

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Digital Medicines Systems Manager

Band: 6

Directorate: Pharmacy

Location: Royal Cornwall Hospitals NHS Trust

2. JOB PURPOSE

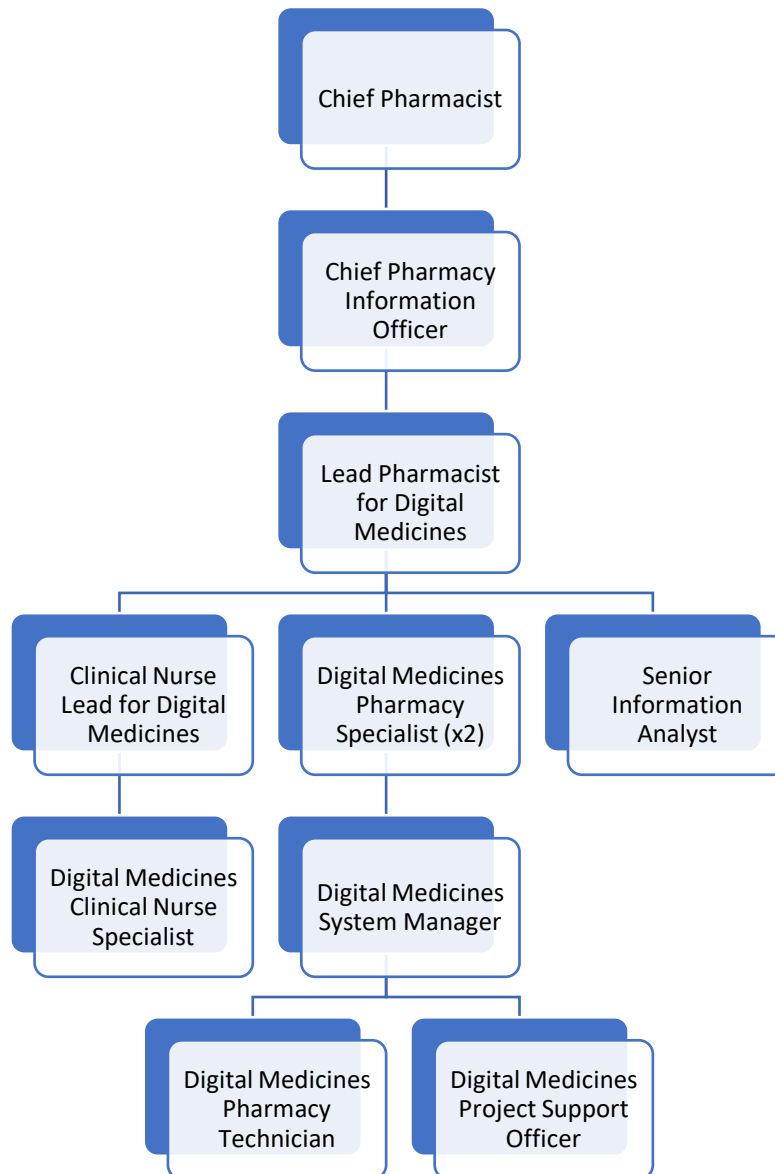
- Update and develop Digital Medicine systems to fit the department's requirements covering supply, EPMA and our outpatient dispensing partner.
 - Maintain the dispensary robot as a superuser, referring to system supplier engineers where necessary.
 - Update the Varian chemotherapy system including building chemotherapy regimens
 - Test, deploy and manage the Pharmacy Drug Ordering Portal
 - Maintain pharmacy IT equipment whilst working closely with Cornwall Information Technology Services (CITS).
 - Contribute to the co-ordination of deploying and upgrading the pharmacy supply and EPMA systems.
 - Co-ordinate the upgrading of other IT systems.
 - Write and update any relevant SOP's.
 - Contribute to the development of new technologies, processes and reporting that can be utilised by the pharmacy department.
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3. DIMENSIONS

Scheme of delegation for this post.

This post does not hold any budgetary responsibility.

4. ORGANISATION CHART



5. KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Registered pharmacy technician (NVQ3 BTEC in pharmaceutical science).
- Highly experienced in the hospital sector.
- Dispensing accuracy certificate.
- Accredited checking technician and Accredited medicines management technician (SWMIT) are desirable.
- NVQ assessor.
- Good grounding in IT skills.
- Past experience of EPMA systems and implementation is desirable
- Experienced pharmacy JAC system administrator.
- Experience of chemotherapy system management is desirable
- Experience with pharmacy Digital Medicines systems including experience with other trust IT systems

- A thorough understanding of the process and policies of prescribing and administering medicines for inpatients and outpatients.

