

**Location:** Worcester

**Reporting to:** Service Manager

**Hours of work:** 37.5 hours per week

### Training and Qualifications

- BTEC, NVQ Level 3 in Pharmaceutical Sciences - or equivalent to enable registration with GPhC
- Evidence of ongoing commitment to continued professional development.
- Registered as a Pharmacy Technician with the GPhC

### Experience / Knowledge

- Proven post qualification work experience dispensary based in either community or hospital pharmacy to gain broad knowledge of medicines management and technical pharmaceutical services
- Good IT skills
- Experience of stock control.
- Knowledge of clinical governance (questions practice and looks for continuous improvement)
- Understanding of Medicines Management concept
- Relevant pharmacy legislation and standards of practice
- Experience working in a multidisciplinary team
- Knowledge of NHS & Government policies
- Work experience in the primary care sector

### Skills / Core Competences

- Adopts a systematic approach and makes effective use of resources
- Questions existing practice and looks for continuous improvement
- Ability to manage own workload and meet objectives and targets and able to work under pressure
- Good organisational skills and attentive to detail
- Presents information in an appropriate manner to receivers



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## Pharmacy Technician

To ensure Worcestershire Urgent Access Primary Care Service provides a comprehensive, high quality and efficient medicines management service across Worcestershire in accordance with statutory requirements, Home office requirements, the CQC standards, commissioning specifications and company policy.

### Job summary

To ensure delivery of legal, safe and high quality medicines management within Worcestershire Urgent Access Primary Care Service which reflects national and local policy and priorities, taking into account the level of security that must be maintained at all times.

To provide continual review of the pharmaceutical services provided across the Worcestershire Urgent Access Primary Care Service and liaise closely with the local clinical management and operational team, the pharmaceutical wholesale supplier and national Medicines Management team.

Support the Worcestershire Medical and Clinical Leads in the development and support of implementation and provision of Safer Prescribing strategy and associated services and projects.

Maintain Home office CD licenses and registrations in line with designated legislations as detailed on service specifications and professional standards.

Successful candidate will regularly be required to travel throughout Worcestershire to Primary Care Centres (PCC) to undertake medicine management duties and ensure stock levels are maintained for safe service provision.

### Core Role:

- Weekly visits to all bases to replenish Morphine and undertake stock control of medication and supplies
- Monthly prescribing analysis when needed
- Following training, undertaking low level datix investigations of medicines and prescription related incidents, complaints and health care professional feedback
- Check Prescriptions written meet legal requirements and highlight to medical and clinical lead as needed
- Oversee the journey of prescriptions in the service, from ordering, tracking, collating and supplying prescription packs and maintaining this process
- Stock checks in the main hub and primary care centres within Worcestershire
- Chairing medicines management meetings
- Undertaking core medicine management audits required by the organisation or ICB
- Producing a monthly management bulletin
- Supporting the Medical and Clinical Leads with and receiving
- Reviewing and actioning any CAS/MRHA alerts
- Undertaking core ICB reporting requirements

## Skills / Core Competences continued.

- Communicates effectively within the team, with other service staff and outside agencies
- Assertive character and positive attitude
- Flexible approach to change adaptable to rapid change
- Fluent written/spoken English
- Is capable of interacting easily with a wide range of people and demonstrates support and care for all colleagues
- Line management experience
- Ability to motivate self and others
- Ability to work as part of a team and independently
- Supports the provision of an orderly, controlled and safe environment
- Shows concern that patients healthcare needs are met with fairness, justice and respect

## Educational Activities

The postholder will:

- Attend statutory training
- Assist in ensuring that the service has a learning culture promote regular learning with colleagues
- Participate in training initiatives as required both within Practice Plus Group and the wider partnership community
- Be willing to develop own skills / academic knowledge further
- Undertake the required training courses as specified by the Practice Plus Group for Clinical Team Leaders
- Undertake Performance management and performance reviews of their line reports as required

## Governance & Audit Activities

The post holder will:

- Assist with Medicines Management audits / projects, collecting data and generating audit reports for review by the organisation, ICB and CQC



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## Pharmacy Technician

- Producing slides for quality assurance meetings
- To ensure that the team receive ongoing training needs analysis and personal development.
- Have a working understanding of how the PCC operate and practical operational requirements
- Line Management responsibility for receptionists

