



A lifetime of specialist care

JOB DESCRIPTION

GENERAL INFORMATION

Title: Senior Technician, Medicines Management

Grade: Band 5

Job base: Harefield Hospital

Accountable to: Lead Technician - Medicines Optimisation
Senior pharmacists
Specialist Pharmacists
Associate Chief Pharmacist- Clinical Services

Disclosure & Barring Service (DBS) checks (please delete as appropriate):

not required	<input type="checkbox"/>
basic	<input type="checkbox"/>
standard	<input type="checkbox"/>
enhanced	<input checked="" type="checkbox"/>
enhanced with adult/child barred list	<input type="checkbox"/>

Job summary

To help lead the provision of the patients own drugs (POD's) and patient self-administration of medicine (SAM) schemes at Harefield Hospital

To lead the provision of medicines management to patients on cardiothoracic surgery, medicine and transplant wards.

To lead on medicines reconciliation, patient counselling, reuse of patients own medicines and management of ward stock.

To act as an Educational Supervisor for Student technicians and ATOs.

Work as an accredited checking technician in the dispensary.

To provide support for clinical pharmacists.

To liaise with and support dispensary services

To liaise with and support nursing staff.

To provide high quality training including powerpoint presentations to pharmacy staff, other healthcare professionals and patients/carers regarding medicines management.

You will play a part in the continuing professional development and overall performance of all staff providing a ward clinical service, and a major role in the continuous development of the Trust as a potential member of a range of Trust quality/process improvement project groups.

Main tasks and responsibilities

Communication

- To communicate effectively with patients, carers, nurses and doctors to elicit information to clarify patient's drug history.
- To provide and receive complex and/or sensitive information which may require tact or understanding.
- To communicate effectively with dispensary staff to facilitate the dispensing of medication in a timely manner to ward areas.
- To attend to personal callers and telephone requests in a courteous manner and to communicate effectively with patients, carers, nurses and doctors.
- To communicate effectively with principal/ specialist/ senior/ junior pharmacists any discrepancies in patient's drug history to allow for correction.
- To communicate effectively to patients/carers about medications used to facilitate concordance where patients may have understanding barriers to overcome.
- To work across traditional boundaries e.g. tertiary/secondary/primary care to provide seamless pharmaceutical care.
- To liaise with Service Development and Finance department to recoup drug costs for 'continuing care' from Primary Care.
- To liaise with the private patient's team to recoup drug costs from patients inpatient stay and discharges.

Patient/customer care (both direct and indirect)

- To provide a Pharmacy service to patients of the Trust including labelling, dispensing and providing administration information to the patient.
- To work to a standard of working practice to enable accurate labelling, assessing and dispensing of medicine with narrow margins for error.
- To undertake accurate dispensing of prescriptions for in-patients and outpatients, including ward pharmacists' transcription sheets in accordance with current dispensing procedures.
- To input patient details and prescription details into the JAC system to generate labels in a timely manner.

- To identify amendments required to the medication label system and refer these to the Principal Technician, Computer Services.
- To take patients' drug history on admission using a variety of resources including the patient, medical notes, general practitioners and clinical staff using various sources e.g. patient, notes, summary care record and make a comparison with their in-patient drug chart to determine if any discrepancies need to be highlighted to the ward pharmacist.
- To provide an assessment of the suitability of patients own medication for use within the Trust by the patient.
- To accurately transcribe any medication that is required by the in-patient onto an order sheet for dispensing by the Pharmacy team.
- To final check clinically screened prescriptions for accuracy before release according to the ACT (Accredited Checking Technician) scheme or be working towards accreditation.
- To counsel the patient on the use of their current medication and any new medication that is started by the Trust to facilitate concordance with an emphasis on those patients with poor understanding or difficulties understanding because of language, infirmity etc.
- To refer appropriately to ward/specialist pharmacist or the medicines advisory service any complex queries which are outside the expected sphere of competence.
- To provide information regarding the cost of discharge medications to private patients
- To communicate effectively with principal/specialist/senior/junior pharmacists to ensure medication is prescribed accurately at the start of a patient's stay with the Trust.
- To comply with medicines legislation and Code of Ethics of the General Pharmaceutical Council in respect of the dispensing of medicines and provision of information.

Policy & Service development

- To implement and propose amendments to policies related to Medicines Management schemes and to propose changes to working practices/procedures related to these schemes both within the Pharmacy and in clinical areas in discussion with the multi-disciplinary teams.
- To attend and play a major role in corporate groups as a representative of the directorate and team.
- To be involved in the development and management of pharmacy related services at ward level and in clinics.

- To develop and implement Pharmacy staff induction on the delivery of POD's and SAM's programme to customers to ensure a high quality and consistent approach to the delivery of pharmaceutical care to the patients.

