

JOB DESCRIPTION

Job Matching Ref S+P16

Job Title:	Pharmacy Technician – Ward Based Services
Grade:	Band 5
Directorate:	Clinical Support Services
Reports to:	Lead Pharmacy Technician – Ward Based Technical Services & Governance
Accountable to:	Chief Pharmacist

Purpose

1. To carry out pharmaceutical technical duties in specified areas of the pharmacy department under the overall direction of the Senior Pharmacy Technician and the Chief Pharmacist.
2. To provide a safe, efficient and comprehensive high quality pharmaceutical service, under the direction of Senior Pharmacy Technician, to patients and staff of George Eliot Hospital NHS Trust.
3. To undertake training and accreditation in technical skills and knowledge as identified and agreed with Senior Pharmacy Technician and the Chief Pharmacist.
4. To manage work of junior Technicians and others, when deputing for Senior Pharmacy Technicians

Main duties and Responsibilities

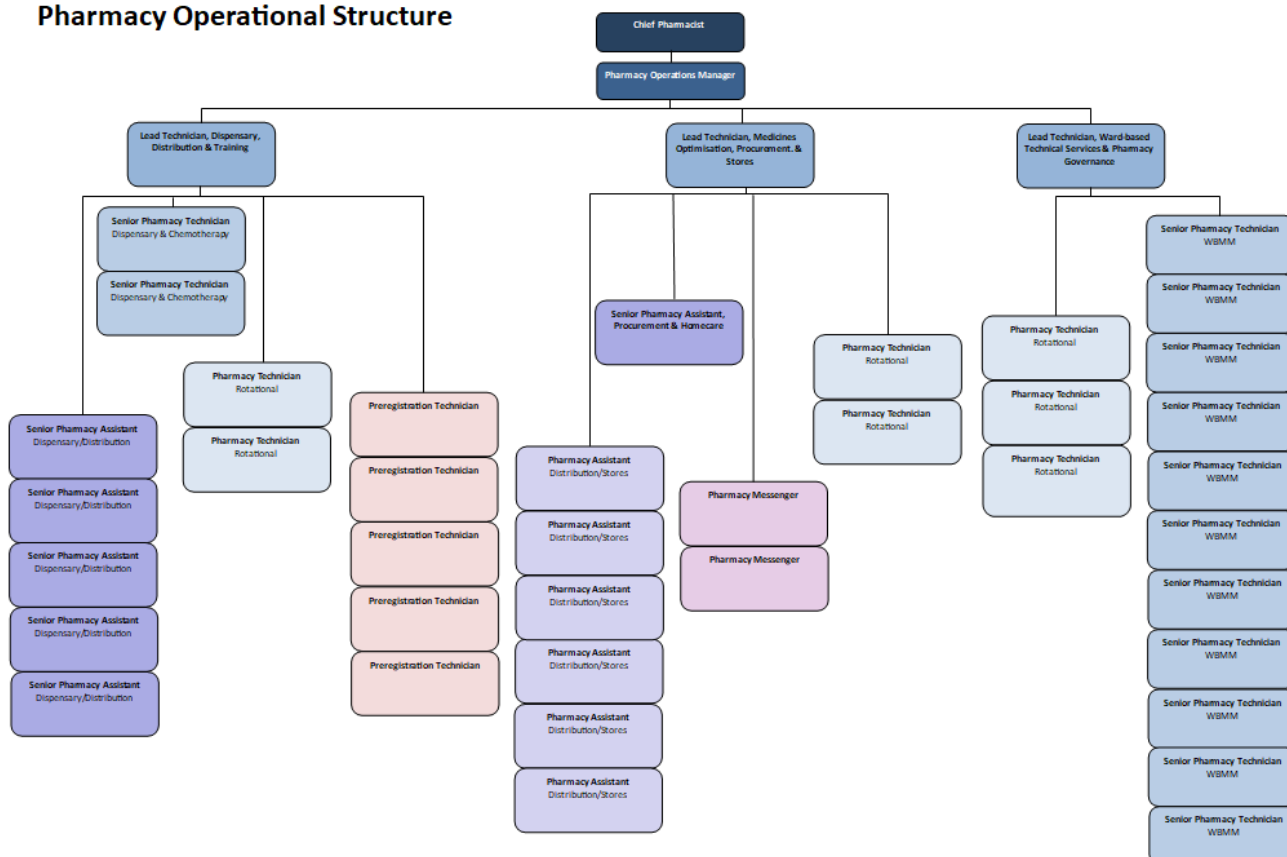
1. To carry out dispensing of prescriptions, including extemporaneous prescriptions, unlicensed drugs, controlled drugs, in-patient and outpatient prescriptions in accordance with the agreed safe systems of work practice.
2. To observe the recommendations contained in the Guide to Good Pharmaceutical Manufacturing Practice and its supplements, standard operating procedures (SOPs) and to assist in ensuring that work carried out in the department is in accordance with these and any other recommendations which may be issued from time to time by the Department of Health or Medicines Inspectorate.
3. To set daily priorities in relation to own work load, ensuing timely delivery of the services.
4. To perform final accuracy check on prescriptions and orders, which have been previously clinically checked by a pharmacist, in accordance with Trust procedures, and to ensure errors are corrected by the appropriate member of staff.
5. To provide a cost-effective 'patients-own drugs/one – stop' dispensing service to designated wards, involving ascertaining accurate drug history , checking patients' own drugs and assessing their suitability for use, arranging supplies of patients' drugs, liaising with G.Ps, Community Pharmacies,

