

Recruitment Pack

Pre-Registration Trainee Pharmacy Technician

37.5hrs (minimum 30 hours)

Fixed - 2 Years

Closing date for applications: 3rd December 2023

Interview Date: 15th December 2023

To apply

- Provide an up-to-date CV and a supporting cover letter, detailing how you meet the requirements of the role.
- Applications are to be e-mailed to hiowicb-hsi.livingwell-recruitment@nhs.net

Thank you for your interest, we look forward to hearing from you.



Dave Barclay
Managing Partner (Non-clinical)

Dear Candidate

I am delighted that you have shown interest in joining our team.

The Role:

The Living Well Partnership brings together five well-established GP practices in Southampton, with seven sites, which have joined forces to create a super-partnership that can deliver exceptional clinical care.

The Pre-Registration Trainee Pharmacy Technician will build their knowledge and skills by working as a member of the GP Practice Pharmacy Services Team supporting the development and delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes. Working alongside the Pharmacy Technicians and Clinical Pharmacists, to contribute to high-quality, cost-effective and safe medicines management. This will include medicines reconciliation post discharge, actioning clinic letters and medication queries from a variety of sources.

There will be a 13 week placement (which may be split into smaller sections) in community pharmacy, this will be with Everett's Pharmacy (branch to be confirmed but will be local and confirmed at interview). During this placement the candidate will gain knowledge stock management, over the counter product counselling and develop their dispensing and accuracy checking skills.

The candidate will be required to undertake the Certificate of Higher Education in Pharmacy Technician Practice. You will be supported by an educational supervisor.

Trainees who successfully complete the 2-year apprenticeship will be eligible to register with the General Pharmaceutical Council and practice as a registered pharmacy technician. Although every effort will be made to provide a substantive position at the end of the training period, this cannot be guaranteed.

The Candidate:

As a candidate you will need to have a minimum of 4 GCSEs A* - C (9-4) or equivalent. These must include Maths, English and Science.

Experience in General Practice working with EMIS and Docman would be desirable but not essential. What is essential is a great attitude towards learning and continued development, embracing change, and an enjoyment of processes. You demonstrate the ability to work within a dynamic team and manage a challenging work load.

You will value and contribute to our efficient service that makes a difference to the health and wellbeing of thousands of our patients.

You will enjoy membership of the coveted NHS pension scheme, as well as 25 days annual leave (pro rata), generous NHS employee discounts, free parking and more.

To apply

- Provide an up-to-date cv and a supporting cover letter, detailing how you meet the requirements of the role. candidate for this post
- Applications are to be e-mailed to hiowicb-hsi.livingwell-recruitment@nhs.net



Dave Barclay
Managing Partner (Non-clinical)

About Living Well

Our foundations

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. Now we're made up of eight surgeries with ten partners, who were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes, and as of March 2023 we are so excited to be implementing our Continuity Project.

Our reach

We care for 46,000 adults and children across the eastern Southampton region. Our eight different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

We have developed a continuity model which sees 12 separate GP teams taking on their own patient list of around 3,500 patients. Each team is supported by a dedicated Care Coordinator, a Care Coordinator Assistant, and the multi-disciplined shared clinical resources of our Partnership, including: 21 Non-Principal GPs including 5 retainers, Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

Our vision

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves on being able to address medical, physical, psychological and social aspects of care. By allowing our GP teams to manage their own patients, they can spot the patterns that allow us to provide much more efficient clinical services.

Next generation

As a practice that strives for continuing clinical excellence, we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

Come and join us

We are looking for an outstanding Pharmacy Technician who want to embrace the changes in general practice but value the preservation of continuity. We can accommodate and help you develop skills.

Role Profile

JOB TITLE:	Pre-Registration Trainee Pharmacy Technician
REPORTS TO:	SENIOR PHARMACY TECHNICIAN
SALARY:	£22,000 per annum, pro rata
HOURS:	FULL TIME 37.5 Hour per week (Minimum 30 hrs per week)

Overall Aim

As a member of the GP Practice Pharmacy Services Team the Pre-Registration Trainee Pharmacy Technician supports the development and delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

Working alongside the Senior Pharmacy Technician and with Clinical Pharmacists, to contribute to high-quality, cost-effective and safe medicines management. This will include medicines reconciliation post discharge, transcribing from clinical letters as well as monitoring near patient testing for patients taking high risk medications.

1. Key Responsibilities:

- Accurate transcription of medications from hospital discharge summaries and clinical letters
- Conducts medication use reviews independently within own competence including reauthorizing eRD
- To undertake medicines reconciliation in accordance with practice protocols and to update patients' medical records accordingly. In doing so ensures maintenance of accurate patient records and that all relevant information is documented in the patient's medical notes in a timely manner
- Supports the Practice Based Clinical Pharmacist to provide medication review services to patients via clinics in the practice and telephone consultations.
- To respond to medication queries from patients and staff in a professional manner within defined competencies only referring to the appropriate Clinical Pharmacist or GP in accordance with practice protocols. This involves using resources such as the BNF, SPCs, CCG Medicine Management Guidelines and NICE guidelines.
- Assists with the training and development of practice based receptionist / prescribing clerks and administrators to support improved co-ordination and effective pharmacy administration within the practice, especially in relation to repeat prescribing systems and processes.
- Liaising with local pharmacies regarding prescription queries to help ensure optimum therapy for patients as a result.
- To provide advice to GPs, staff and patients in changes to prescribing to support the improvement of prescribing safety, quality and cost effectiveness.

- Conducts medication use reviews independently within own competence
- Promote cost-effective, safe, evidence based prescribing in accordance with local and national Medicines Optimisation Strategies
- To participate in medication audits.
- To support the achievement of the practice's prescribing Quality and Outcomes Framework targets and any other medicine related enquiry or audit.
- To advise on the sourcing and safe management of medicines as appropriate.
- Participate in practice multidisciplinary meetings, patient participation groups, and other meetings to improve engagement of the role of the pharmacy technician within the practice and to promote issues relevant to prescribing and medicines optimisation
- To keep professionally up-to-date at all times and to meet the General Pharmaceutical Council standards for continuing professional development so as to maintain professional registration.
- Be capable of prioritising work whilst maintaining accurate and timely records
- To assist with the ordering of medications and stock takes

2. Medicines Safety

- Assists with the management of MHRA Alerts, patient safety bulletins, medicines recalls and information on out of stock shortages etc.
- Report and investigate significant events
- Ensures that all these national alerts where appropriate and within their levels of competence are acted upon within the practice over an appropriate time frame; advises on any medication changes that need to occur and manages any necessary changes as a result ensuring that all surgery staff and patients (where relevant) are made aware of them.

3. Key working relationships

- Has regular contact with and is appraised by the Lead Pharmacy Technician.
- The post holder will be required to establish and maintain constructive relationships with a broad range of internal and external stakeholders and communicate with all grades of healthcare staff including all practice staff, secondary health care staff, the medicines management team at the CCG, community health care professionals and community pharmacists.
- Supports the role of the Clinical Pharmacist in the delivery of the new Clinical Pharmacy in General Practice model.
- Provide medicines management support and advice directly to GPs and members of the primary healthcare team
- Communicates highly-sensitive information to patients and relatives if needed.
- Communicates with patients and members of the healthcare team including doctors, nurses, medicines managers and receptionists on effective medicines optimisation.
- Liaises with the medicines management team at the CCG.

4. Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and careers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Maintains high standards in communication with both internal and external colleagues, and patients.
- Contributes to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other
- Contributes to communication targets e.g. answering of queries, number of documents requiring read coding, number of letters awaiting typing, number of tasks
- Ensures that information relating to patients, colleagues, other healthcare workers or the business of the Partnership is only divulged to authorised persons in accordance with the Partnership policies and procedures relating to confidentiality and the protection of personal and sensitive data

5. Quality:

The post-holder will strive to maintain the highest standards of quality within the practice, and will:

- Alert other team members to issues of quality and risk in relation to medicines
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

6. Contribution to the implementation of services:

The post-holder will:

- Contribute to medicines policy development and review
- Apply medicines related practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect their own work
- Participate in auditing these policies

7. IT Focus

- Have a working knowledge of all software and hardware used within prescribing team, including systems used at other sites
- IT troubleshooting relative to the post as required

8. Health & Safety Focus

- Supports and promotes compliance with practice policies and legislation relating to health and safe

- **General Statement**

The above is not an exhaustive list of duties and responsibilities; the post holder may be required to undertake other duties which are appropriate to the skills and competencies of the post and grade as the priorities of the service change. This will be done in discussion with their manager.

Person Specification

	Essential	Desirable	How identified
Qualifications and training	<ul style="list-style-type: none"> BTEC /NVQ level 3 or equivalent in pharmaceutical sciences Current registration as a pharmacy technician with the General Pharmaceutical Council (GPhC) Evidence of continuing professional development 	<ul style="list-style-type: none"> Postgraduate qualifications of a relevant nature. e.g. ACT / Medicines Management Intermediate level Microsoft Office 	Application Form Interview Proof of qualifications required Professional registration with GPhC
Experience	<ul style="list-style-type: none"> Minimum 1 years post qualification experience within primary or secondary care or community pharmacy Understanding of prescribing and medicines management Experience of dealing with the public/patients Experience of working effectively within a multidisciplinary team 	<ul style="list-style-type: none"> Experience of working within primary care Knowledge of GP Clinical Computer Systems e.g. Emis web and Docman clinical systems 	Application Form Interview
Knowledge & Understanding	<ul style="list-style-type: none"> Relevant advanced theoretical and practical knowledge of general practice and evidence based medicine An appreciation of the NHS agenda and government targets Knowledge and understanding of pharmacy law and ethics and current legislation Knowledge of the principles of medicines optimisation 	<ul style="list-style-type: none"> Awareness of systems to support the management of patients in a primary care setting that support pharmaceutical input into pathways of care and the business of the GP partnership. Awareness of GP budget-management and funding systems to enable GP clinical pharmacy services 	Application Form Interview

		<p>to assist the delivery of NHS priorities and requirements for financial balance and quality</p> <ul style="list-style-type: none"> • An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing 	
Skills / Competencies	<ul style="list-style-type: none"> • Excellent verbal and written communication • Excellent interpersonal skills, able to establish and maintain effective relationships with others. • Can demonstrate good influencing and negotiating skills • Demonstrates the ability to adjust communication style and content to suit the audience • Excellent attention to accuracy and detail • Advanced numeracy skills • Excellent keyboard and computer skills in Microsoft office packages • Able to analyse and interpret data • Able to effectively manage allocated resources 	<ul style="list-style-type: none"> • Knowledge of and practice in implementing Electronic Repeat Dispensing (eRD) • Competence in the use of GP Clinical Packages: EMIS web specifically • Knowledge and competency in the use of ePACT2. • Able to analyse and interpret prescribing data 	<p>Application Form</p> <p>Interview</p>
Qualities / Attributes	<ul style="list-style-type: none"> • Able to work independently and collaboratively without direct supervision. Can determine own workload priorities to meet set deadlines • Able to work as part of an integrated multi-skilled team • Able to work under pressure 		<p>Application Form</p> <p>Interview</p>

	<ul style="list-style-type: none"> • Able to work in a changing environment, anticipating obstacles and thinking ahead • Self-motivated and enthusiastic. Uses own initiative • Can demonstrate the ability to work in a busy environment dealing with both urgent and important tasks whilst also supporting others • Demonstrates a continued commitment to improve skills and the ability to work in new areas • Demonstrates a flexible approach to meet service needs and can adapt to cope with uncertainty and change • Able to undertake the demands of the post with reasonable adjustments if required • Excellent time keeper 		
Other	<ul style="list-style-type: none"> • Independently mobile; be able to work across several sites and travel to meet with stakeholders 	Car driver/clean licence	Application Form

Salary & remuneration

Position	Pre-Registration Trainee Pharmacy Technician
Normal Work location	Ladies Walk Surgery, SO18 5TS
Remuneration	£22,000 per annum pro rata
Hours of work	Full Time- Minimum 30 hours per week
Annual Leave	25 days per annum plus bank holidays, pro rata.
Pension	NHS pension scheme

Key Dates

Closing date for completed applications	3 RD December 2023
Interview Date	15 th December 2023

If you have any queries, please contact the recruitment team on hiowicb-hsi.livingwell-recruitment@nhs.net