****

**NHS Greater Glasgow and Clyde**

**Apprenticeship Programme**

**Pre-Registration Pharmacy Technician – Technical Apprenticeship**

**Various locations**

**   ** 

**Who can apply for this Training Programme? **

This programme is designed as an entry route into NHS Greater Glasgow and Clyde Pharmacy Services and we encourage applications from school leavers.

We are committed to recruiting a workforce that reflects our population and we welcome applications from people from Black, Asian or other Minority Ethnic backgrounds, from LGBTQ+ candidates, Care Experienced\* people and Disabled people.

**Shortlisting Requirements – Entry Criteria** 

Applications are considered on a competitive basis which means not all candidates who meet the entry criteria will be guaranteed an interview.

In order to be considered for interview your Application Form MUST clearly demonstrate that you meet the following criteria:

* Have already achieved National 5 qualifications (or Intermediate 2 or Credit Standard Grades) at Grade A to C in Chemistry, Biology, Maths and English/ESOL

**OR**

* The equivalent SCQF level of qualification/award

**OR**

* Completion of the Access to Pharmacy Course (SCQF Level 5)
* Fully complete the assessment question section of the application form to demonstrate that you have the interpersonal skills and qualities we require for this post.

**AND**

* Are able to commence employment in September 2025. *Please note this start date is non-negotiable.*
* We operate a Guaranteed Interview scheme for Care Experienced\* and Disabled applicants who meet the minimum selection criteria for this post. Please contact donna.lennie@ggc.scot.nhs.uk for more details

*\*The term “care experienced” refers to anyone who has been, or is currently in care. This includes kinship care where you are living/lived with a relative who is not your parent, or looked after with the help of social work, or living/lived in Residential care, Foster care, secure care or Adoption.*

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**What are the benefits of joining the Pre – Registration Pharmacy Technician Programme?**

This programme offers you the opportunity of gaining skills and qualifications that will help to start your career. As a Pre-Registration Pharmacy Technician you will be in paid employment and work towards a recognised vocational qualification at the same time[[1]](#footnote-1).

Engagement with the Workplace Training, SVQ process, college attendance and satisfactory course progression is mandatory to successfully complete this programme.

This programme is linked to a Technical Apprenticeship at SCQF Level 8, completed over two years and you will work towards achieving the [Diploma in Pharmacy Services](#:~:text=The%20Diploma%20in%20Pharmacy%20Services%20at%20SCQF%20level,states%20and%20the%20actions%20and%20uses%20of%20medicines.) made up of the following elements

* Professional Development Award (PDA) in Pharmacy Services at Level 7
* Scottish Vocational Qualification (SVQ ) in Pharmacy Services at Level 8

If you already hold **both** of these qualifications you should consider applying for other NHS GGC Vacancies within Pharmacy Services – click here

If successful, you will be appointed to this Training Programme as a Pre-Registration Pharmacy Technician under Annexe 21 Terms and Conditions which means that during your training you will earn a percentage of the top of the NHS Agenda for Change Band 4 Salary Scale - £30,353 - £33,016 (2025/2026 Pay Rates) or the Scottish Living Wage, whichever is highest

Your salary will be as follows:

Band 4 Annexe 21 Year 1: 70% – £23,111 per annum

Band 4 Annexe 21 Year 2: 75% – £24,762 per annum

On successful completion of the programme you will be supported into permanent employment as a Pharmacy Technician and appointed at the entry point of a Band 4 Salary, £30,353 per annum (2025/2026 pay scales)



**How long will this training programme last?**

This is a Fixed Term two-year training programme and after successful completion of all elements of the programme you will be supported to transition into permanent employment. During your training you are expected to attend regular reviews to discuss your progress and development needs and are expected to stick to the agreed training plan. This includes attending internal and external training and taking responsibility, with support, to collect the evidence required that proves competence in the job role

**Will I be attending college?**

You will attend West College Scotland (Greenock Campus) on a distance learning basis (online lessons) on a day release basis for two years to obtain the Professional Development Award (PDA) in Pharmacy Services https://www.sqa.org.uk/sqa/92617.html

**What is a PDA?**

A Professional Development Award (PDA) is flexible qualification for industry and is made up of a series of units which will be delivered by the college. The units are linked to National Occupational Standards.

You will be undertaking this group award by distance learning using the West College Scotland virtual learning environment ‘Moodle’. This platform will provide you with learning materials, revision support, formative assessment opportunities and, for some units, you will use this to submit summative assessment essays and tasks. You will be given protected study time to undertake this element of your programme and you will have a learning plan to help guide your studies.

A variety of assessment methods are used to generate evidence for the PDA underpinning knowledge units such as closed book tests, essays, portfolio building, reflective statements, professional discussions and production of materials.