Nursing Homes and ward staff, assessing patient concordance and providing patient counselling and education where necessary.

6. To attend appropriate training courses for technicians, to encourage other staff to undertake further training and to participate in such training schemes as necessary to keep relevant pharmaceutical clinical and technical knowledge up to date.
7. To assist in maintaining reasonable stock levels, in accordance with the policies that are in force, in the section of the pharmacy in which (s)he is currently employed and to assist in ensuring correct storage and turnover of stock to maintain quality and potency.
8. To provide accurate record keeping of controlled drugs kept in the pharmacy including supplies to wards and departments, orders received into the pharmacy and regular audits of the accuracy of computer and paper records. To provide Pharmacist and Nursing staff with computerised reports in relation to controlled drugs, cytotoxics and pre-packed items.
9. To assist staff with the 'topping up' service on wards and maintenance of stock on locations assigned by Senior Technician, liaising with Senior Nurses to ensure that the range and level of medicines reflect current usage and needs, following analysis of previous usage and potential risk.
10. To follow-up outstanding items owing to patients, wards and departments.
11. To check and monitor returned medicinal products for possible re-use.
12. To provide mentoring, induction and training of student technicians, technicians, pre-registration pharmacists, dispensing assistants and any other relevant members of the pharmacy team.
13. To act as a role model for student technicians and other members of technical and support staff.
14. To assist in the receipt and issue of goods in the pharmacy, to check delivery notes and enter receipts into pharmacy computer occasionally.
15. To participate in ward based stock audits and ward temperature monitoring under the direction of the Deputy Chief Pharmacist or Senior Dispensary Technician.
16. To co-operate in the operation and development of computerised systems of stock control and medical speciality costing and produce appropriate standard reports.
17. To implement, comment and suggest changes in relation to evolving practices to own area of work.
18. To participate in pharmacy objectives set by the Trust, the National Patient Safety Agency, the Commission for Healthcare Audit and Inspection, the Department of Health (including the Medicines and Healthcare Products Regulation Agency) and others to meet clinical governance targets, develop patient care, improve clinical outcomes and ensure compliance with all standards expected for hospital pharmacy services and the interface between primary and secondary care.
19. To undertake Continuing Professional Development in order to keep pharmaceutical clinical and technical knowledge current, ensure best practice and comply with requirements for entry on the pharmacy technician register.
20. To participate in the voluntary extended hours service as considered appropriate by the Chief Pharmacist.
21. To answer telephone and face to face queries of a routine or technical nature from a wide range of staff groups, either in the pharmacy or on the ward, and refer appropriate queries to the relevant member of the pharmacy team when necessary.

Relationships

Pharmacy Operational Structure



Special Requirements

Not applicable for this post

Additional information

1. Trust EXCEL Values and 'Behaviour Framework'

Our EXCEL values are at the heart of everything we do and how we treat each other. They were developed by our colleagues and describe what we think is important, including:

- essential guiding principles about the way that we work and set the tone for our culture, and identify what we, as a whole, care about;
- shared ideas and attitudes that guide our organisational thinking and actions
- common purpose and understanding that helps us to build great working relationships



Effective open communication



Excellence and safety in all that we do



Challenge but support



Expect respect and dignity



Local healthcare that inspires confidence

We make our EXCEL values real by demonstrating them in how we behave every day. Our EXCEL behaviours apply to all and are about how we work. They are part of everyone's role and help us to make sure we demonstrate our values. The EXCEL behaviours demonstrate the attitudes and approach we take to work; they are:

✓ how we do things; ✓ how we treat others; ✓ what we say and how we say it; ✓ how we expect to be treated.

Having really clear expectations around behaviours will support all of us, every day, to deliver our ambition to create an EXCELlent colleague experience to EXCEL at patient care.

2. Sustainable Development

It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

3. Criminal Records

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. As George Eliot Hospital NHS Trust meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, applicants who are offered employment (subject to meeting disclosure criteria), 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 or final warnings, as well as convictions.