### Managerial and organisational effectiveness

- Undertake medicine management audits to ensure compliance with all policies, procedures and legal requirements. Develop action plans from audit results and actively follow-up
- Monitor, trends and risk assess and review quality exception and error reports as part of the quality review process and ensure deviations from relevant standards have agreed investigation and follow-up actions are undertaken
- To maintain an up-to-date knowledge and be fully conversant of developments in all local pharmacy procedures
- Provide support and updates for projects relevant to role
- Involved in training and supervising staff in medicines related competencies
- Review any irregularities or non-conformances raised through risks identified as part of compliance reporting to ensure that patient safety is paramount throughout the service line
- To support the development and returns of monthly / 6 monthly audits around Medication cassettes, prescribing (with input from the local clinical leadership), Controlled Drug protocol compliance, prescription handling, stock management etc
- Co-ordinate the seasonal flu vaccine supply for staff with the procurement team
- Support Worcestershire Urgent Access Primary Care Service in preparing for Medicines Management element of CQC inspections
- To support the national medicines management team with home office CD licence applications and to support the destruction of controlled drugs across Worcestershire where required
- Management of staff to ensure they are completing a weekly stock check/date check and submit orders to re stock to ensure sufficient consumable items are available in bases
- Complete or delegate base, Primary Care Centre(PCC) checks for all PCC's within Worcestershire once a week
- Complete or delegate base, all paperwork and maintain administrative system appropriate to the base needs
- Management of pharmaceutical waste

### Communication

- To ensure good communication regarding operational issues and changes in working practices are disseminated to appropriate staff to support the efficient provision of services
- To anticipate potential problems and communicate with line managers in a timely manner
- Review any irregularities or non-conformances raised through risks identified

## Governance & Audit Activities continued

- Contribute to team / service reviews
- Adhere to all the requirements of data protection, GDPR and Caldicott

## Health, Safety and Security

- The post holder will be mindful at all times of the security requirements of each facility
- To ensure that safe systems of work are followed in accordance with local guidance ensuring compliance with the Health and Safety at Work Act (1974). National guidelines and professional codes of conduct will also be followed where appropriate

## Infection Control

Compliance with all infection control policies and procedures (including hand hygiene, personal hygiene, environmental and food hygiene) will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with Infection Prevention and Control Policy. Staff must keep up to date with new policies and subsequent implementation in practice and undertake annual training/updates in infection prevention and control.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk, at the same time informing their line manager.



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## Pharmacy Technician

- Ensure there are excellent communications with subcontracted pharmacy services to ensure safe operations and good quality services

### Role and Personal Development (teaching, training and research)

- Self-direct completion and prioritisation of individual and joint work with the Worcestershire Urgent Access Primary Care Medical, Clinical and Operational Leads to ensure all operational processes are compliant with clinical governance standards across all establishments
- Enforce Practice Plus Group's national and local policy with respect to formulary, unlicensed medicines and departmental SOPs.
- Adhere to local policies/Health and Safety and COSHH regulations
- To support the management of risks across Worcestershire Urgent Access Primary Care Medical
- Practice Plus Group performance appraisal system will be used to assist personal development and to improve the range and efficiency of services within the department. This job description only covers the key responsibilities. Specific objectives will be subject to annual review in consultation with the post holder and may develop to meet changing needs of the service. Undertake performance review according to departmental guidelines and timetables
- Maintain professional registration as a Pharmacy Technician with the GPhC. Responsibility for this lies with the postholder and failure to maintain registration will be treated as gross misconduct
- Liaise with the ICB Medicines Optimisation team regarding guidance updates etc and ensure this is implemented in conjunction with medical and clinical lead

### Other Duties

- Carry out any other duties as may reasonably be required
- Supporting the national Medicines Management team when required
- Liaise and collaborate with other areas regarding improvement projects as required
- The post holder will be required to undertake any other duties and participate in development and provision of any other services at request of senior managers which are consistent with the responsibility of the grade and which may reasonably be expected to be performed by the post holder
- There will be periodic requirements to attend meetings or visit bases in the out of hours period

**NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.**