Your learning will be self-managed with access to tutor support as needed so it is extremely important that you are motivated to learn, carry out research to supplement your learning and keep in touch with your nominated college tutor.

On occasion you will be required to attend on campus for closed book assessments and other learning if required.



**How is the SVQ Delivered?**

The vocational training (SVQ in Pharmacy Services at SCQF Level 8) will be undertaken in your place of work with the support and qualification assessment provided internally by a team of experienced work-based assessors. An SVQ is a qualification that shows that you are able to perform a job to nationally recognised standards and is made up of a number of units, each one of which describes an aspect of the job. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work-related evidence. You will be assessed on the skills you use every day in your job and will assemble a portfolio of evidence in support. Your workplace training supervisor will also be involved with some assessments to provide workplace monitoring and feedback. In addition, assessment will be subject to quality assurance procedures and could require some assessments to be invigilated by the workplace training supervisor.

**Will I be working to a Job Description?**

Yes. You will work to a generic Pre-Registration Pharmacy Technician job description with the expectation that you will be supported and trained to carry out all of the duties and responsibilities outlined. You would not be expected to perform at Pharmacy Technician level on appointment. You will also receive an outline of the training programme which highlights the key areas which you are expected to complete before your training will end.

**What will I be doing?**

As a Pre-Registration Pharmacy Technician you will join the pharmacy team in NHS Greater Glasgow and Clyde Pharmacy Services and assist in the provision of a diverse range of technical pharmaceutical services across Acute, Primary & Community sites.

Pharmacy Technicians are vital members of both the pharmacy and NHS Healthcare team. The role of the pharmacy technician is becoming more varied and complex as medicines become increasingly sophisticated and the role of the pharmacist evolves. As a result of this, the aim of our training programme is to deliver pharmacy technicians who have the necessary skills and knowledge to practice in a 21st century NHS. A comprehensive list of all duties and responsibilities is given in the full job description at the end of this pack.

You can find out more about this role at: https://careers.nhs.scot/careers/explore-our-careers/pharmacy/pharmacy-technician/



**Where will I be working?**

On appointment you will be allocated to either our Acute Hospital sites or to our Primary Care teams. This will determine your route of education & support for your 2-year qualification.

If Acute based, you will visit a few sites with GGC to undertake your training through a pre-determined rota for 4 days a week with the other day being your “college day”. There may also be opportunities to work in specialist settings such as preparative services where products such as pre-filled syringes or infusion bags are prepared in a clean room environment. You may also have a split post between acute and primary care meaning you will work 2 days in acute and 2 days in primary care with 1 day college.

If Primary Care based you will work between one of our Primary Care hubs & a Community Pharmacy with your week being split as follows: 2 days Primary Care, 2 days Community Pharmacy & 1 day “college”

Consideration may be given to your home postcode when allocating a base site.

Regardless of where your training takes place, all Pharmacy Technicians are trained to the same nationally recognised standard and on successful completion of your training you will be eligible for registration with the General Pharmaceutical Council as a Pharmacy Technician and for appointment to vacancies anywhere within NHS Greater Glasgow and Clyde Pharmacy Services.

All staff are entitled to apply for the following benefits on appointment:

* Interest free loan to purchase Zonecards - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
* Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.

**Who else works in within the team?**

You will work directly with established teams of Higher-Level Technicians and Pharmacists

**What type of person are you hoping to recruit?**

As well as demonstrating that you meet the meet the academic criteria you must also demonstrate in your application that you are organised, enthusiastic, highly motivated, hardworking and accurate and be able to demonstrate good written and verbal communication skills. You will need good manual dexterity and good hand-eye co-ordination with excellent attention to detail.

**What are the most important personal qualities required for the role?**

You will find further guidance on how to complete this section of the application form and suggested examples of cross transferable skills from education/extracurricular activities on page 12.

Good interpersonal, teamwork and communication skills are essential in providing a professional and efficient service. You will be working as part of a wider team in a busy environment so your application should show us that you have good organisational skills, are self-motivated and are flexible in your approach to ensure the best outcome is achieved for our patients.  Your application should show us that you are someone who is keen to learn new things and has an enthusiastic and positive approach to work.

Dispensing of prescriptions takes place in a busy environment and will require good attention to detail and a high level of concentration. Being able to take instruction and follow procedures is important, as is having a flexible and adaptable manner in order to cope with changing demands on your time. Your application should show us that you can work well in situations where there are time pressures and quick responses required.