4. Confidentiality and Data Quality

To comply with the Data Protection Act 1998 and NHS Confidentiality guidelines e.g. Caldicott, General Medical Council (GMC), the post-holder must maintain confidentiality, security and integrity of information relating to patients, employees and other Health Service business, including commercially sensitive data.

All employees must ensure that they are familiar with and comply with the duties and responsibilities outlined in the Trust's policy and procedures on Information Governance. In particular, ensuring that all information collected, stored and used is done so in accordance with the Trust guidelines, including password protection and encryption.

This obligation shall continue in perpetuity.

All employees have a responsibility to ensure that the quality of data is maintained and to take an active role in the identification of, reporting and resolution of any data quality issues.

Breaches of confidence will result in disciplinary action being undertaken, which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidence may also result in a civil action for damages.

The Freedom of Information Act 2000 requires all public organisations to provide any member of the public, upon receipt of a written request, with the information they require, subject to certain exemptions. All employees must take responsibility for any request for information that they receive and respond in line with the Trust's Freedom of Information Policy and Guidance.

5. Records Management

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users. You should consult the Trusts Corporate Records Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work.

6. Health and Safety & Fire Safety

Employees must be aware of their general duties under the Health and Safety at Work etc. Act 1974, to take reasonable care of themselves and others around them, co-operate with the Employer in relation to Health and Safety and adhere to safe systems of work. In addition they should ensure that they are

aware of their roles in relation to the Management of Health & Safety at Work Regulations 1999, in relation to specific duties for carrying out risk assessments and risk mitigation commensurate to their role.

The post holder is required to comply with agreed fire procedures, taking appropriate action if the fire alarm sounds and attend relevant training programmes as required.

7. Risk Management

Employees have a responsibility to:

- Report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken;
- Take part in risk assessments in relation to the tasks that are undertaken, with a view to identifying the associated potential risks;
- Attend training in risk management as appropriate to their grade;
- Promote an open and honest “fair blame” culture;
- Adhere to the responsibilities within the Risk Management/Health and Safety and other relevant policies ratified by the Trust Board and to attend appropriate mandatory training to facilitate this;
- Attend relevant risk management training to ensure that they are able to undertake their risk management and health and safety responsibilities in line with legal requirements;
- Ensure that external standards such as NHS Resolution, Clinical Negligence Scheme for Trusts (CNST) Controls Assurance and Care Quality Commission (CQC) Healthcare regulations (Outcomes) are met and that resources are made available to improve service delivery;
- Ensure that they are active within their roles to promote a positive risk management culture throughout the Trust;
- Monitor and continue progress to attain higher level of achievement and compliance against external standards and legislative requirements.

8. Safeguarding Children, Young People and Vulnerable Adults

The Trust has a clear commitment to safeguarding children, young people and vulnerable adults. All employees will have an organisational and individual responsibility towards safeguarding children, young people and vulnerable adults with whom they have contact with.

To fulfil these duties all employees must attend training and development to recognise the signs and symptoms of abuse or individuals at risk; to follow local and national policies relating to safeguarding practice; and to report and act on any concerns they may have.

9. Infection Prevention and Control

The jobholder must comply at all times with the George Eliot Hospital NHS Trust Infection Control policies, in particular, by practicing Standard (Universal) Infection Control Precautions. Hand hygiene must be performed before and after contact with patients and their environment.

All employees must attend infection control training as required within their department or as directed by their line manager. In addition, employees with clinical responsibilities must ensure that they hold up to date evidence that supports safe infection control practices and procedures, including correct use of Personal Protective Equipment (PPE), use of aseptic techniques, safe disposal of sharps and management of patients with communicable infections.

Employees are required to report any breaches or concerns promptly using the Trust's incident reporting system.

10. Equality, Diversity & Human Rights

George Eliot Hospital NHS Trust aims to promote equality of opportunity for all with the right mix of

talent, skills and potential. George Eliot Hospital NHS Trust welcomes applications from diverse candidates. The Trust has a clear commitment to equal opportunities and it is the duty of every employee to comply with the detail and spirit of the Trust's policy.

Employees will have the right to be treated equitably and with dignity and respect in all areas of employment, regardless of age, gender, disability, ethnic or national origin, religious belief, sexual orientation, HIV status, social and employment status, gender reassignment, political affiliation or trade union membership.

11. Conflict of Interest

The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally, it is responsible for ensuring that employees do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Employees are not allowed to further their private interests in the course of their NHS duties.

12. No Smoking

The Trust acknowledges its responsibilities to provide a safe, smoke free environment for its employees, patients and visitors and is therefore committed to a No Smoking Policy. All Health Service premises are considered as non-smoking zones and smoking is not permitted in any part of the premises or grounds.

Employees can only smoke/vape out of working hours and off-site where they are non-identifiable as a member of the Trust. All employees have a responsibility to support the policy with their own behaviour and, to communicate it to others on site.

Assistance and support will be given to any employees who wish to give up smoking.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.