

JOB DESCRIPTION

TITLE: PHARMACY TECHNICIAN (Rotational)

GRADE: Band 4

ACCOUNTABILITY: Operational Head of Pharmacy PRH

MANAGED BY: Senior Pharmacy Technician

RELATIONSHIPS:

- a) Is supervised by the Senior Pharmacy Technician in the relevant section of the department.
- b) Supervises appropriate trainees and Assistant Technical Officers (ATO's) as required
- c) Collaborates with Pharmacists, Technicians, Assistants, and Clerical Staff in the provision of pharmaceutical services.
- d) Liaise with other health care professionals at Ward and Departmental level.

SUMMARY: The post holder is required to effectively participate in the provision of pharmacy services at The Shrewsbury and Telford Hospital NHS Trust.

RESPONSIBILITIES

- 1 To carry out pharmaceutical procedures under the direction or supervision of a Pharmacist in any section of the department or at ward level.
- 2 To supervise and train, when required and at the discretion of the responsible Pharmacist or Senior Pharmacy Technician, other Technicians, Student Pharmacy Technicians, Pre-registration Pharmacists, Assistant Technical Officers and other appropriate Ancillary Staff.
- 3 To take responsibility for showing a commitment to Clinical Governance and Continuing Professional Development (CPD).

KEY TASKS

1. To participate in the ward base medicine management scheme on a rotational basis:-
 - a) To facilitate the economic and efficient use of medicines to patients on wards in conjunction with the medicine management pharmacist.
 - b) To examine prescription charts at ward level, transcribing Prescription requirements ready for verification by the Pharmacist.
 - c) To maintain adequate and appropriate supplies of medicines for patients.
 - d) To understand the importance of communicating accurately and efficiently and use these relationship skills between the medicine management team, pharmacy staff, nursing staff and patients.
 - e) To liaise and build a rapport with patients on a daily basis including those with a higher emotional effort, that can lead to exposure of distressing and emotional circumstances.
 - f) To liaise closely with the Senior Pharmacy Technician (Clinical Services) and Senior Pharmacy Technician (Medicine Management)
 - g) To “fast-track” patient individual dispensed items as required and under direction of the appropriate Pharmacist
 - h) 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 ward staff regarding operational issues.
 - i) To collect and monitor information/data relating to the patient medicine management service as needed.
2. To control the assembly and distribution of Emergency Drug boxes and maintain Emergency drug cupboards
3. Inpatient and outpatient dispensing, including addressing individual patients about their medication and giving advice and counselling to patients on the use of their medication

4. The dispensing and return of clinical trials in accordance with departmental procedure.
5. To provide ward and departmental staff, after consultation where necessary with a Pharmacist, information concerning the following:-
 - Availability of drugs and other pharmaceutical supplies.
 - Statutory requirements concerning receipt, storage and dispensing of pharmaceutical preparations.
6. To operate Pharmacy Computer systems, appropriate to the task being undertaken within a procedure.
7. To assist in the maintenance of adequate stock levels, both departmentally and in the section to which allocated and to refer to the Senior Technician where appropriate. To carry out routine stock checks in the Dispensary and Supermarket areas of the department.
8. To assist in the collation of information for medicines utilisation and effectiveness to be provided to prescribers and Trust staff.
9. To assist in the provision of information for on the costs of high cost drugs and using the systems within the department to ensure there is full reconciliation of all drug costs.
10. To enter and interpret complex computer generated information and handle data to produce specialised clinical and financial reports
11. To keep all appropriate records pertaining to the location in which he/she is working.
12. To ensure that items not supplied at the time of dispensing (for whatever reason) are supplied as soon as possible, and records maintained of those drugs distributed by post or other non-standard method. Inappropriate delays are to be brought to the attention of the Senior Pharmacy Technician (Clinical Services) or the responsible pharmacist.
13. 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.
14. 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.

15. To check all returned items for possible recycling and the safe and correct disposal of unwanted items.
16. To receive stock into the Pharmacy Department using the pharmacy computer system on Weekends or Bank Holidays or in the absence of the pharmacy stores staff.
17. To follow at all times laid down procedures and safe systems of work.
18. To comply with the Trust and departmental Health & Safety policies.
19. To maintain a safe and tidy working environment in the location in which he/she is working.
20. To co-operate with all other members of staff in the provision of the pharmaceutical services.
21. To contribute to the pharmacy teams efforts to continually improve standards, efficiency, job satisfaction and to maintain and improve the quality of the service
22. To take part in Weekend working, extended hours and Bank Holiday duties on a rotational basis.
23. To participate in the Trusts Major Incident Procedures
24. To undertake such other duties as may, from time to time, be deemed necessary.

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

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. 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 staff; 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve.

Following a successful fiveyear partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description is intended only as a guide to the duties and responsibilities of the successful postholder. It may be amended to take account of changing circumstances and service developments following discussion with the postholder.

**Signature.....Member of
Staff.....(Date)**

**Signature.....Operational Head of Pharmacy
PRH.....(Date)**