NHS
Lewisham and Greenwich
NHS Trust

Candidate Information Pack

High quality care for every patient, **every day**

Message from
Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff have met the demands of the Covid-19 pandemic over the last two years, and we continue to work hard to reduce waiting lists for vital non-Covid services.

As an organisation, we've made significant improvements for patients and staff in the last two-and-a-half years. This is reflected in our most recent Care Quality Commission (CQC) inspection (from February 2020), which found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change and are at the start of delivering our five-year strategy, "Caring for our local communities". This was agreed with staff and partners in November 2020 and provides clarity about our role in the local health and care system. First and foremost, we will be a community focused provider of consistently high quality local and acute care. We will work with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce are reflective of the local communities which we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity of joining us.

Ben Travis

Chief Executive

Our vision, values and priorities

Our vision

To work together to provide high quality care to every patient, every day.

Our priorities

Quality
Continually improve safety and quality

Patients
Put patients at the heart of everything we do

People
Support and develop our workforce to live our values every day

Partnership
Work effectively with partner organisations

Money
Ensure we spend every penny wisely

Our values

We treat our colleagues with respect and compassion

We take responsibility for our actions

We learn, develop and share knowledge

We work together for patients and colleagues

We work as a team to improve quality

General Information

Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

General Data Protection Regulation 2018

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement. Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.

iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.

iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and

Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding
All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline

JOB DESCRIPTION

Post Title: Lead Pharmacy Technician

Grade: 6

Department: Pharmacy

Site: UHL or QEH

Responsible to: Principal Pharmacy Technician

Responsible for: Pharmacy Technicians, Pre-registration Trainee Pharmacy Technicians and Pharmacy Assistants

Accountable to: Director of Pharmacy

Hours: 37.5 per week (plus rotational weekends)

Job Summary:

1. To support and manage the pharmacy technical team in the delivery of ward-based clinical pharmacy and operational services across the Trust. This will include the promotion of safe and cost effective drug use, appropriate medicines storage and security, and providing a high quality service.

2. To support the development and implementation of policies, procedures and guidance relating to patient services. This includes undertaking audits, producing reports and implementing any changes that are necessary.

3. To provide technical operational and clinical support to the pharmacy department as required by the needs of pharmacy service. This includes line management, supervision, training and support to junior pharmacy technicians, pre-registration trainee pharmacy technicians and other pharmacy staff as necessary.

4. To support your section lead with the delivery of any service developments associated with pharmacy services required to meet local and national requirements.

5. To support the Principal Pharmacy Technician, Education and Training in the co-ordination, implementation, development and delivery of training programmes for pre-registration pharmacy technicians, pharmacy assistants and trainee pharmacists.

6. To deputise for the Chief/Principal Pharmacy Technician for the section of department responsibility.

Key Result Areas & Performance:

Service Development & Delivery

1. To support the development of operational / clinical pharmacy services in the Trust.
2. To be registered with the General Pharmaceutical Council as a Pharmacy Technician.
3. To actively support and facilitate the provision of operational / clinical pharmacy services within the department or at ward level as necessary to agree performance targets with guidance and support from the section lead.
4. To support the development and implementation of policies, procedures and guidance for Pharmacy Technicians and Pharmacy Assistants to support best practice of operational / clinical pharmacy services.
5. To support the development, review and maintenance of pharmacy accreditation programmes for technical staff working within pharmacy services.
6. To provide supervision for pharmacy technical staff working within the pharmacy department.
7. To monitor and evaluation the practice and competency of pharmacy technical staff working in the pharmacy department.
8. To identify and highlight areas where interventions concerning safe and secure handling of medicines are required, make relevant recommendations and support actions by seniors.
9. To identify and highlight areas where interventions concerning controlled drugs are required, make relevant recommendations and support actions by wards.
10. To organise projects and training in relation to operational / clinical pharmacy and as required.
11. To perform audits of workload as necessary to streamline quality of service on a regular basis.
12. To provide the details of output, performance, and activity at specified time intervals in a format agreed with the Pharmacy Performance Quality Review meeting.
13. To attend and contribute to relevant departmental and Trust meetings as required.
14. To contribute to the determination of the future direction of operational / clinical pharmacy services through identification of customers and their needs.
15. To deputise for the Principal / Chief Pharmacy Technician in their absence.
16. To liaise and work closely with other Lead / Senior Pharmacy Technicians, specific areas and across the trust.
17. To answer queries, both on the telephone and in person, with medical, nursing staff and patients and seek help from a pharmacist when necessary.
18. To investigate / supervise clinical incidents occurring within the pharmacy department.
19. Results of the investigation may be entered onto the Ulysses risk management system if appropriate.
20. To write and maintain standard operating procedures for areas of work within the section assigned to and to participate in the production of clinical policies and procedures.
21. To ensure daily workload for the designated area is completed and junior staff handover any relevant information to the appropriate person in the department.
22. To act as an Educational Supervisor, Practice Supervisor and / or expert Witness as required.

