Role Profile

Job Title: **Pharmacy Services Support Assistant**

Reports to: **Lead Pharmacy Technician**

Pay Scale: **£11.60 per hour**

Overall Aim

As a member of the GP Practice Pharmacy Services Team the Pharmacy services co-ordinator 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 Pharmacy Technicians and Clinical Pharmacists, to contribute to high-quality, cost-effective and safe medicines management.

Key Responsibilities:

- Accurate transcription of clinic letters following practice policy.
- Supporting Pharmacists and pharmacy Technicians by identifying patients in need of medication reviews and booking these in.
- To respond to medication queries from patients and staff in a professional manner within defined competencies only referring to the appropriate Pharmacy Technician, Clinical Pharmacist or GP in accordance with practice protocols.
- Assists with the training and development of practice-based receptionist 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.
- Ensure reduced spend and prevent medicines waste, including actioning FP34 claims for prescriptions administered within the practice.
- To support the achievement of the practice's prescribing Quality and Outcomes Framework targets and any other medicine related enquiry or audit.
- Demonstrate management control of the surgery repeat prescribing system and ensure tight control of prescribing processes.
- To co-ordinate any prescriptions for vulnerable patients as agreed by the practice
- Ensure administrative work is completed to a high standard and in a timely manner as instructed by the practice.
- Demonstrate management control of the surgery repeat prescribing system and ensure tight control of prescribing processes.
- Assists with the management of MHRA Alerts, patient safety bulletins, medicines recalls and information on out-of-stock shortages etc.
- Review inpatient discharge summaries and if needed book appointments for full medicines reconciliation with Pharmacy Technicians or Clinical Pharmacists in line with practice policy.

- Implementation and ongoing management of Electronic Repeat Dispensing in line with practice policy, referring to Pharmacy Technician where appropriate.
- Where medications are out of stock to assist in sourcing the medication or liaising with community pharmacies or manufacturers to determine suitable in stock alternatives.

2. Medicine Safety

- Assists with the management of MHRA Alerts, patient safety bulletins, medicines recalls and information on out-of-stock shortages etc.
- Report 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.
- To assist with medication recall processes and safety monitoring in line with practice policies.

3. Key working relationships

- Has regular contact with and is appraised by the Lead Pharmacy Technician/ Senior 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 ICB, community health care professionals and community pharmacists.
- Communicates highly sensitive information to patients and relatives if needed.
- Communicates with patients and members of the healthcare team including doctors, nurses, and receptionists answering medicines related administrative queries.
- Liaises with the medicines management team at the ICB.

4. Communication

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- 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 Anima requests responded to, number of tasks completed.
- 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. Limits of Authority

- The post holder may not undertake any clinical decisions.
- The post holder may not provide patients with clinical information regarding their medication and/ or condition.
- May not provide medicines information to patient- only information on process/ administrative issues.

8. 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.

9. Key measures of the role
- Timely response to high priority tasks
- Ensuring a high level of accuracy
- Contributing to overall team targets

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.