6. KEY RESULT AREAS

Communication and relationship skills

- Using pharmaceutical knowledge of medicines, their prescription and administration:
 - Provide guidance and support to Digital Medicine system users within the Trust by receiving and understanding information obtained using effective questioning, processing this information and providing clear feedback to overcome their issues either face to face, over the phone or electronically. This could be over a range of issues from complex prescribing, administration, technical or procedural queries.
 - Discuss complicated information regarding Digital Medicine system issues with pharmacy leads, CITS or third parties to report problems, resolve ongoing issues or obtain new information to enhance our service.
 - Encourage users of Digital Medicine systems when they are having difficulties, frustrations or are opposed to change.
- Feedback any new Digital Medicines system or IT information or changes to procedures to the pharmacy team using the most effective process.
- Using pharmaceutical knowledge of medicines, their prescription and administration prepare and deliver specialised training to pharmacy or Trust staff on EPMA or Digital Medicines systems where needed.
- Respond to emergencies including system failures and communicate any information effectively and accurately so that the emergency is dealt with in a safe and timely manner.

Analytical and judgemental skills

- Using pharmaceutical knowledge of medicines, their prescription and administration:
 - Determine appropriate action for the resolution of reported Digital Medicine system problems over a range of systems.
 - Identify data quality issues within Digital Medicine systems
 - Identify sources of clinical risk arising from the use of Digital Medicine systems and attempt to find mitigations to these risks, referring to the Digital Medicines Pharmacy Specialists where necessary.
- Decide on the best route of action to manage the completion of tasks provided by pharmacy leads in all areas of the role.
- Analyse data provided by pharmacy reporting and decide how to act on this information.

Planning and organisational skills

- Prioritise and manage reported problems.
- Manage the addition and update Digital Medicines system catalogues including new drugs, protocols and structured terminology updates.
- Manage the addition and update of chemotherapy regimens to the chemotherapy management system to ensure that care is not delayed
- Ensure queries and problems are resolved in a timely manner.
- Manage emergency situations such as system failure, powers failure or loss of networks ensuring that patient care is not compromised referring as necessary to IT and to the Digital Pharmacy Specialists or Leads.

- To assist in managing any upgrades or installation of new pharmacy equipment or software.
- Manage and prioritise EPMA, Digital Medicines, supply and NVQ tasks.

Responsibility for policy/service development

- Using pharmaceutical knowledge of medicines, their prescription and administration:
 - Assist in the development of information systems which will be used across the organisation.
 - Plan and support the management of Digital Medicines system implementation upgrades and deployments
 - Undertake testing and hazard identification of the clinical use of Digital Medicines Systems to inform the clinical safety case for these systems
- Undertake Beta testing of Digital Medicines systems utilising, reporting identified issues to suppliers in a structured manner where required
- Supervise, when necessary, in EPMA specific aspects of prescribing and administration after any upgrades or procedure changes.
- Manage, monitor and audit the impact and effective use of systems following implementation.
- Produce or update appropriate Digital Medicines system procedures when needed.

Responsibility for information resources

- Ensure contemporaneous record keeping in line with the Trust policy on documentation.
- Enters patients' details, administrations and prescription details on behalf of the medical staff when necessary and in line with locally agreed procedures.
- Accuracy check prescription details and protocols entered onto the system.
- Accurately record medication history information on the patient's electronic record.
- Update patient information on the electronic prescribing system manually if this information has been found incorrect by data quality.

Management responsibility

- To assist in managing any implementation or upgrade to Digital Medicines systems.
- To manage the maintenance of EPMA and Digital Medicines equipment, referring to CITS or to system supplier engineers where necessary.
- Manage and maintain the security of Digital Medicines systems in accordance with agreed working practices.
- Manage and maintain miscellaneous EPMA configuration (e.g., workstations, occupations).
- Manage and maintain drug catalogue information in accordance with agreed working practices.
- Actively monitor the system on a regular basis for user or system errors or problems which will include complex audits of the system.
- Manage NVQ students to complete designated units
- To act as a role model at all times.
- To exercise leadership where appropriate.
- Oversee day to day management and leadership of the Digital Medicines Pharmacy Technician & Project Support Officer roles.

Mental effort

- Maintain high concentration levels whilst dispensing and checking medications in pharmacy, making calculations for doses and quantities whilst answering queries from other staff.
- Concentrate on specific Digital Medicines system tasks whilst providing support requests to users.
- Concentrate on medication history information whilst on a busy ward environment.
- Ability to multitask between Digital Medicines system, supply and NVQ roles.

Emotional effort

- Discuss medication information with patients who may be terminally ill, distressed or frustrated.
- Support staff who may be experiencing difficulties with pharmacy IT systems that are angry, frustrated or negative.