Leadership and Service Development

1. To participate in the ‘front-line’ provision of operational / clinical pharmacy services as appropriate and when required.
2. To lead and develop the operational / clinical pharmacy service as required. This includes setting and monitoring quality standards for operational / clinical pharmacy services and the provision of feedback to the Principal / Chief pharmacy technician.
3. To liaise with other senior pharmacy staff to ensure the effective provision of pharmacy services.
4. To collaborate in the development of Standard Operating Procedures, Patient Group Directions and any other required policies within the department.
5. To identify resources required to improve pharmacy services within the department.
6. To support the development, implementation and adherence to local and national guidelines/policies to ensure cost-effective and safe delivery of services within the department.

Staff Management & Training

1. To manage the induction and development of pharmacy staff, according to their identified needs and development and funding framework of the department n liaison with the Principal Pharmacy Technician for Education and Training.
2. To be the direct line manager for senior Pharmacy staff, and delegate to senior staff more junior staff members for all the following, according to Trust procedures:

    - Regular appraisals of performance and objective setting
    - Sickness absence
    - Disciplinary and grievance matters
    - Recruitment and selection
    - Personal development
    - Departmental workload allocations

3. To identify the training and development needs of all pharmacy staff.
4. To facilitate the training and development of pharmacy technicians, pre-registration trainee pharmacy technicians and trainee pharmacy assistants, working in line with service needs and personal development plans.
5. To support the Principal Pharmacy Technician in Education & Training in co-ordinating and delivering education and training to other healthcare staff as required, ranging from one-to one communications to more formal presentations in order to promote medicines pharmacy services and good practice.
6. To co-ordinate and advise on Continuing Professional Development (CPD) for all technical staff within Pharmacy.
7. To undertake CPD to ensure that knowledge is continually updated in the field of work.
8. To be responsible for the authorisation of annual leave for pharmacy technicians and assistants, whilst ensuring appropriate levels of staffing across the department.
9. To evaluate and develop own management and professional knowledge competencies by attendance at in-house training programmes, external training programmes, self-education and practice research.
10. To organise and ensure regular one-to-one meetings with staff.

Educational Supervisor Responsibilities

1. To monitor the progress of pre-registration trainee pharmacy technicians and pharmacy assistants in training.
2. To plan and monitor training objectives and assessments are completed within the relevant rotations, according to training plans.
3. To make judgements on evidence against national occupational standards and provide constructive feedback, guidance and support.
4. Undertake and maintain CPD to ensure knowledge and skills are up-to-date in occupational and assessor national standards.
5. To support pharmacy colleagues involved in the supervision and implementation of our training programmes.
6. To co-ordinate competency-based assessment and carry out observations.

Research & Development

1. To lead in audit and practice research to investigate, and where appropriate, improve the quality of service for patients in the trust.
2. To encourage research conducted to be published or presented at local, national or
3. international meetings.
4. To support the integration of research evidence into practice.
5. To identify gaps in evidence base, and where possible, research these.