Resource management

- To handle cash transactions in respect of prescription charges for NHS and private prescriptions.
- Participate in the development and maintenance of home care initiatives.
- To produce information on cost savings resulting from reduced medicines wastages and PODs service at the request of the Senior Principal Pharmacist, Clinical Services.
- To be aware of and adhere to SFIs and the Trust's Corporate Governance commitments.

People management

- Ensure staff work within the departmental policies and procedures at all times
- To provide a training and accreditation programme for pre-registration Pharmacy graduates and all Pharmacy technicians providing a POD service at ward level.
- To act as an Educational Supervisor for student technicians and Pharmacy assistants and evaluate training provided.
- To assist in the recruitment of Technicians, Assistants and student technicians.
- To train nursing staff on the POD's and SAM's policy and related procedures.
- To act as a role model for Pharmacy technical staff
- To deliver patient group education.
- To identify own training needs.
- To maintain a portfolio of practice.
- To participate in the in-service clinical Pharmacy teaching and multi-disciplinary teaching as appropriate.

Information management

- To be competent in the use of:
 - JAC Pharmacy system – Labelling, Stock maintenance, Bulk issues, ordering medicines from wholesaler and pharmaceutical companies, receiving medicines into stock
 - WinPath/Telpath/ EPR
 - Infoflex

- Medchart and/or other EPMA systems
- Proficient in Microsoft Office software

Other duties

- To maintain a broad level of Pharmacy practice.
- There is a requirement to participate in Bank Holiday and weekend working including seven day working as well as late duty on a rotational basis.
- To participate in education and training programmes to develop skills as part of a commitment to continuing education and the concept of lifelong learning.
- To provide other duties as specified by the Senior pharmacists and Associate Chief Pharmacist, Clinical Services.
- To be aware of, and apply, relevant legislation such as the H & SAWA, COSHH, Medicines Act, GMP etc.
- To practice at all times in accordance with the Code of Ethics of the General Pharmaceutical Council.
- To abide by the Trust's Core behaviours for staff and all other Trust policies, codes and practices including standing financial instructions, research governance, clinical governance, patient and public involvement, codes and practices, and health and safety.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

ADDITIONAL INFORMATION

Trust mission

To be the leading national and international centre for the diagnosis, treatment and care of patients with heart and lung disease, creating and disseminating knowledge through research and education

Confidentiality

During the course of your employment you may have access to, see or hear information of a confidential nature and you are required not to disclose such information, particularly that relating to patients and staff.

In order to comply with the Data Protection Act 1998 you must not at any time use personal data held by the Trust for any unauthorised purpose or disclose such as data to a third party.

You must not make any disclosure to any unauthorised person or use any confidential information relating to the business affairs of the Trust, unless expressly authorised to do so by the Trust.

Health & Safety

Smoking

It is the policy of Royal Brompton & Harefield NHS Foundation Trust that all people who work for the Trust or, while on its premises, obtain treatment or visit the Trust in any capacity, do so without exposure to tobacco smoke, and so smoking of cigarettes and E-cigarettes is not allowed anywhere on any Trust premises.

The Trust aims to provide appropriate support, in partnership with local Occupational Health and Community Services, to ensure that Trust staff and patients can access practical help and support in their attempts to stop smoking.

This policy is based on clear evidence that, in addition to the health risks taken by smokers themselves, others who breathe in exhaled tobacco smoke (passive smokers) have increased risk of disease.

NHS Estates have notified all NHS agencies that E-Cigarettes and the charging there of are not permitted within any Trust property (including accommodation).

Diversity

You are at all times required to carry out your responsibilities with due regard to the Trust's Diversity policy and to ensure that colleagues or staff that you manage receive equal treatment throughout their employment with the Trust.

Risk management

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

Conflict of interests

You may not without the consent of the Trust engage in any outside employment. In accordance with the Trust's Conflict of Interest policy, you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment in the Trust. Interests that might appear to be in conflict should also be declared to your manager.

In addition, the NHS Code of Conduct and Standards of Business Conduct for NHS Staff (HSG 93/5) requires you to declare all situations where you or a close relative or associate has a controlling interest in a business (such as a private company, public organisation or other NHS voluntary organisation) or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently whenever such interests are gained. You should not engage in such interests without the written consent of the Trust, which will not be unreasonably

withheld. It is your responsibility to ensure that you are not placed in a position that may give rise to a conflict between your private interest and your NHS duties.

CODE OF CONDUCT FOR PROFESSIONALLY QUALIFIED STAFF GROUPS

All staff are required to work in accordance with their professional group's code of conduct (e.g. NMC, GMC, DoH Code of Conduct for Senior Managers).

