

ROYAL NATIONAL ORTHOPAEDIC HOSPITAL NHS TRUST

Job Description

Job Title: Bank Pharmacy Technician

Department: Pharmacy

Grade: Band 4

Hours: 35 per week

Responsible to: Chief Technician, Patient Services

Accountable to: Chief Pharmacist

Key relationships: Pharmacists
Pharmacy technicians
Pharmacy assistants
Pharmacy staff
Other healthcare professionals
Patient and their carers

Job Purpose

The post holder will assist in the provision of high a quality focused pharmacy service to patients at RNOH.

The post holder will participate effectively in the daily duties and delivery of all services - dispensing, ward stock issues, controlled drugs, supplies, stock control, SOP development, communication with other health care professionals and home care companies, from the Pharmacy department as well as assist with training of junior staff members and pharmacy assistants.

The post holder will assist the Medicines Management Team at ward level.

Main Duties and Responsibilities

1. Service Provision (Dispensary)

As part of a structured rotational programme to provide a high quality, customer focused pharmaceutical service to in-patients, out-patients, discharge patients, and associated hospitals and clinics.

- 1.1 To interpret prescriptions and input prescription information onto the Pharmacy Computer system
- 1.2 To help maintain accurate patient medication records.
- 1.3 To dispense and supply drugs to patients

- 1.4 To label and dispense controlled drugs (CDs) against a recognised order or clinically checked prescription in line with departmental policies and procedures
- 1.5 To maintain documentation to support the dispensing and of all medicines including CDs
- 1.6 To be involved with the dispensing of clinical trials and ensure the necessary records are maintained in accordance with protocols
- 1.7 To check and monitor stock in the Emergency Drugs Cupboard on a daily basis as per rota
- 1.8 To assist with co-ordinating crash boxes/trolley (monitoring expiry dates, assemble stock, collection/deliver to wards, updating relevant paperwork)
- 1.9 Assist with returned stock from wards, and assess suitability for re-use within the Trust
- 1.10 To ensure the dispensary is a clean, tidy and safe place in which to work
- 1.11 To communicate with patients and health care professionals
- 1.12 To optimise patient knowledge of their drugs
- 1.13 To have a working knowledge of pharmacy stock control and ordering systems
- 1.14 To help maintain accurate stock levels within the dispensary
- 1.15 To be accredited for the dispensing of controlled drugs
- 1.16 To help maintain all dispensary records to meet national and legal requirements e.g. dispensing of immunoglobulins
- 1.17 To assist in the quality assurance programme and help undertake audits to gather information to improve the quality of the service
- 1.18 To have a working knowledge of all procedures, legislation or national guidelines relating to the storage and dispensing of unlicensed medicinal products, controlled drugs, oral chemotherapy and clinical trials
- 1.19 To help ensure the dispensary is a clean, tidy and safe place in which to work
- 1.20 To help with the monitoring and implementation of Clinical Management Guidelines and Formulary adherence
- 1.21 To collect and handle prescriptions monies as according to Government and Trust policy

2. Medicines Management Service Provision

- 2.1 To participate in Medicines Management Technician (MMT) rotas
- 2.2 To assist in the provision of a high quality patient focused medicines management service to patients in the Trust
- 2.3 To facilitate the provision of medicines to patients to assist in their timely discharge
- 2.4 To assist with audit and project work
- 2.5 To check patients' own drugs (PODs) for suitability of re-use and highlight any shortfalls or queries with the patients prescribed/ not prescribed medications to the ward pharmacist
- 2.6 To assist in gaining medication histories e.g. telephoning GPs when appropriate
- 2.7 To communicate with patients where appropriate to ensure correct medicine
- 2.8 To assist the Clinical Pharmacy Practitioners in the development and subsequent running of a self-medication scheme for in-patients
- 2.9 To support the dispensary in the timely dispensing of discharge medication
- 2.10 To assess patients to see if they require a compliance aid, this may be in response to requests from doctors, nurses or pharmacists
- 2.11 To ensure that patients who require a compliance aid can use it and have systems set up for refill
- 2.12 To counsel patients as identified according to procedures and ensure that all discharge drugs are current
- 2.13 To highlight the potential for direct dispensing packs on specific wards to aid smooth discharge and discuss these with the ward pharmacist
- 2.14 To assist in the training of pharmacists, pharmacy technicians and nurses in the one-stop dispensing and self-administration system

3. Discharge Service Provision

- 3.1 To assist in the provision of a high quality patient focused discharge service to patients of the Trust and help ensure that service provision is flexible and responsive to patient needs
- 3.2 To provide advice on the technical aspects of the service