Governance, Information & Data Management

1. To support the collation of quantitative and qualitative performance measures, co-ordinate their use and be involved in disseminating and acting on the information gathered.
2. To collate & review audit data associated with monitoring outcomes associated within pharmacy services and utilise available information to influence and develop services in the Trust.

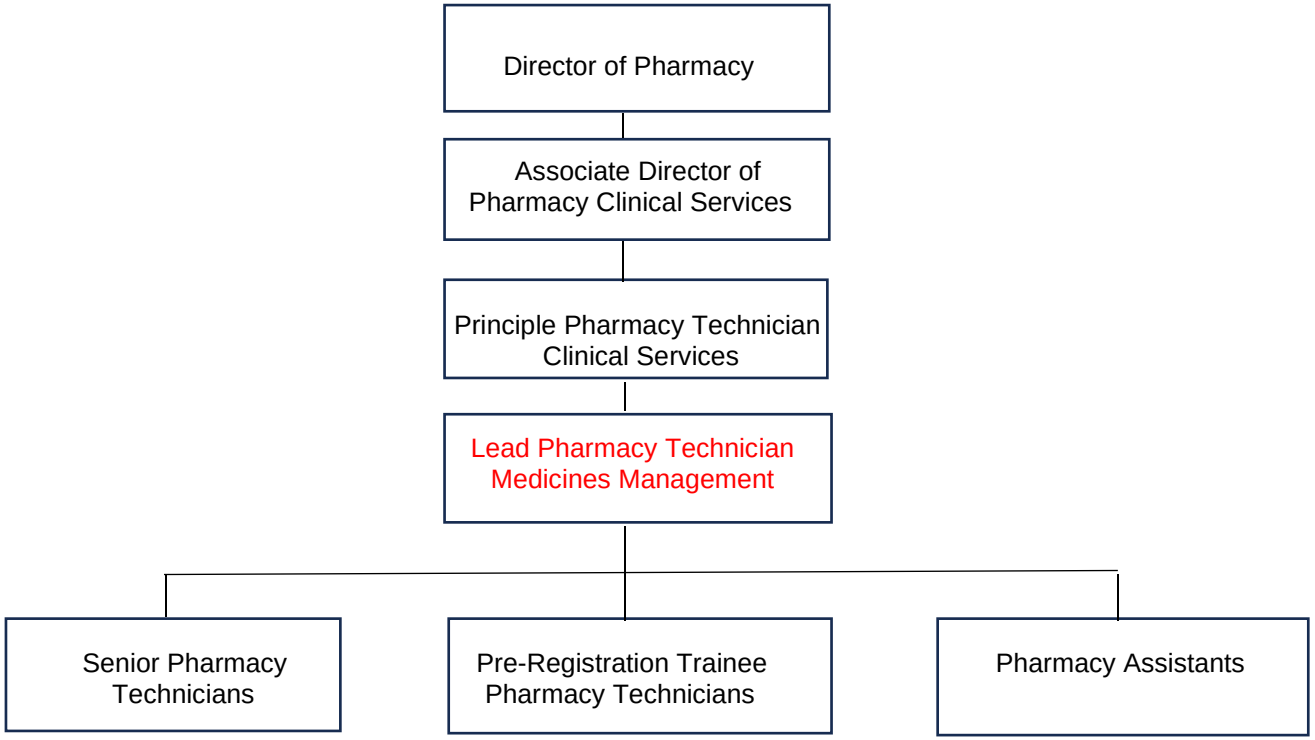
Communications and Relationships

1. To communicate with the multidisciplinary healthcare team (doctors, nurses, dieticians, physiotherapists, occupational therapists, ward managers, and site practitioners), to intermediate care, general practice support and community pharmacists in the provision of medicine related information and assessment of patients' treatment.
2. To work with appropriate staff to support development of pharmacy services throughout the Trust.
3. To demonstrate good communication skills as the role liaises with a wide variety of people within the Trust. This will include service and general managers across all directorates, trust risk managers, directorate governance leads, multidisciplinary team members and all Pharmacy staff.
4. To liaise with external bodies including community pharmacies, GPs, local ICB, necessary pharmacy networks and suppliers.
5. The post-holder will be required to communicate clearly and sensitively about patient medication issues both internally and externally.