Other

- To report adverse incidents according to Trust policy. To assist in the investigation of such incidences
- Ability to reach users quickly if they are experiencing problems in their place of work that may be disrupting the service.
- Use of PC's and viewing monitors throughout the day.
- Assist with the selection and purchase of EPMA and Digital Medicines systems and equipment.
- To obtain pharmacy statistical data using appropriate reporting, interpret the information then ensure the information is transferred correctly (Define, e-pact costing data).

Supply services/medicines management aspect of role

- To assess a patient's ability to effectively communicate then discuss medication information with patients, relatives, care homes, pharmacies or primary care centres that may be complex, containing patient sensitive information whilst taking medication histories.
- To adapt to communication issues when discussing medication information with patients such as someone who is hard of hearing.
- To prioritise and highlight any issues found when reconciling medication histories and pass on this information to the pharmacist or prescriber.
- To work within the pharmacy supply team and communicate clearly and accurately any prescription, medication or procedural information to other staff members.
- To communicate pharmacy information with other staff within the trust either face to face, over the phone or electronically.
- To maintain current training and reading records in the departmental training portfolio system.
- Prioritise urgency of any discrepancies found when taking medication histories by thinking about patient safety and what action to take next.
- To dispense for in-patient, outpatient and patient discharge
- To ensure accuracy of work during all stages of the dispensing process.

- To ensure records and controls are correctly maintained using the pharmacy computer system and paper records and by following the Pharmacy Archive procedure
 - To perform all activities in accordance with training and departmental standard operating procedures
 - Manage the day-to-day activities of a small group of staff within a specific area of Supply Services e.g., Dispensary or Supermarket, activities include supervision / training & assessment of staff, workload scheduling, documentation (standard operating procedures) writing and alteration, working with the quality assurance section to ensure standards of work are maintained.
 - Accredited Checking Technician status. Final accuracy checks on all prescribed medicines for use by named patients then counsel the patient on the use of their prescribed medicines
 - To undertake any further hospital pharmacist duties allocated by the Chief Pharmacist.
 - To participate in the late duty and weekend rota scheme.
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7. COMMUNICATIONS & WORKING RELATIONSHIPS

Clinical Specialist Pharmacists.

All health care professionals of all grades in the context of their EPMA and other system use.

Pharmacy Staff.

Outpatient Pharmacy Staff.

Haematologists and Paediatricians in the context of chemotherapy prescribing systems.

Pharmacy Technical Services Staff.

Information Analysts.

Systems/product suppliers.

8. MOST CHALLENGING PART OF THE JOB

Ensuring the safe and effective running of Digital Medicines Systems to ensure safe and effective patient care where there are many competing priorities and requests for work

9. OTHER

- The Post holder must comply with all RCHT Policies and Procedures.
- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.
- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Head of

Department Signature:

Date:

Title:

Please note:

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. A provisional offer of employment will be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.

Person Specification For The Post of Digital Medicines Systems Manager

All requirements listed in this specification must be (a) essential to the post and (b) assessable within the selection process.

<u>ATTRIBUTES</u>	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
QUALIFICATIONS	Pharmacy Technician's Certificate through City & Guilds, Apothecaries Hall, BTEC or NVQ Level 3 in Pharmaceutical Science Registered Pharmacy Technician with GPhC	Medicines Management Certificate Accredited Checking Technician status	Application form, references and certificates
EXPERIENCE	Extensive experience in a hospital pharmacy	Ward based experience	Application form, interview and references.
PRACTICAL AND INTELLECTUAL SKILLS (INCLUDING ANY SPECIAL KNOWLEDGE)	Good all round communication skills. Able to demonstrate high levels of accuracy in all areas of work. Able to demonstrate high levels of skill related to manual dexterity and accuracy during dispensing activities Able to work with PC's Working knowledge of	Experience of working with EPMA systems Experience of chemotherapy prescribing systems Experience of working with other electronic health systems	Application form, interview, references and certificates

<u>ATTRIBUTES</u>	REQUIREMENTS		METHOD OF ASSESSMENT
	ESSENTIAL	DESIRABLE	
	JAC/Wellsky/CMM system		
DISPOSITION/ ADJUSTMENT/ ATTITUDE	Able to work effectively as part of a team To be self motivated and demonstrate leadership skills	Evidence of leading a team	Application form, interview, references and certificates
TRAINING	Mandatory training Evidence of continuing training and personal development Evidence of training & assessing other staff Experience of coaching or training	Staff mentoring systems	Application form, references and certificates
ADDITIONAL CIRCUMSTANCES	A Disclosure Barring Service (DBS) check satisfactory to the organisation. Occupational Health clearance Post-holder must comply with professional code of conduct and/or code of conduct for NHS managers where applicable. Able to work the hours required, including weekends and bank holidays		Complete DBS check Occupational Health paperwork