

JOB DESCRIPTION

Job Title:	Electronic Prescribing and Medicines Administration (EPMA) Pharmacy Technician
Base:	Stoke Mandeville Hospital, some cross site commitments will be required
Agenda for Change banding:	Band 6
Hours of Work:	Full time 37.5hrs / week. Weekend/Bank Holiday commitments on rota basis. FTC to March 2026
Details of Special Conditions:	nil
Managerial Accountability & Professional Accountability	Chief Pharmacist / Chief Pharmacy Technician Lead Pharmacist – EPMA and Pharmacy Systems

MAIN PURPOSE OF THE POST

- To act as a member of the EPMA project team
- To deliver on the commitments and scope of this project to install, configure, test and roll out the chosen EPMA solution to the Trust.
- To support pharmacy and wards in the changes required for effective EPMA system use and its consequences for medicines management
- To provide Pharmacy technical support and advice on pharmaceutical matters and those pertaining to medicines management when required. Medicines management encompasses the selection, procurement, dispensing, delivery, prescribing, administration and review of medicines.
- To work as a practising Pharmacy technician as required
- To support the work of other senior technical staff as required

RESPONSIBILITIES

1. COMMUNICATION AND RELATIONSHIPS

The scope of communication is diverse and can be at all levels within the Trust and to a significant degree with specific defined external organisations. The post holder will provide or receive complex, sensitive information, requiring tact or persuasive skills., Barriers to change and difference in opinion e.g. resistance to digitalisation, complexity of system learning requirements, understanding across a diverse and varied workforce where English may be a second language. Regular communication is required with the following individuals and groups:

- Members of the pharmacy senior management team
- Lead Clinical Pharmacists e.g. to discuss EPMA progress and individualisation required for clinical areas
- Pharmacy Technician section leads
- Prescribers and ward staff involved in medicines administration
- EPMA Project team and Lead Pharmacist for EPMA
- Other IT team members supporting project implementation

- Senior clinical staff and managers at Trust-wide meetings/events
- System supplier and any linked system developments

2. PERSONAL AND PROFESSIONAL DEVELOPMENT

- Develop self and contribute to the development of others
- To identify and agree objectives for own professional development which reflect local and national service needs.
- To maintain and develop own knowledge skills in EPMA, linked system use, system developments and reporting functionality.
- To use effective prioritisation, problem solving and delegation skills to manage time effectively

As a practising Pharmacy technician:

1. Excellent written and verbal communication and interpersonal skills are required to:
 - To communicate medicines related information and advice to patients & carers, consultants and their medical teams, and other healthcare professionals. Types of **medicines related information** include: direction for use of pharmaceutical products, side effects, adverse drug reactions, pregnancy, breast feeding, obtaining further supplies and any other related issues. This could be in sensitive situations including the effect of drug administration or prescribing errors or other drug misadventures. Discussions are usually on a one to one basis with patient, doctor or other healthcare professional.
 - To define and support change in pharmacy and medicines operating processes on an end to end basis (Prescribing to administration).
 - To counsel patients and carers about their medicines and treatment. Medicines information may need to be translated into simple language appropriate for the individual.
 - To negotiate with or influence colleagues on the ward, within the project team and pharmacy in order to achieve desired outcomes.
 - To be an identified interface between pharmacy, the EPMA project team and service users (at ward and departmental level) to aid system rollout and effectiveness.
 - To interpret prescriptions for drug problems such as drug dosage, form and administration. Considers legality, clarity and risk associated with prescribed medicines and prescriptions and makes interventions to ensure safety.
2. Contributes to the planning, development, and implementation of systems to ensure effective medicines management associated with patient safety, with awareness of the influences affecting the provision of pharmaceutical services.

ANALYTICAL AND JUDGEMENT SKILLS

- Analyses and interprets ordersets, linked orders, drug entries and relevant EPMA configuration and system data etc. to ensure legality, validity, accuracy and resolves those issues within professional boundaries.
- To reduce the risk of medication error by ensuring any relevant policies/procedures are followed and safe systems are in place for the selection, prescribing, ordering and administration of medicines as applying to EPMA system development.
- To be responsible for ensuring that errors in any stage of the medicine use process are investigated and any remedial action is implemented as necessary.

- To have extensive technical knowledge and skills to carry out or instruct others in the dispensing of prescriptions, including unlicensed drugs, controlled drugs, in-patient & outpatient prescriptions in accordance with the agreed procedures.
- To integrate with IT and ward based teams to provide efficient and effective medicines understanding and systems knowledge of the EPMA solution.
- To contribute to the delivery of efficient services at all points in the pharmacy supply chain.
- To help maintain pharmacy aspects of the EPMA risk register and provide input in conjunction with the Lead EPMA Pharmacist on prioritisation and escalation of critical issues.

PLANNING AND ORGANISATIONAL SKILLS

- To co-ordinate activities with other groups and staff especially that pertaining to work in relationship to EPMA system development and implementation.
- To effectively create and update workplans to deliver Pharmacy aspects of the EPMA project within the requisite timeframes and within budget
- To articulate barriers and opportunities for efficiency in workplan progress, engaging with the EPMA lead pharmacist and the project team to raise risks where appropriate.
- Work to provide and implement solutions for identified barriers in conjunction with others.
- To be responsible for ensuring that the principles of patient and wide staff engagement are adhered to and to ensure mechanisms are in place to obtain feedback, implement lessons learnt, and share good practice throughout the organisation.

