

PHARMACY TECHNICIAN – CLINICAL SERVICES

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, 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.

- Work as part of the clinical pharmacy team to make sure medicines are used safely and effectively.
- Take patient medication histories, check their own medicines, and help with medicines when they leave hospital.
- Support ward pharmacists by answering medicine questions and managing daily ward responsibilities.
- Dispense prescriptions, check medicines prepared by others, and ensure correct storage and supply of medicines.
- Teach and guide pharmacy assistants, technicians, trainees, and other staff when needed.
- Help improve pharmacy services by following procedures, joining audits, and suggesting new ideas.

Job Description

Job title:	Pharmacy Technician – Clinical Services
Grade:	5
Site:	The Royal Shrewsbury Hospital
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

	Essential	Desirable
Qualifications	• NVQ Level 3/ BTEC in pharmacy Services or equivalent nationally recognised qualification • Current registration as a Pharmacy Technician with the General Pharmaceutical Council	• Medicines management qualification

	• Accredited Checking Technician Qualification	
Experience	• Recent hospital dispensing experience • Clinical ward based pharmacy and medicines management experience Good communication skills • Good mathematical skills Attention to detail	• Outpatient counselling
Other	• 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 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 Trust's 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 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.