Disclosure & Barring Service checks (where relevant)

If the post has been identified as being an 'eligible position' under the *Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975* or, in some cases, the *Police Act 1997*, it meets the eligibility criteria for a disclosure to be requested through the Disclosure and Barring Service (DBS). Where a DBS check is indicated above applicants who receive a conditional offer of employment will need to complete a satisfactory DBS check prior to the appointment being confirmed.

With the exception of Basic disclosure certificates which only contain information about spent convictions, all other DBS level checks will disclose both spent and unspent convictions, cautions (including reprimands and final warnings) which are not 'protected' as defined by the *Rehabilitation of Offenders Act 1974 (Exceptions Order) 1975 (as amended)*. Enhanced disclosures may also include other relevant police information where this is deemed relevant to the position you are applying for.

A criminal record will not necessarily bar you from appointment - that will depend on the nature of the position for which you are applying and the particular circumstances of the incident(s).

You are obliged to inform the Trust if at any time in the course of your employment you are the subject of a police investigation, or are convicted of a criminal offence.

You must also inform the Trust immediately if at any time during your employment you are the subject of an investigation by the Independent Safeguarding Authority or are Barred from either its Children's Barred List or Adults' Barred List. Failure to comply with these requirements may result in disciplinary action. You will be committing a criminal offence if you seek to undertake or undertake any Regulated activity while Barred by the Independent Safeguarding Authority from either its Children's Barred List or Adults' Barred List.

Core behaviours for all Trust staff

All staff will:

- Act with honesty and integrity at all times
- Demonstrate respect for others and value diversity
- Focus on the patient and internal and external customer at all times
- Make an active contribution to developing the service
- Learn from and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as ambassadors for their directorate and the Trust
- Be aware of the impact of their own behaviour on others
- Be discreet and aware of issues requiring confidentiality

In addition, all managers and supervisors will:

- Value and recognise the ideas and contributions of all team members
- Coach individuals and teams to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential
- Give ongoing feedback on performance, and effectively manage poor performance
- Provide support and guidance to all team members
- Encourage their team to achieve work/personal life balance
- Actively listen to comments/challenges and respond constructively
- Lead by example, setting high standards
- Ensure that there are sufficient resources for their team and rebalance priorities accordingly
- Provide a safe working environment

Infection and Prevention Control

All Trust staff will:

- Act as a role model and champion for the highest standards of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.
- Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

The Royal Brompton & Harefield NHS Foundation Trust is a non-smoking Trust.

Confirmed as accurate by post holder:.....

Date:.....

Confirmed as accurate by manager:.....

Laura Grace – Lead Pharmacy Technician, Medicines Optimisation

Date:.....



A lifetime of specialist care

PERSON SPECIFICATION

GENERAL INFORMATION

Post: Senior Technician, Medicines Management

Grade: Band 5

Directorate/Department: Harefield Pharmacy

REQUIREMENTS	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	<ul style="list-style-type: none"> • BTEC or NVQ3 in Pharmaceutical Science • Registered Pharmacy Technician with GPhC • Accreditation in Medicines Management for Pharmacy Technicians (AIMM) or Medicines Optimisation Programme (MOP) - or willing to work towards 	<ul style="list-style-type: none"> • Accredited Checking Technician qualification. • Educational supervisor qualification or equivalent.
EXPERIENCE & KNOWLEDGE	<ul style="list-style-type: none"> • Extensive hospital experience as a qualified Pharmacy technician in all aspects of pharmaceutical delivery. • Experience in training staff. • Good competence in patient counselling. • Experience of continual delivery of medicines management services at ward level. • Experience of stock management and top up service 	<ul style="list-style-type: none"> • Oral presentation to groups of healthcare professionals • Experience of guideline and/or policy development
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to work quickly, accurately and in an organised manner. • Ability to prioritise. • The ability to implement change. • The ability to identify and prioritise work. • Ability to use initiative • Numerate • Communication skills (written and verbal). • Presentation skills. • Leadership skills. • Mentorship skills. 	<ul style="list-style-type: none"> • Experience of JAC • Experienced of using Medchart • Managing change.

	<ul style="list-style-type: none"> • Good team player. • Extensive use of Pharmacy computer systems to delivery all aspects of Pharmacy services. • Microsoft Office experience. • 	
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Attention to detail and accuracy • Meets set targets • Professional demeanour • Enthusiasm • Approachable • Adaptable • Assertiveness • Ability to work under pressure • Good communication 	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Reliable work record • Requirement to exert light physical effort for several short periods during a shift • Requirement to be involved in bank holiday, weekend (including 7 day working initiatives) and late duty. 	Experience of conducting pharmacy audit work

Date: 05/11/2020