PATIENT CARE

Management duties:

- To actively support the development and delivery program requirements of the EPMA Project Board and Steering group.
- To undertake risk management and clinical governance activities and contribute towards the delivery of the appropriate quality standards and targets outlined in the Trust's Quality agenda
- To assist in the recognition of risks and change in risk profile that occurs with use of electronic prescribing, with particular attention to those risks that may have patient impact.

As a practicing pharmacy technician:

- To undertake a **clinical role** where required to ensure efficient and effective delivery of medicines management and optimum patient care in accordance with departmental procedures.
- Where required to undertake a **technical role** as either an ACPT or senior technician who can identify and prioritise working activity of team members and undertake complex tasks including delivery of Clinical Trial or Controlled drug supplies.
- To contribute to the delivery of efficient services at all points in the pharmacy supply chain
- To be an identifiable interface between pharmacy and service users across the trust to aid in the communication and efficient service provision.
- To be available to participate in weekend / extended pharmacy services and relevant bank holiday arrangements.

POLICY AND SERVICE DEVELOPMENT

- To implement policies within own area of responsibility and propose policy or service change that impacts across the Trust.
- Whilst working with others, to recommend actions which deliver Trust wide compliance with national and local policy relating to medicines management and patient safety. To

support complex change throughout the area of responsibility, in line with Trust wide strategy or locally developed policy.

- To provide feedback on procedures and policies and discuss with appropriate person(s) any changes that would benefit the medicines management process.
- In conjunction with the EPMA Lead pharmacist to define new and replace existing procedures to optimise the quality and safety of an EPMA system
- To follow trust procedures related to approval, assurance, governance and review for new policy and procedure development and implementation.
- To support the development of policies and procedures relating to medicines management, both internal and external to Pharmacy.
- To identify, develop and implement audit activity in pharmacy or other systems relevant to EPMA development and utilization.

FREEDOM TO ACT

- To be responsible to the EPMA Lead Pharmacist and EPMA Project board who set the parameters and objectives for the post and will assess delivery on targets
- To work with a wide range of pharmacy, healthcare, IT and external company staff to ensure the safe and successful delivery of the Electronic Prescribing and Medicines Administration project.
- To manage data collection for the purpose of demonstrating performance against key indicators
- To analyse, interpret and present data (e.g. EPMA uptake, prescribing changes with electronic systems, design new extracts or reporting) either verbally, via written reports or formal presentations
- To work with other senior managers within Pharmacy to identify areas affected by EPMA systems for development and improvement and, where appropriate, to be responsible for implementation and delivery of change
- As a practicing Pharmacy Technician, to be responsible and accountable for own actions, working independently within the Pharmacy Technicians' Code of Ethics, all procedures, policies and other guidance provided by the Trust; to manage own day to day workload independently and be aware of own limitations within this process.
- To support the work of other senior technical staff, undertaking relevant duties as required e.g. providing cover. Whilst deputising, the post holder will have the authority and autonomy to ensure day to day organisational effectiveness of the area being covered.
- To represent the Pharmacy service on relevant committees both within and external to the Trust.
- To take reasonable care for own health and safety, and that of others who may be affected by own activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform line manager of any work situation, or practice which may be considered a danger to health and safety.
- To observe regulations in respect of the health and safety at work act, COSHH and data protection act.

LEARNING AND DEVELOPMENT

- Plan, deliver and review interventions to enable people to learn and develop
- Influence the development of knowledge, ideas and work practice
- To support colleagues in the development of knowledge and skills through acting as an assessor, teacher and facilitation

- To identify and plan resources required for own learning and development
- To reflect on own practice through mentorship and to develop skills as a mentor to others
- To develop and maintain a peer network of support, information and learning with EPMA and associated system developments internal and external to the trust.

Other

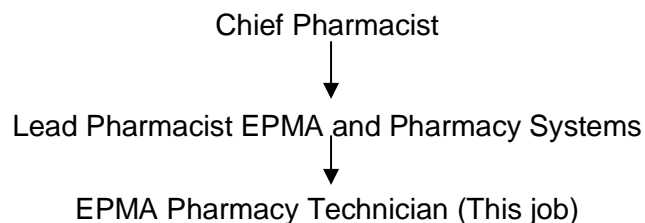
- Any other duties as may reasonably be allocated by the *EPMA Lead Pharmacist or Senior Pharmacy Team*
- Maintain a Continuing Professional Development portfolio and maintain personal knowledge and skills in line with developments in Pharmacy practice

On-Call and Weekend Duties

Participate in weekend and extended hours services and statutory holiday duties on rota with other pharmacy technicians.

These duties may be replaced with EPMA specific requirements including floor walking and ward based support during rollout periods.

ORGANISATION CHART



ADDITIONAL INFORMATION

Trust Values



Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, were rescinded from 15 March 2022. If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.