

Job Description

Job Title: Pharmacy Outpatient Dispensary Manager	Band: 6
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Accountable to: Patient Services Lead Pharmacy Technician

Responsible for:

- The post holder will be responsible for assisting the department in providing a comprehensive and efficient pharmacy service to patients within East Suffolk and North Essex NHS Foundation Trust (ESNEFT).
- The post holder will be responsible for the management of the Pharmacy Outpatient section of the Dispensary and act as lead for that department, liaising closely with the Patient Services Lead Pharmacy Technician and the Inpatient Dispensary Manager. The post holder will supervise all grades of staff working within the Pharmacy Outpatient Dispensary and will provide a robust pharmacy service to Trust Outpatients and virtual clinics held across Ipswich Hospital.
- The post holder will assume responsibility in all aspects of the day to day organization and senior / experienced leadership of the dispensary alongside the Inpatient dispensary section manager.
- The post holder is also responsible for providing supervision and training to all grades of staff working within the dispensaries and provide an efficient pharmacy service to all departments at Ipswich Hospital and outlying units.
- The post holder will develop the Pharmacy outpatient service and support new business opportunities for the Trust.
- Written standard operating procedures are available for work undertaken and the post holder must adhere to them unless otherwise authorised, and take responsibility for the update of those relating to outpatient dispensary.
- The majority of the post holder's working day will be spent at dispensary level; although it is an expectation that they will also support other clinical colleagues within the department as the holistic service requires.

Key Relationships with:-

Internal: Consultant colleagues and all members of their clinical teams, Ward Management and all members of their clinical teams, Members of specialist clinical teams, Clinical nurse specialists / Practice Development Nurses, Site matrons, Allied health professionals, Senior Trust Management, Pharmacy colleagues (both clinical and non-clinical), Patients, Parents, Carers and/or other relatives, Medical Practice colleagues

External: Community pharmacy colleagues, Medical Practice colleagues, Colleagues working regionally within the East of England network, National specialist groups as appropriate, Other primary care health professionals, Members of the Public

Purpose of Role

The post holder has specific accountability to:

- Ensure the safe and effective management, co-ordination and delivery of the Outpatient pharmacy dispensary service.
- Provide professional leadership to other registered pharmacy technicians and all other members of the Pharmacy Dispensary team.

Key Dispensary Responsibilities

- To manage all staff rostered in the outpatient dispensary area on a daily basis to ensure timely provision of medication to patients. This includes dispensing and assembling prescriptions in accordance with appropriate standard operating Procedures (SOPs) and legislation. Similarly, oversee the inpatient dispensary area in the absence of the inpatient dispensary lead pharmacy technician
- To prioritise dispensary workload and work flow; overseeing all aspects of dispensary practice accordingly.
- To oversee the safety and security of medication, including Controlled Drugs, within the dispensary.
- To manage and appraise members of the dispensary team as allocated by the Patient Services Lead Pharmacy Technician.
- To accuracy check (i.e. final check) dispensed or assembled items in accordance with appropriate SOPs, legislation (as an accredited final checking pharmacy technician). Maintain current practice and re-accredit when necessary following Regional and local guidelines.
- To receive in prescriptions from a wide range of outpatient clients and use listening and questioning skills to obtain appropriate information to enable effective service provision.
- To provide appropriate medication counselling to all service users, ensuring understanding and concordance, by modifying communication in response to the level of understanding.
- To be responsible for ensuring the till is reconciled on a daily basis, reporting and investigating discrepancies.
- To be responsible for stock control in the outpatient dispensary and investigate stock errors in liaison with the inpatient stock control technician.
- To maintain appropriate stock levels in response to the changing workload from outpatient clinics.
- To oversee the stock level and expiry date checking of high cost stock to prevent unavoidable losses
- To oversee the management of “to-follow” items including liaison with pharmacy procurement, pharmacists and clinicians where alternatives may need to be sought.
- To develop and implement policies and procedures relating to dispensary activity. Ensure that SOPs relating to dispensary activity are reviewed and updated in line with departmental process. Where a change in working practice is initiated, to do this in line with departmental and Trust policy, communicating such changes to dispensary and wider departmental staff accordingly.
- To audit the dispensary Controlled Drug stocks
- To undertake other audits to evaluate performance, practices and safety
- Liaise with other Pharmacy technicians within ESNEFT to ensure a comparable service across all sites.
- To investigate any complaints or comments regarding the outpatient dispensary service.
- To be an active member of the Senior Dispensary team and contribute to the development of strategic planning for the holistic dispensary service.
- To oversee the home delivery service ensuring patient requirements are met. Work with the Pharmacy Service Manager in the review of the prescription delivery service contract and performance
- To co-lead and contribute to Dispensary briefings to ensure all staff are kept up to date with current practice or recent changes regarding the Outpatient service
- In the absence of the Inpatient Dispensary Manager, co-ordinate, maintain and promote an efficient and economic pharmaceutical service to inpatients and outpatients at Ipswich Hospital and other units
- To provide a reactive service in response to changing circumstances.
- To undertake training in Good Clinical practice and ensure the safe dispensing of Clinical Trials
- Collect and analyse key performance indicator data relating to outpatient workload, activity in order to evaluate service provision and capacity (feeding into the Pharmacy dashboard).