General

1. To ensure that the principles of safe and secure handling of medicines are adopted and to take part in quality assurance systems for pharmaceutical services.
2. To maintain a Continuing Professional Development portfolio.
3. To develop links with other departments and professionals within the Trust to ensure multidisciplinary working.
4. To participate in the Saturday, Sunday, Bank Holiday and late shift service according to the rota.
5. To participate in the dispensary cover rota. This includes:
   - To take in prescriptions and verify personal details.
   - Take a current drug history from the patient or carer to identify any drug allergies, drug interactions or problems with the medication prescribed.
   - To give out patient medication to patients and counsel the patient on their medication to promote concordance. This will include the name of the medication, dosage, common side-effects and administration details including use of devices. In addition, resolve any queries or concerns a patient may have about their medications.
6. To authorise annual leave for pharmacy technicians and pharmacy assistants having an overview of staffing levels in the clinical areas and ward pharmacy cover
7. To undertake any other duties as may be reasonably requested by the Director of Pharmacy consistent with the responsibility of the post

Structure Chart



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Data Protection Act

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ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.

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Risk management

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Infection Control

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Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding Children

All staff must be familiar with and adhere to Trust child protection procedures and guidelines.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff have a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Valuing Diversity

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Single Equality Scheme and it is for each employee to contribute to its success.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy.

Role Model the NHS Values

PERSON SPECIFICATION

Job Title: Lead Pharmacy Technician (Band 6)

	Essential	Desirable
Qualifications and Training	NVQ Level 3 in Pharmacy Services or BTEC in Pharmaceutical Science or equivalent Accredited Checking Pharmacy Technician Professional registration with the General Pharmaceutical Council (GPhC) Specialist knowledge of pharmacy procedures/processes HEE LaSE Medicines Optimisation or in-house accreditation Educational supervisor or equivalent	Other postgraduate qualifications relevant to pharmacy practice, such education & training qualifications
Experience & Skills	Substantial post registration experience working in hospital pharmacy Demonstrable experience and involvement with BTEC training of pre-registration pharmacy technicians. Demonstrate experience of training and mentoring others Demonstrate experience of line Management	Demonstrable experience of co-ordinating and leading on clinical audit. Demonstrable experience of protocol l/ guideline development. Practice Supervisor qualification Assessor qualification
Knowledge & Skills	Practical knowledge of role of ward-based pharmacy technicians in provision of medicines management services on wards Good understanding of law and good practice related to prescribing, storage and handling of pharmaceuticals Demonstrate clinical knowledge of medicines use	Ability to contribute to the planning of service developments within a department or service Evidence of audit and/or project work

	Ability to prioritise and plan work effectively alone and for a team Demonstrated ability to communicate complex information effectively using clear written and spoken English and overcome barriers to understanding. Ability to work positively and calmly under pressure. Proficient in all Microsoft Office software with proven computer literacy and IT skills including: • Email • Word processing • Spreadsheets • Use of search engines/medical databases to retrieve information Demonstrated accurate numeric skills	
Personal Qualities	Be flexible in responding to demands of the service. Reliable, polite and approachable. Knows own professional and personal limitations and seeks advice where necessary.	
Other	Willingness to contribute to the general life and work of the Pharmacy and Trust. Willingness to participate in weekend, evening, Bank Holiday and late shifts as required. Able to work agreed hours	

PRODUCED BY: Simon Weekes – Chief Technician Pharmacy Clinical Services
Lynn Cope, Principal Pharmacy Technician E&T

DATE PRODUCED: JAN. 2024