

### Role Profile

<b>JOB TITLE:</b>	<b>PHARMACY TECHNICIAN</b>
<b>REPORTS TO:</b>	<b>LEAD PHARMACY TECHNICIAN</b>
<b>JOB GRADE:</b>	<b>£27,000 per annum full time pro rata (increasing to £29,000 on completion of CPPE pathway)</b>
<b>HOURS:</b>	<b>FULL TIME (Minimum 30 hrs per week)</b>

#### **Overall Aim**

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.

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.

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

<p>Skills / Competencies</p>	<p>Partnership</p> <ul style="list-style-type: none"> <li>• Knowledge of the principles of medicines optimisation</li> <li>• Excellent verbal and written communication</li> <li>• Excellent interpersonal skills, able to establish and maintain effective relationships with others.</li> <li>• Can demonstrate good influencing and negotiating skills.</li> <li>• Demonstrates the ability to adjust communication style and content to suit the audience.</li> <li>• Excellent attention to accuracy and detail</li> <li>• Advanced numeracy skills</li> <li>• Excellent keyboard and computer skills in Microsoft office packages</li> <li>• Able to analyse and interpret data.</li> <li>• Able to effectively manage allocated resources</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of and practice in implementing Electronic Repeat Dispensing (eRD)</li> <li>• Competence in the use of GP Clinical Packages: EMIS web specifically</li> <li>• Knowledge and competency in the use of ePACT2.</li> <li>• Able to analyse and interpret prescribing data.</li> </ul>	<p>Application Form</p> <p>Interview</p>
<p>Qualities / Attributes</p>	<ul style="list-style-type: none"> <li>• Able to work independently and collaboratively without direct supervision. Can determine own workload priorities to meet set deadlines.</li> <li>• Able to work as part of an integrated multi-skilled team.</li> <li>• Able to work under pressure.</li> <li>• Able to work in a changing environment, anticipating obstacles and thinking ahead.</li> <li>• Self-motivated and enthusiastic. Uses own initiative.</li> <li>• Can demonstrate the ability to work in a busy environment dealing with both urgent and important tasks whilst also supporting others.</li> <li>• Demonstrates a continued commitment to improve skills and the ability to work in new areas.</li> <li>• Demonstrates a flexible approach to meet service needs and can adapt to cope with uncertainty and change.</li> <li>• Able to undertake the demands of the post with reasonable adjustments if required.</li> <li>• Excellent timekeeper</li> </ul>		<p>Application Form</p> <p>Interview</p>



Other	<ul style="list-style-type: none"><li>Independently mobile; be able to work across several sites and travel to meet with stakeholders</li></ul>	Car driver/clean license	Application Form
-------	---	--------------------------	------------------