

Rotational Pharmacy Technician



Job Title:	Rotational Pharmacy Technician	<i>HR use only</i> Job Reference Number
Report to:	Dispensary Manager	
Accountable to:	Chief Pharmacist	



Job description

Job purpose

- To ensure patient safety is a priority in all aspects of the dispensing process.
- Provide high quality technical pharmaceutical support in the dispensary, dispensing and checking medicines for in-patients and outpatients and providing counselling and advice on medicines to patients.
- Provide support for Mental Health, Aseptics and Ward Pharmacy Services.

Job statement

- Registration with the General Pharmaceutical Council (GPhC) is compulsory.
- Undertake dispensing duties in a safe, accurate and timely way under the direction of the dispensary manager or Responsible Pharmacist.
- Undertake final accuracy checking of dispensed items according to SOPs, maintaining national accreditation by undertaking competencies and CPD.
- Undertake aseptic duties under the direction of the Aseptic Services manager.
- Maintain good housekeeping in the dispensary.
- Receive prescriptions, handle payment, verify relevant exemption forms at the counter and assist in selling over the counter medicines from the Pharmacy shop in accordance with legal requirements.
- Answer the telephone and deal with enquiries and requests appropriately, referring calls and taking messages while ensuring strict confidentiality.
- Undertake any other tasks requested by the dispensary manager, following strict SOPs.

OUR VALUES
care



Compassion



Accountable

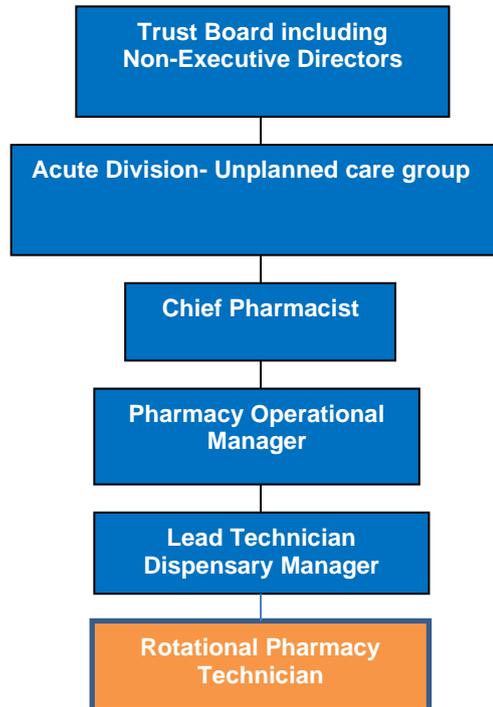


Respect



Everyone counts

Organisation chart



Communication and Relationships

- Keep good communication between patients or customers and dispensary staff, for example, keep patients informed of waiting times.
- Communicate with the dispensary manager or deputy if workload is too high in time allocated. For example if working in the Mental Health area.
- Pass on requests for medicines information from doctors, nurses, other healthcare professionals, patients, relatives, carers, colleagues or general public, recording appropriate details including assessment of urgency, contact name and number.
- Undertake routine stock take and ensure any discrepancies, short dated and expired stock are identified and reported to the IT Systems Manager.
- Use the staff meetings to pass on any relevant information to the rest of the team.
- Carry out appropriate checks on the validity of prescriptions, including name and address of the patient, the medicine, dose, strength, frequency and formulation is present and appropriate according to own knowledge. Contact prescriber directly if needed to clarify and endorse prescription as authorised, referring to a pharmacist for clinical advice as needed.
- Inform doctors, nurses and other healthcare professionals as appropriate of any discrepancies and potential medication errors, referring to pharmacist as required.
- Communicate with General Practitioners, nursing homes, and local community pharmacies as needed to clarify prescription details, or patient medication history details, referring to a pharmacist as appropriate.
- Liaise with the ward pharmacist and technicians to assist with ward based medicines management.