Ward Based Activity

In accordance with the holistic needs of the Pharmacy service (and as required to do so), assist the Clinical Pharmacy service by undergoing ward visits and:

- Ordering medicines in accordance with agreed process
- Undertaking Medicines Reconciliation activity, including the checking of Patients Own Drugs
- Pharmacy-checking electronic discharge letters
- Counselling patients on their use of medicines
- Working collectively with pharmacist colleagues to provide an efficient service

Risk Management, Governance and Medication Safety

In conjunction with the Medication Safety Officer and Pharmacist, and Governance colleagues, the post holder will:

- Manage dispensary related incidents and explore ways of minimising risk of future re-occurrence; supporting clinical colleagues in the investigation and resolution of errors and complaints.
- Proactively implement any medication safety directives in relation to any medication within Outpatient Pharmacy services.
- Contribute to the wider departmental and Medication Safety audit processes.
- Ensure Medicines Formulary compliance, and that non-compliant prescriptions are challenged appropriately.
- Liaise with Quality Assurance colleagues and respond to drug recalls which affect dispensary stock within the time specified on the MHRA alerts, delegating to appropriate staff in accordance with departmental procedure.
- Represent the dispensary pharmacy service at relevant meetings, proactively contributing and feeding back issues accordingly.
- Support the safe and secure handling of medicines and medicines management agenda in the outpatient departments

Leadership and Management Responsibilities

Under the guidance of the Patient Services Lead Pharmacy Technician, the post holder will:

- Be an active member of the dispensary management meetings, working groups & cross site meetings
- Work closely and collaboratively with Colchester site dispensary colleagues to standardise services and implement joint initiatives
- Act as line manager to relevant pharmacy staff including undertaking appraisals in accordance with the departmental appraisal cascade.
- Assist in the recruitment and interviewing of new members of staff.
- Carry out return-to-work interviews in a sensitive manner. To take appropriate action if concerns are identified.
- Facilitate and co-lead dispensary staff team meetings / huddles enabling the sharing of information to improve the working of the team. Share constructive ideas and respond to feedback for improving the service.
- Take an active role in contributing towards overarching Pharmacy service development and improvement both within pharmacy and the hospital as a whole.
- As a senior pharmacy technician provide leadership to the weekend pharmacy service as required to do so; managing the team accordingly and providing dispensary expertise.
- Audit and analyse requirements for the efficient running of the dispensary and take appropriate action if these requirements are not met. Use the results of the audits to develop the dispensing service.
- Proactively support senior pharmacy colleagues to ensure that all relevant issues are highlighted to all appropriate Trust staff.
- Continuously provide support and guidance to all pharmacy staff.
- Ensure all new staff members receive a comprehensive and consistent dispensary induction with mentor/buddy supervision
- Be aware of modernisation plans within the NHS and the implications this will have on the dispensary service. To participate in the planning, promotion and subsequent implementation of approved service developments. Help others to understand the reasons for change.
- Oversee the recruitment, coordination, supervision and day to day management of pharmacy volunteers ensuring comprehensive induction and training is provided

Education and Training

Under the guidance of the departmental Education & Training team and the Chief Technician, the post holder will:

- Contribute to the holistic pharmacy teaching agenda. This will include both internal pharmacy activity and teaching to the wider multidisciplinary team.
- Provide induction, training and mentoring for pharmacy assistants, student technicians, Foundation Trainee pharmacists and pharmacy technicians.
- Contribute to the Medication Safety education & training agenda
- Provide teaching and training to other clinical staff and patient groups within the Trust.
- Advise and guide pharmacist staff in all aspects of dispensary practice.

- Encourage staff development by facilitating learning through experience. To allow provision of dedicated time for learning. To liaise with the Education and Training Technician to review staff training plans and promote staff training

Departmental

- To comply at all times with the departmental dress code and appropriate use of personal protective equipment (PPE) when undertaking all tasks
- To ensure that Trust Health and Safety policy and COSHH procedures are read annually and followed.
- To be aware of the location of fire, security and first aid equipment. Be familiar with emergency procedures and in the event of an emergency, summon assistance if necessary.
- To report all accidents/incidents to senior staff and ensure that an incident form is completed.
- To ensure that environmental monitoring is carried out in accordance with procedures and investigate abnormal results in liaison with senior staff.
- Use of a computer including word, excel, PowerPoint, Teams, hospital information systems, summary care record and trust pharmacy computer systems. Update patient records, input and review prescription details and medicines information inquiries

Professional responsibilities

- Observe at all times the recommendations contained in the Code of Ethics as issued by the General Pharmaceutical Council.
- Satisfy the governing body's requirements for Continuing Professional Development by ensuring own personal and professional education needs are met and documented accordingly.
- Act as a role model to other members of Trust staff at all times.
- Act in a safe and professional manner at all times.
- Demonstrate appropriate behaviour in stressful and difficult situations.

Personal responsibilities

- To attend Trust mandatory courses and any other courses identified at performance review. This will include Trust Induction, Back Awareness, Risk Management Update training and Conflict Resolution Training.
- To participate in regular review meetings with Line Management (or another suitably appropriate senior manager). To discuss current practice and assess objectives set at previous meetings and at appraisal.
- To seek feedback from colleagues and line managers to enable continuing personal development.
- To commit to continuous professional development (CPD) and training, reflecting the needs of the individual, the post and the department as identified through performance appraisal.
- To identify own progress, areas for future development and recognise positive learning experiences, in preparation for appraisal.
- Take responsibility for own personal development, ensuring all expectations of the GPhC are achieved.
- To evaluate learning opportunities and in written format, feedback benefits and problems to pharmacy staff.

Other tasks

- To assist in the maintenance of other pharmacy services as required and to participate in the 7 day service – late shift, Saturday, Sunday, Bank Holidays in accordance with agreed rotas.
- Undertake any further duties as agreed with the Patient Services Lead Pharmacy Technician.

Other General

- To work with external bodies as and when appropriate to represent the pharmacy service and to promote the profile of services within the organisation.
- To act as an independent practitioner. To prioritise own workload effectively and in a manner that maintains quality. Delegate when appropriate.
- To know limits of own knowledge and authority and refer to senior staff appropriately.
- At all times present a positive and professional image of the pharmacy department to all service users.
- To deputise for more senior colleagues in their absence and make decisions necessary for the provision of high quality pharmaceutical service.
- To participate in audits of service provision and present the results in a suitable format. To assess audit results and identify necessary action points for service improvement, in liaison with senior colleagues.

- To maintain patient/practitioner/colleague confidentiality at all times.
- Respond to emotional situations in a professional/calm manner ensuring that patient needs are met at all times.
- To ensure all work completed complies with departmental Standards of Practice, risk management and health and safety policies and protocols.
- Non-discriminatory behaviour and a courteous, sympathetic approach to all co-workers and the public are expected at all times.
- Treat everyone with respect and dignity and recognise that people are different and have differing perspectives.
- Recognise and challenge one's own behaviour and behaviour of others, when it has the effect of undermining equality and diversity.
- Report behaviour that undermines equality and diversity.
- To act in a way that acknowledges people's beliefs, preferences and choices. Take into account the effect of your behaviour on others.

General

- As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002).
- If you have responsibility for a budget, you are expected to operate within this and under the Trust's standing financial instructions (available on the Intranet site) at all times.
- To be responsible and accountable for ensuring that all staff under your direction comply with Trust Infection Control policies and clinical guidelines
- To be responsible for complying with Trust and local Safeguarding policies and procedures.
- To conduct annual Performance Development Reviews, incorporating talent management reviews (if applicable) and progress reviews for staff in your charge and, through this process, identify and facilitate development opportunities to improve the performance of the individual and the Trust.
- Ensure training and development needs identified in the individual's personal development plan are followed up and assist staff to identify their development needs and to promote a learning culture.
- Ensure that Departmental Induction training and all necessary training to meet health and safety and statutory requirements is in place and is appropriately reviewed.
- To be responsible for the quality of data recorded. The data should be accurate, legible (if hand written), recorded in a timely manner, kept up to date and appropriately filed.
- All employees must comply with the East Suffolk and North Essex NHS Foundation Trust's Equality and Diversity Policy and must not discriminate on the grounds of sex, colour, race, ethnic or national origins, marital status, age, gender reassignment, disability, sexual orientation or religious belief.
- Employees have a responsibility to themselves and others in relation to managing risk and health and safety, and will be required to work within the policies and procedures laid down by East Suffolk and North Essex NHS Foundation Trust. The Trust seeks to establish a safe and healthy working environment for its employees and operates a non-smoking policy.
- All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.
- All staff have a responsibility to contribute to a reduction in the Trust's carbon footprint and should pro-actively reduce and encourage others through own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste etc.

Prepared By:	Emma Travers, Assistant Chief Pharmacist	Date:	12 th April 2024
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Person Specification

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Band: 6

Criteria	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Extensive post qualification experience as a hospital or community pharmacy technician (band 5) • Experience of supervising other staff • Experience of managing service delivery 	<ul style="list-style-type: none"> • Project Management Skills • Experience of Stock Control • Clinical Pharmacy experience
Qualifications	<ul style="list-style-type: none"> • Registered pharmacy technician with the GPhC • BTEC or NVQ Level 3 in Pharmaceutical Services or equivalent • Accredited Checking Technician 	<ul style="list-style-type: none"> • NVQ qualification in supervisory management or equivalent • Patient consultation accreditation • Certificate in Medicines Management for Pharmacy Technicians (CMMPT) • Medicine reconciliation course • Clinical Supervisor • PODs & Transcribing (MM) or equivalent • Good clinical practice training
Knowledge	<ul style="list-style-type: none"> • Computer Literacy of standard databases • Understanding of pharmacy organisational/structure (local/national) • Good Pharmaceutical knowledge • Understanding of the relationship of the pharmacy department to the wider multidisciplinary team. • Knowledge of Pharmacy IT systems 	<ul style="list-style-type: none"> • Understanding of the structure of the modern NHS

Personal Skills	<ul style="list-style-type: none">• Commitment to further training and self-development• Demonstrated ability to communicate information effectively using clear written and spoken English• Proven organisational skills and time management• Proven ability to effectively manage education and training activities• Self-motivated and responsive to change• Ability to meet the standards of the Trust code of conduct at all times and awareness of Trust values• Appreciation of confidentiality issues• Demonstrated ability to concentrate for prolonged periods of time• Punctual and reliable• Accurate, flexible and adaptable• Excellent time management and ability to prioritise	
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