- 3.3 To facilitate the provision of medicines to patients to assist in their timely discharge
- 3.4 To check patients' own drugs and those dispensed ready for discharge for their suitability for supply at discharge and highlight any shortfalls or queries with the patients prescribed/ not prescribed medications and the discharge prescription to the ward pharmacist
- 3.5 To be a discharge bleep holder to assist in the timely discharge of patients
- 3.6 To support the dispensary in the timely dispensing of discharge medication
- 3.7 If required, to assess patients to see if they are able to manage their medicines or require a compliance aid, this may be in response to requests from doctors, nurses or pharmacists
- 3.8 To counsel patients as identified according to procedures and ensure that all discharge drugs are current

4. General Service Provision

- 4.1 To provide a high quality, customer focused pharmaceutical service to in-patients, out-patients, discharge patients, accident and emergency patients, community clinics, and outlying nursing homes
- 4.2 To work in the dispensary to assist in the medicines management process and as part of the weekend/late duty rota
- 4.3 To optimise patients' knowledge of their drugs
- 4.4 To enhance the quality of patient care
- 4.5 To demonstrate a whole-system patient focused approach
- 4.6 To communicate with patients and health care professionals
- 4.7 To input prescription information using the Pharmacy Computer system
- 4.8 To collect and handle prescription monies according to Government and Trust policy
- 4.9 To dispense and supply drugs to patients
- 4.10 To have a working knowledge of pharmacy stock control and ordering systems
- 4.11 To have a working knowledge of all procedures, legislation or national guidelines relating to the storage and dispensing of unlicensed medicinal products, controlled drugs, oral chemotherapy and clinical trials

- 4.12 To have a working knowledge of pharmacy stock control and ordering systems
- 4.13 Adhere to all Trust policies and procedures relevant to the position
- 4.14 To be able to proficiently amend short-codes, supplier details, cautionary and warning labels on the Pharmacy Computer System (once trained)
- 4.15 To be able to produce spreadsheets for invoicing to other NHS bodies as well as private patients

5. Education and Training

- 5.1 To identify own training needs and document in personal development plan
- 5.2 To participate in education and training of other healthcare professionals
- 5.3 To participate in education and training schemes and meetings organised within the department
- 5.4 To participate in other areas of pharmacy practice in order to ensure a broad base of pharmaceutical knowledge
- 5.5 To undertake continual professional development and maintain a CPD portfolio, in line with requirements of professional body, including continuing education and attendance at appropriate courses and study days
- 5.6 To be a qualified Accredited Checking Technician (ACT) or work towards achieving qualification
- 5.7 To take part in the annual personal development plan/appraisal review in line with Trust policy

6. General Responsibilities

- 6.1 To participate in all relevant departmental meetings and contribute to effective communication within the department
- 6.2 To assist in the recruitment of pharmacy assistants, student technicians and rotational technicians as appropriate
- 6.3 To undertake any other duties commensurate with the grade as requested by the Chief Pharmacist / Deputy Chief Pharmacists
- 6.4 To be aware of and apply, relevant legislation such as the Health and Safety at Work Act, Control of Substances Hazardous to Health, GMP Medicines' Act and Misuse of Drugs Regulations

- 6.5 To at all times practice in accordance with the Code of Ethics of the General Pharmaceutical Council
- 6.6 To uphold the security of drugs and the premises at all times
- 6.7 Attends course and study days as deemed appropriate by the Chief Pharmacist
- 6.8 To take part in the late clinic, weekend and bank holiday service according to rota
- 6.9 Undertake mandatory training

7. IT Skills

All staff are required to demonstrate a level of IT literacy skills appropriate to their job, as the use of IT is fundamental in delivering good quality efficient health care

8. Effort and Environment

The following information has been designed to assist the recording of the effort and environment factors required for Agenda for Change

8.1 Physical

- 8.1.1 Lifting heavy ward drug boxes-stores
- 8.1.2 Lifting order boxes – stores
- 8.1.3 Pushes trolleys of drugs to store
- 8.1.4 Kick stool use and lifting and stretching to put drugs away
- 8.1.5 Lifts heavy emergency boxes for filing and delivery to wards
- 8.1.6 Walking between wards and departments within the Trust to perform ward top up
- 8.1.7 Push and pulls ward drug box trolley
- 8.1.8 Lifts individual boxes for replenishment
- 8.1.9 Sit or stands for prolonged time to accurately full dosette and prescriptions
- 8.1.10 Bends and stretches to replace stock items on top up
- 8.1.11 Carries large bags of returned medication from wards for recycling in pharmacy
- 8.1.12 Sits for long periods at workstation for data input

