

# RECRUITMENT INFORMATION PACK

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Medicines Management Pharmacy  
Technician - Band 5 (Fixed Term)



## Job particulars

<b>Job Title</b>	Senior Medicines Management Pharmacy Technician
<b>Pay Band</b>	Band 5
<b>Location</b>	Royal London Hospital
<b>Reports to</b>	Lead Medicines Management Pharmacy Technician
<b>Responsible to</b>	Group Chief Pharmacist

## Job purpose

The post holder will work on the wards and deliver quality care to patients at ward level through efficient medicines optimisation. This will include the assessment of patient's own drugs, medicine reconciliation, original pack dispensing at ward level, counseling patients about their medicines and coordinating the supply of discharge medication. The post holder will work with their ward based team to continually develop the service, while maintaining high standards and achieving best practice to meet the needs of patients and the Trust. The role will also involve dispensary based responsibilities.

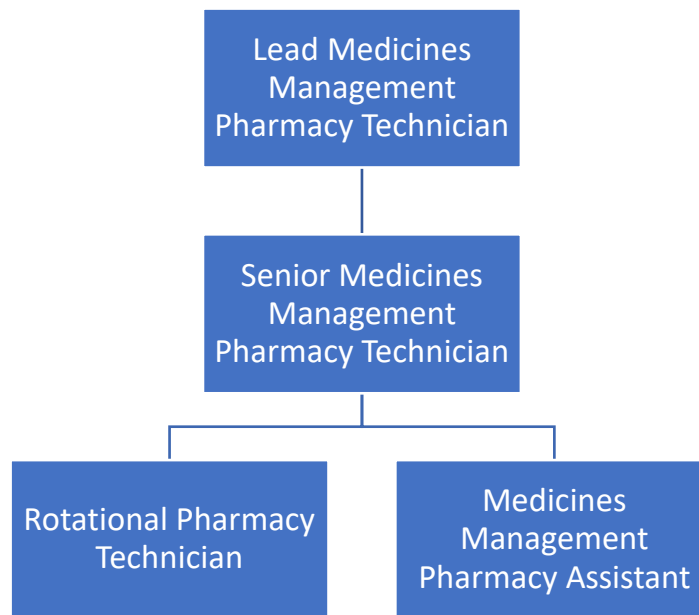
## Key working relationships

Professional relationships with key partners, employees and boards.

Internal	External
Head of Pharmacy, Royal London Hospital	Patients, the public and their relatives / loved ones / carers
Site Lead Pharmacy Technician	Lloyds Pharmacy Team
Lead Pharmacy Technician, Patient Services	Other health and care professionals
Pharmacy Technicians, Pharmacists, Pharmacy Assistants and trainees	Community Pharmacy Teams
All Pharmacy team members, including department managers	
Members of the Multidisciplinary Team (MDT)	

## Structure chart





## Main duties, responsibilities, and results areas

### General

- Participate in, and encourage, an open communication climate, providing feedback to staff on performance and developmental issues.
- Value, seek and acknowledge the contributions of colleagues.
- Continually improve quality.
- Actively promote cost-effective purchasing, distribution, storage/ stock control and appropriate use of medicines in the best interests of patients.
- Assist in planning, formulation and implementation of policies and quality standards.
- Create opportunities for, and participate actively in continuing professional development (CPD) activities.
- Develop links with other hospital staff, as appropriate for service needs.
- Participate in staff appraisal system (minimum of once a year)
- Undertake projects - support the Site Lead Pharmacy Technician in developing systems for service provision, which enhance the efficiency of the service, e.g. improving inpatient and TTA medicine turnaround time, improve accuracy and support staff development.
- To manage pharmacy dispensary and to deputise in pharmacy stores in senior pharmacy technician's absence
- To provide Pharmacy Medicine Management service on wards
- To work with the stores, distribution & procurement team to maintain an effective supply chain.
- To train pharmacy assistants, apprentices, PTPTs and rotational pharmacy technicians in receiving, top-up and distribution, stock control.