Planning and organising

- Ensure ownership and pride in producing work to a consistently high standard to meet departmental/ professional requirements.
- Concentrate for long periods of time, dealing with pressurised, stressful deadlines and constant interruptions, sometimes having to deal with emotional situations and aggressive patients, relatives, carers or other multidisciplinary healthcare professionals with the support of senior staff.
- Undertake dispensing duties for ward stock, in-patients, outpatients, out hospitals and discharge medication.
- Supply controlled drugs for named patients and ward stock following SOPs.
- Undertake dispensing for monitored dose system as requested by ward pharmacist/technician.
- Check the issue of dispensed ward stock supplies ensuring correct item, strength, quantity and expiry date following SOPs.
- Undertake restocking and checking of emergency drugs in resuscitation boxes ensuring all paperwork is completed according to SOPs.
- Adhere to GPhC standards at all times.
- Ensure the working area is kept clean, tidy and in good order.
- Ensure stock rotation is maintained to avoid out of date stock and promote a safe and cost-conscious working environment.
- Ensure safe disposal of all pharmaceutical waste, including unwanted medicines, expired stock, controlled drugs and oral Cytotoxic preparations, in line with the Trusts' Waste Disposal Policy.
- Dispense various cytotoxic medicines against a prescription, complying with all Health and Safety and COSHH guidelines in order to protect own personal safety and that of others, this includes specific knowledge of dealing with spillages.
- Participate in maintaining adequate supplies of agreed medicines in the emergency drug cupboard for use out of pharmacy opening hours, recording expiry dates, batch numbers details and manufacturer as per SOPs.
- Undertake routine stock take and ensure any discrepancies, short dated stock and expired stock are identified and reported to the Pharmacy Stores Manager.
- Undertake weight and volume checks for extemporaneous dispensing by all Pharmacy staff.
 - Required, on occasions, to dispense oral chemotherapy and TTO's for chemotherapy patients.
 - Participate in maintaining adequate supplies of agreed medicines in the emergency drug cupboard for use out of pharmacy opening hours.
 - Undertake and facilitate routine CPD (continual professional development) in line with GPhC requirements, contribute to and organise in-house training sessions to continually update and improve knowledge and skills of self and team.

- Prioritise work on the wards or in the dispensary according to urgency and importance, ensuring that patient expectations and targets are met where reasonably practicable.
- Ensure all visitors to the department complete the visitors book in accordance with pharmacy security procedures.
- Attend in-house training sessions to continually update and improve knowledge and skills.

Patient and client care

- Deal with all patients, relatives, carers and healthcare personnel in a courteous, professional and confidential manner as appropriate to the individual patient, relative or carer.
- Undertake routine Accredited Checking Pharmacy Technician (ACPT) duties; perform final technical accuracy checks on in-patient, discharge and out-patient prescriptions that have been clinically screened by a Pharmacist.

Service and policy development

- Adhere to all SOPs within the department/job role.
- Participate in the ongoing development and updating of procedures, by reporting any discrepancies in current procedures or any ideas for improvement, to the dispensary manager.
- Required to continually contribute to the improvement and updating of working practices and procedures in Aseptics.
- Work with Pharmacy Management to update and develop procedures.

Managing financial resources

- Follow financial procedures with respect to the use and cashing up of the till liaising with finance with regard to banking and reconciliation.
- Take in prescriptions, and handle payment by credit card for out-patient prescriptions and sales of medicines over the counter and check relevant exemption forms or documentation to ensure validity, referring to a pharmacist if needed.

People management and development

- Assist in the training of vocational students, clinical placements, pre-registration pharmacists and new staff to achieve necessary competencies. Required to demonstrate and provide witness statements, but not to evaluate.
- Provide training to JAC users as necessary following agreed training plan.

Information system use and management

- Operate JAC computer system and manual dispensing system (robot) for dispensing purposes; ensure accurate and speedy entry of patient medication onto the system to meet department/trust standards on prescription waiting times. Use stock maintenance and returns programme when needed to review stock levels, check orders and ensure correct balance of stock is maintained on computer and in dispensary.

Involvement in surveys and research

- Participate in audits of Pharmacy services and processes, to ensure department targets are met. Collate data as appropriate. Participate in audit programme for the Trust

Freedom to Act and autonomy

- Responsible for following policies and procedures as defined by the Trust and department.

General compliance:

To comply with all Trust Policies and Procedures, with particular regard to:

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates
- (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.

To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.

Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.

Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

Perform any other duties that may be required from time to time.

Patients come first in everything we do. Every post holder can make a difference to a patient's experience. You will come across patients as you walk around the hospital; we rely on all our staff to be helpful, kind and courteous to patients, visitors and each other.

Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.

Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures

Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves, this job description may be altered to meet changing needs of the service, and will be reviewed in consultation with the post holder

Key Skills required undertaking this role.	On Appointment (Essential)			After 12 months in post			At 2 nd Gateway (Desirable on appointment)			How this will be measured.
Qualifications and role specific knowledge*	L4 Certificate of Higher Education in Pharmacy Technician Practice Or BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians Experience in a hospital or community pharmacy. Commitment to undertake accredited development programmes. Registered or eligible to register with the General Pharmaceutical Council. Evidence of CPD.			Completion of in-house competency training in Aseptics. Knowledge of JAC computer system						Application form/ Interview/certificates/gphc reg number
Safeguarding Children**	1			1			1			
Physical Skills	Good time management Assertiveness Mentoring Decision making Able to stand for long periods of time Managing change									Application form/ interview/references