8.2 Mental

- 8.2.1 Concentrates for long periods to perform dispensary tasks particularly dosettes
- 8.2.2 Concentrates regarding stock orders for supplies checking of all details on delivery note matching with order for invoices, logging batch numbers and expiry dates for recall purposes
- 8.2.3 Requires significant mental input when dealing with reception duties regarding patients, staff and carers
- 8.2.4 Concentrate for long periods on wards scanning prescription charts for orders whilst checking stock requirement for individual patients dispensing occasional interruptions on ward due to patients requiring medication

8.3 Emotional

- 8.3.1 Exposure to hazardous drugs whilst dispensing, reconstituting solutions in powder form. Exposure to COSHH regulated preparations in contained state
- 8.3.2 May have contact with cytotoxic drugs in solid dose form whilst dispensing, occasional contact with cytotoxic injection form

8.4 Working conditions

- 8.4.1 Clinical work on the wards
- 8.4.2 Performing dispensing tasks requiring concentration
- 8.4.3 Exposure to potentially aggressive patients

9. Terms and Conditions of Service

This appointment is subject to the terms and conditions of employment of the Royal National Orthopaedic Hospital NHS Trust.

10. Professional conduct

The post holder must comply with the Code of Professional Conduct applicable to their profession.

11. Infection Control

The post holder is expected to ensure relevant Infection Control measures are adhered to.

12. Risk Management

The Royal National Orthopaedic Hospital NHS Trust strives to take a holistic approach to the management of risk; Health and Safety, Caldicott, Corporate and Clinical Governance requirements are all elements of risk management.

Risk management is fundamental in ensuring the safety of all whilst on Trust premises and in ensuring that a high level of quality care is continually provided. To support staff in the management of risk, the Trust provides training programmes and facilitates staff in the use of risk management identification tools. In turn, individuals are responsible for ensuring that they attend training sessions and adhere to the Trust's policies and procedures, which includes the reporting of incidents, both actual and near miss.

13. Health and Safety at Work Act

Under the provisions of the Health and Safety at Work Act 1974 it is the duty of every employee to:

- Take reasonable care of themselves and of others who may be affected by their acts or omissions
- Co-operate with their employer in ensuring that all statutory and other requirements are complied with

14. Clinical Governance

All staff must comply with the Trust Infection Control Policy. All employees must attend infection control training as required within their department as directed by their line manager.

15. Confidentiality

Post-holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection of 1998. Post-holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information. Following the Freedom of Information Act (FOI) 2005, post-holders must apply the Trust's FOI procedure if they receive a written request for information.

16. Equal Opportunities

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

17. No Smoking Policy

The Trust prohibits smoking in all of their buildings and premises, except where specifically indicated.

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Person Specification

Attribute	Essential	Desirable	Evidence to support assessment
Qualifications	<ul style="list-style-type: none"> NVQ Level 3 or BTEC in Pharmaceutical Sciences or an equivalent pharmacy technician qualification Accredited checking technician Registration with GPhC 	<ul style="list-style-type: none"> Training undertaken in hospital environment Accredited Checking Technician (or working towards) Registration with APT UK a bonus 	Application
Experience	<ul style="list-style-type: none"> At least 12 months' NHS hospital pharmacy Experience Dispensing (inc CD's) Pharmacy labelling and stock control systems Patient counselling Adherence to procedures Experience of training staff 	<ul style="list-style-type: none"> Experience of multidisciplinary working Medicines management experience 	Application/Interview
Skills and Abilities	<ul style="list-style-type: none"> Organisational and prioritisation skills Problem solving abilities Good interpersonal and communication skills Ability to perform calculations accurately Ability to work well under pressure Team player Able to work well independently Ability to demonstrate working on own initiative/ common sense Reliable and conscientious Capable of moderate physical 		Application/Interview ELITE Test

	activity <ul style="list-style-type: none"> • Health cleared by Occupational Health 		
Knowledge	<ul style="list-style-type: none"> • Knowledge of medicines management and relevant legislation and policies • Good knowledge of drug therapy • Knowledge of finances pertaining to medicines in NHS Hospital Pharmacy • To be able to invoice other NHS organisations and to invoice private patients where required 		Interview
Disposition and Attributes	<ul style="list-style-type: none"> • Uses own initiative and is able to take decisions • Self motivated • Effective team member • Works efficiently and accurately • Good written and verbal communication 	<ul style="list-style-type: none"> • Able to develop dispensary initiatives 	Application/interview
Constraints & other factors	<ul style="list-style-type: none"> • Able to work extra hours, as required. • Able to lift heavy objects. • Manually dextrous. • Satisfactory attendance in preceding 2 years. • Satisfactory sickness absence record. • Satisfactory CRB check. • Satisfactory OH report. 		Application/interview

AS January 2015