- The post-holder will also be responsible for supporting the IT pharmacy technician in ensuring accurate maintenance of drug files on the pharmacy stock control system and ensuring ordering levels are appropriate to the needs of the hospital
- Take on specific responsibility for an element of service related to the section you are working in.
- To support the department in setting standards through review and updating procedures and auditing against those standards in line with the department's audit program.

### **Medicines Management and Dispensary**

- Update and implement relevant procedures for Medicines Management in order to deliver the service in a safe and effective manner.
- Be responsible for ensuring the provision of the Medicines Management service to designated ward areas, which involves working in clinical areas unsupervised.
- Undertake duties and responsibilities as an Accuracy Checking Pharmacy Technician (ACPT), i.e. leadership skills and completing the final accuracy check of clinically screened dispensed items, as support for the dispensaries
- Implement and maintain the Patient's Own Drug (POD) scheme, for the designated areas (and self-administration where introduced) according to Trust Policies. Undertake POD checks for patients during their inpatient stay and gain consent for using/destroying PODs, as appropriate
- Transcribe requests for medicines, that have been clinically validated by a pharmacist, on to pharmacy orders, and transcribe endorsements on reboarded prescription charts.
- Initiate supply of non-stock items for one stop-dispensing i.e. ordering medication labelled ready for discharge when appropriate and to ensure a full prescription of at least 14 days of medication for discharges is available in each patient's own drug locker.
- Obtain medication histories for newly admitted patients (or those transferring from different levels of care setting, e.g. step down from ICU / HDU); undertake medicines reconciliation, including communication of discrepancies to relevant healthcare professionals.
- Consult with patients regarding their medication regimes in order to optimise medicines and support their understanding of their treatment, including benefits of their medication and possible side effects. These may be patients with special needs, e.g. hearing impairment, learning disability or language translation requirements.
- Effectively support patients who are discontented with aspects of the service e.g. at a ward level and manage ad-hoc enquiries and assist with difficult situations, including complaints relating to medicine management services and refer to senior staff as appropriate.
- Co-ordinate the discharge medication, bringing together patients own drug's and newly dispensed items in advance of patient discharge.  
 Participate in the audit of the medicines management service e.g. POD scheme, dispensing times, cost savings, discharge times and intervention data.





- Participate in reciprocal cover arrangements across directorates/hospitals to maintain the medicines management service.  
Participate in regular medicine management team meetings and departmental meetings and contribute to hospital level meetings.
- Support the Lead Pharmacy Technician, Patient Services in developing systems to improve efficiency and safety of medicines management service provision, in order to reduce delays in discharge, meet the set standards, targets and KPIs, improve accuracy and support staff development.
- Act as a trainer and provide witness testimony for evidence of competence when required for trainees. This will involve conducting regular meetings with trainees providing support as appropriate and carrying out one to one meetings at the start, mid and the end of each rotation for rotational pharmacy technicians, PTPTs and trainee pharmacy assistants, pharmacy assistants.
- Participate in the training of new and foundation staff, including inductions.
- Participate in ward based nurses' training, and deliver relevant training and accreditation for medicine management including controlled drug training and cold chain training
- Be a robot 'superuser' in order to troubleshoot complex problems and maintain efficient systems within the dispensing process.
- Participate in and contribute to the development of the extension of the near patient medicines management scheme across all wards in the hospital.
- Liaise with stakeholders to improve the service we provide meets the requirements of its users.

### **Management and Leadership**

- Work closely with the Lead Pharmacy Technician, Patient Services to ensure suitable deployment of staff to meet the needs of the hospital on a day-to-day- basis. This involves ensuring appropriate levels of skill mix of pharmacy technicians and Pharmacy Assistants.
- Participate in the recruitment and selection of Pharmacy staff.
- Line manage allocated team members to ensure they work to their full potential and provide a safe, efficient and high quality service.
- Undertake regular meetings with directly managed staff, to support development.
- Manage sickness, absence and performance in line with Trust policies and guidance from HR Advisors so that issues are dealt with fairly, appropriately and consistently.

### **Professional responsibilities**

- Ensure SOPs are regularly reviewed and monitored and comply with external standards e.g. Controlled Drug (CD) regulations and audit regularly to ensure they are being followed, in order to maintain high standards and orderly methods of working.
- Encourage and support the Trust's and local prescribing policies in order to enhance good practice and cost-effective prescribing.
- Maintain high quality of data input of patient information into the pharmacy computer system in order to ensure excellent labelling standards for dispensed medicines.



## Other Duties

- Participate in other departmental duties as required and appropriate e.g. late duties, weekend and Bank holiday rotas as required.
- This job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

## Working conditions

Criteria	Description
<b>Physical</b>	Keyboard and Mouse Skills
<b>Emotional</b>	May experience upsetting situations on ward or within dispensary areas. The post holder has to be able to work successfully under pressure of time and resources. They may have to deal with staff and occasionally patients and their families who are angry/upset/tearful
<b>Working Conditions</b>	Will be handling cytotoxic medicines and on feet for long periods of the day. May be exposed to verbal abuse.
<b>Mental</b>	High levels of concentration required when dispensing or preparing medicines in high pressured departments.

## Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/). This supports us to develop a sustainable workforce and bring the very best out in people.

## Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding



children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)

## Person specification

Domain	Essential Criteria	Desirable Criteria
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in a hospital pharmacy setting</li> <li>• Significant experience as a pharmacy technician</li> <li>• Medicines management experience in a ward based setting, e.g. medication history taking, POD assessment etc.</li> <li>• Dispensing</li> <li>• Pharmacy labelling and stock control systems</li> <li>• Patient counselling</li> <li>• Experience of pharmacy stock distribution and top-up services</li> </ul>	<ul style="list-style-type: none"> <li>• Management of staff</li> <li>• Education &amp; training of staff</li> <li>• Recruitment and selection experience</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Demonstrates ability to solve problems</li> <li>• Excellent verbal and written communication skills</li> <li>• Excellent interpersonal and customer service skills</li> <li>• Work accurately following agreed procedures</li> <li>• Ability to prioritise workload and meet deadlines</li> <li>• Interpret and dispense prescriptions accurately</li> <li>• Organisation and prioritisation of workload</li> <li>• Ability to problem solve</li> <li>• Ability to motivate self and others</li> <li>• Time management skills</li> <li>• Methodical attention to detail</li> </ul>	



	<ul style="list-style-type: none"> <li>• Good numeracy skills. Able to perform pharmaceutical calculations.</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of GPhC Revalidation requirements</li> <li>• Knowledge of medicines management systems at ward level</li> <li>• Up to date knowledge of legislation relevant to pharmacy practice, e.g. controlled drugs, Health and Safety at Work</li> <li>• Understanding of stock control systems</li> <li>• Knowledge of drugs, side effects and where to find further information</li> <li>• Knowledge of Safe and Secure Handling of Medicines requirements</li> <li>• Understanding of the importance of adherence to SOPs and legislation</li> <li>• Demonstrates a good understanding of patient safety initiatives</li> </ul>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• BTEC Pharmaceutical Sciences /NVQ 3 or equivalent</li> <li>• Registration as a Pharmacy Technician with the General Pharmaceutical Council (GPhC)</li> <li>• Accuracy Checking Pharmacy Technician (ACPT) qualification</li> <li>• HEE LaSE Medicines Optimisation qualification or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Practice Supervisor, Train the trainer or equivalent qualification</li> <li>• ILM Level 3 Leadership and Management qualification or equivalent</li> </ul>
<b>Other</b>		Member of the Association of Pharmacy Technicians UK (APTUK)





<b>Written:</b>	Prameely Sriramanan, Lead MMPT	December 2022
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