Dementia Awareness	Level 1	Level 1	Level 1	
Aptitudes	Flexibility Shows initiative, common sense, motivation and commitment. Professional attitude. Decision making skills			Application form/interview/references
Abilities	Ability to prioritise work Ability to work effectively and accurately under pressure Able to work independently and in a team. Able to use computers proficiently for Microsoft Office etc			Application form/ interview/references
Communication Skills	Evidence of good communication and listening skills- direct, telephone, interpersonal and written			Application form/ interview

* = State knowledge required in terms of level of competence NOT X years' experience, as this is age discriminatory

** indicate the level of mandatory Safeguarding Children Training this post needs 1,2 or 3.

When submitting a job description for evaluation, it must be accompanied by a Job Description Risk Assessment form

SUPPLEMENTARY JOB DESCRIPTION INFORMATION

Post Title: Band 4 Rotational Pharmacy Technician

Ward/Dept and Site: Pharmacy

Date Completed: February 2024

1. General Information about the post.

Location	%	Location	%	Location	%
Office based		Home		Outpatients Clinic	
Laboratory		Kitchen		Community based	
Ward area	25	Stores		Workshop	
In a vehicle		Department	75	Theatre environment	

Indicate below if any of these apply

Location	%	Location	%	Location	%
Isolated locations	0	Outdoors	0	Works on their own	0
Works with patients in isolation e.g. in their own home	0	Works with patients – assistance is accessible.	0	Required to be in a building on their own for periods of time	0
Working hours					
Full time	✓	Part time			
Office hours		Hours worked as a shift		Hours worked at night	
Concentration and Levels of Interruptions					
Required to concentrate for long periods of time	✓	Required to concentrate for short periods of time			
Interruptions throughout the day		Constant	✓	Occasional	

All criteria require a indication of whether the post holder will be expected to work in or be directly exposed to the following factors. Please use the comments box to provide details including frequency (e.g. how many times per shift)

2. Working Conditions	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Working in bad weather e.g. when it is windy or/and raining.					x
Excessive temperatures					x
Unpleasant smells/odours				x	
Noxious fumes			x		
Excessive noise &/or vibration					x
Use of VDU more or less continuously			x		
Unpleasant substances/non-household waste					x
Infectious Material/Foul Linen					x
Body fluids, faeces, vomit, blood				x	
Dust/dirt			x		
Humidity					x
Contaminated equipment or work areas					x
Driving/being driven in normal situations					x
Driving/being driven in emergency situations					x
Fleas or lice					x
Exposure to dangerous chemicals/ substances in/not in containers	x				

Exposure to aggressive verbal behaviour where there is little/no support				x	
Exposure to aggressive physical behaviour where there is little/no support				x	
Exposure to risks that could result in an acute traumatic injury					x
Undertaking exposure prone procedures					x
Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)					

3. Emotional Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Processing (e.g. typing/transmitting) news of highly distressing events					x
Giving unwelcome news to patients/ clients/carers/staff				x	
Caring for the terminally ill					x
Dealing with difficult situations/ circumstances		x			
Designated to provide emotional support to front line staff				x	
Communicating life changing events					x
Dealing with people with challenging behaviour		x			
Arriving at the scene of an accident					x

Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)

4. Physical Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Working in uncomfortable/ unpleasant physical conditions				x	
Working in physically cramped conditions				x	
Lifting weights, equipment or patients using mechanical aids			x		
Lifting weights/ equipment or patients without mechanical aids					x
Making repetitive movements	x				
Climbing or crawling					x
Manipulating objects	x				
Manual digging					x
Running					x
Standing/sitting with limited scope for movement for long periods		x			
Kneeling, crouching, twisting, bending or stretching					x
Standing/walking for substantial periods of time	x				
Heavy duty cleaning				x	
Pushing/pulling trolleys or similar				x	

Working at heights					x
The job requires to be trained in control and restraint.					x
Comments: Please use this section to provide any additional details you feel are relevant for the role (e.g. how many times per shift)					
5. Mental Effort	Frequency				
	Certain	Likely	Possible	Unlikely	Rare/ Not at all
Carry out formal student/ trainee assessments					x
Carry out clinical/social care interventions					x
Analyse statistics			x		
Operate equipment machinery			x		
for more than ½ a shift					x
for less than a shift					x
Give evidence in a court/tribunal/ formal hearings				x	
Attend meetings (describe types of meeting and post holders role)			x		
Carry out screening tests/ microscope work					x
Prepare detailed reports					x
Check documents	x				
Carry out calculations	x				
Carry out clinical diagnosis					x
Carry out non-clinical fault finding			x		

Signed by post holder*: _____

Date

Signed by line manager: _____

Date

* in the case of new jobs this will have to be an 'estimate' of the demands of the role.