use of medicines.

Take patient medication histories, assess Patient Own Drugs (PODs), 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

Dispense and check dispensed prescriptions of others.

Training of Pharmacy Assistant Technical Officers (PATO's), Pharmacy Technicians, trainees and other staff members as necessary

Main Duties and Responsibilities

Clinical Ward Service

1. 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.
2. 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.
3. Arrange the re-ordering of medicines supplies for continuing treatment, action cancellations, removing discontinued items and explaining these to patients as appropriate.
4. Authorise medicine supplies ordered by another clinical ward pharmacy team member as per procedures
5. Counsel patients or carers about medicines ensuring understanding. Overcoming problems of communication and other difficulties for patients (and their carers/relatives) with succinct advice and physical and written aids to concordance. This may involve providing advice and counselling to patients and carers who may be upset, anxious or angry on the appropriate use of their medicines
6. Reconcile medicines for discharge and to advise pharmacists and/or doctors when discharge medication requirements are ambiguous and make necessary arrangements
7. Ensure primary/secondary care interface communication, especially on discharge from hospital
8. Provide ward and departmental staff with information concerning
 - Availability of medicines
 - Statutory requirements concerning the requisition supply and storage of medicines
 - The proper application of the Trust Medicines Code
9. Together with the Responsible pharmacist:
 - Ensure specified ward has a stock list, the range and level of which should match usage and be agreed with the ward manager
 - Review stock range and level according to usage analysis and the needs of the user at least every 12 months.
 - Carry out annual storage audits and three-monthly controlled drug audits
10. Liaise closely with the Senior Pharmacy Technicians (Clinical Services)
11. Participate in the identification, development and implementation of new or improved procedures for clinical ward service along with senior staff and acting as a vital link in communicating with wards staff regarding operational issues.
12. Participate in the education and training of other pharmacy staff in medicine management
13. Collect and monitor information and data relating to the medicine management service as needed
14. Record medication interventions on pharmacy computer systems

Dispensary Service

1. Participate in dispensary cover as an Accredited Checking Pharmacy Technician when required
2. Attend the dispensary at allocated times

3. Work to standards defined in dispensary procedures
4. Work with the dispensary team to ensure response times are met for dispensing
5. Dispense outpatient prescriptions, inpatients requests, Chemotherapy, Controlled Drugs (CDs) and TTOs
6. Dispense clinical trial medicines as outlined in trial and dispensing protocols.
Investigate and correct any stock discrepancies.
7. Transcribe and order medication off in-patient drug charts. Identify any prescription irregularities and deal with appropriately, consulting with a pharmacist and by contacting ward staff or prescribers to confirm requirements.
8. Carry out final technical checks on stock supplied and dispensed medicines following departmental procedures
9. Carry out final check of Controlled Drug ward supplies which have been dispensed
10. 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.
11. Provide routine drug information advising patients on correct use of medicines either personally or using the phone.
12. 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.
13. Assist in the efficient and prompt supply of stock items to the wards co-operating with other members of staff in providing an efficient pharmaceutical service.
14. 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.
15. Check returned items for possible recycling and the safe, legal and correct disposal of unwanted items.

General

1. Assist in the training of PATOs, Pharmacy Technicians, trainees and other staff members as required
2. Supervise pharmacy staff to meet the demands of that section of the department in which they are working
3. Undertake and update any relevant training within pharmacy and CPD.
4. Use the different digital systems for the appropriate task involved e.g., entering patient data, stock control.
5. Work within SOPs and policy and limits of competency
6. Be an active participant of departmental meetings such as Clinical Governance

7. 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.
8. Contribute to the effectiveness of the pharmacy by making suggestions for innovation and development of the department.
9. Follow at all times laid down procedures and safe systems of work
10. Take part in the rota for extended opening hours, weekends and Bank Holiday duties.
11. Undertake other such duties as from time to time may be deemed necessary to ensure safe patient care.



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 as a Pharmacy Technician with the General Pharmaceutical Council Accredited Checking Technician Qualification 	<ul style="list-style-type: none"> Medicines management qualification

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Recent hospital dispensing experience Clinical ward based pharmacy and medicines management experience Good communication skills Good mathematical skills Attention to detail 	<ul style="list-style-type: none"> Outpatient counselling

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Able to travel to work at weekends and Bank Holidays Flexible working hours 	

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:

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Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital