

<b>Job title:</b>	Pharmacy Technician	<b>Reports to:</b>	Lead Pharmacy Technician	<b>Grade:</b>	5
<b>Organisation Unit:</b>	Pharmacy Services	<b>Responsible for:</b>	Direct clinical care	<b>Working hours:</b>	PT /FT
<b>Job Purpose / Job Overview</b>					
<p>As a member of the GP Practice Pharmacy Services Team the 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.</p> <p>Working alongside the Senior/Lead Pharmacy Technician and with 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.</p>					
<b>Key Responsibilities</b>			<b>Person Criteria</b>		
<p><b>1. Patient facing clinical medication reviews</b> To undertake medicines reconciliation in accordance with practice protocols and to update patients' medical records accordingly. Conducts medication use reviews independently within own competence including reauthorizing eRD. Refers to Senior/Lead pharmacy technician or Pharmacists when needed.</p> <p><b>2. Management of medicines at discharge from hospital</b> Supports medicines reconciliation following patient discharge from hospitals, intermediate care and into care homes, including identifying and rectifying unexplained changes. Works with patients and community pharmacists to ensure patients receive the medicines they need post discharge. Liaises with pharmacists or Senior/Lead technician as required.</p> <p><b>3. Medicines advice to practice staff and patients</b> Answers all medicine-related enquiries from GPs, other practice staff, other healthcare teams (e.g. community pharmacy) and patients within own competence, referring on to pharmacist/GP as required. Responds to daily anima eConsults, identifying any red flags and underlying serious pathology and takes appropriate action including referring to other members of the primary care team as needed.</p> <p><b>4. Clinical documents</b> Works as part of the pharmacy services team ensuring that any clinical documents received within the practice are actioned appropriately, particularly those associated with medication changes and monitoring within own scope of practice.</p>			<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Pharmacy technician qualification</li> <li>Mandatory registration with the General Pharmaceutical Council (GPhC)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Works effectively both independently and as a team member. Demonstrates accountability for delivering professional expertise and direct service provision within own competence.</li> <li>Knowledge of the pathophysiology, management, and treatment of chronic conditions.</li> <li>Familiarity with evidence-based guidelines and best practices for managing long-term conditions.</li> <li>Understanding of the role of lifestyle interventions, pharmacotherapy, and patient education in chronic disease management.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>2 years in trainee role</li> <li>Primary care experience desirable</li> </ul>		

**5. Other**

- 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.
- 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 assist with the ordering of medications
- 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.
- 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.

**Skills**

- Be capable of prioritising work whilst maintaining accurate and timely records.
- Effectively manage own time, workload and resources
- Have a working knowledge of all software and hardware used within prescribing team, including systems used at other sites.
- Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer to seniors/pharmacists or GPs when appropriate.
- Can recognise personal limitations and refer to more appropriate colleague(s) when necessary
- Recognises the roles of other colleagues within the organisation and their role in patient care
- Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS / private organisations e.g. CCGs)
- Actively works toward developing and maintaining effective working relationships both within and outside the practice and locality
- Excellent interpersonal, influencing and negotiating skills.
- Excellent written and verbal communication skills
- Open to exploring new approaches, innovation and continuous improvement
- Eager to learn, grow and adapt to new challenges.
- Able to work under pressure and to meet deadlines.
- Able to follow legal, ethical, professional and organisational policies / procedures and codes of conduct