As you will travel cross site/sector, flexibility is also an essential requirement

**What is a Technical Apprenticeship Framework and where does an SVQ fit in?**

A Technical Apprenticeship Framework is a document that describes the minimum standard of competence defined by employers for a given role. Frameworks identify relevant SVQ (or alternative competency-based qualifications), core skills e.g. communication, numeracy and any industry specific training that might be required.

A Scottish Vocational Qualification (SVQ) is a qualification that shows that you are able to perform a job to nationally recognised standards. SVQs are made up of Units, each one of which describes an aspect of the job. You are expected to work your way through all of the Units attached to your job role. There are no exams involved in an SVQ, staff are assessed at their workplace using observation, professional discussion and work-related evidence. You will be assessed on the skills you use every day in your job.



**Which qualifications will I hold when I complete this programme?**

You will be awarded a Diploma in Pharmacy Services which is made up of:

* Professional Development Award (PDA) in Pharmacy Services at Level 7
* Scottish Vocational Qualification (SVQ) in Pharmacy Services at Level 8

You will hold a Pharmacy Technician (Integrated) - Technical Apprenticeship SCQF Level 8

https://www.instituteforapprenticeships.org/apprenticeship-standards/pharmacy-technician-integrated/

On successful completion of all aspects of training you will be eligible to apply to join the professional regulatory body - General Pharmaceutical Council (GPhC) and practice as a pharmacy technician (Reg. Pharm. Tec). https://www.pharmacyregulation.org/about-us

**What happens at the end of the training programme?**

On successful completion of **all** elements of the NHS Greater Glasgow and Clyde Pre-Registration Pharmacy Technician Programme we will support your transition into permanent employment within the organisation.

The pharmacy technical profession is developing across NHS Scotland, within NHSGGC we have invested heavily in the recruitment and development of this key resource. We have a well-established career framework for Pharmacy Technicians.

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**The Selection Process**

*Please note this timetable is indicative and may change. Any variation in dates will be notified to candidates.*

|  |  |
| --- | --- |
| **Recruitment Stage**  |  **Date**  |
| Post opens for Applications | 4th July 2025  |
| On line Information Sessions Click here to register for info session  | 15th July 2025 @ 3pm |
| Closing date for application submission  | 20th July 2025 |
| Applications Assessed and selected candidates identified for Interview.  | 24th July 2025 |
| Online Interview Preparation Session | W/c: 28th July 2025 |
| Interview – In person Panel Interview  | 4th & 5th August 2025 |
| Start date for Successful candidates to commence employment – *Subject to successful completion of all required pre- employment checks* | 15th September 2025*Subject to change.* *Please note candidates must be available to start on either of these dates.* |
| College Programme Induction  | TBC |

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**I’ve never worked in Pharmacy before so how doI know if I have the skills you are looking for?**

As this is an entry level position we will also ask you to answer some questions in the assessment section of the application form help us assess your suitability.

**How do you decide who to interview?**

We base our decision on who to interview by assessing the information you have provided on your application form and your responses to the questions you have been asked to address in the assessment section.

As well as having theeducational qualifications, skills, knowledge/experience to apply you must also be able do the job so we will also ask you to provide supporting information in the assessment section of your application form that will help us assess your suitability.

The Assessment Section of the application form plays a significant part in our decision to select your application for shortlisting. **Please ensure you read the guidance on completing this section and ensure you answer all the questions put to you in the way we ask you to**.

*If selected for interview, you will be asked to take part in an aptitude test alongside the normal interview process.*

NHS Scotland is a Disability positive organisation and operates a Job Interview Guarantee scheme for disabled applicants who choose to participate in this scheme. **All disabled applicants who meet the minimum criteria for selection are encouraged to indicate if they wish to participate in the Job Interview Guarantee Scheme**

**How to complete your Application Form** 

**How do I apply for this position?**

All applications need to be made through the NHS Scotland on line application form system.

NHS Scotland | Jobs | Search here for your perfect career - Jobs Page

When you first register with the application system you will create an account which you can access at all stages of the process.

**How do I complete my application form?**

One standard application form means that everyone who applies is considered on the same basis. **You need to complete the application form in full – please do not upload a CV as this will not be available to the selection panel.**

**What you need to tell us on the application form**

When completing your application please ensure that:

* You provide us with full contact details
* You provide us with your **full** education history. If including Standard Grades or Intermediate or GCSE please make sure you include the level.
* You provide details of any employment history, if any.
* If you have no employment history you can include volunteering or work experience placements in employment history section.
* You complete the assessment questions
* You provide full contact details for a least 2 referees (education, employment or character). *Please see guidance (below) on who can provide references*

It’s a good idea to gather all the necessary information e.g. your educational qualifications before you start to complete the application form.

Plan what information to include in each section of the application form and draft your responses before you type it into the text box in the application form and check your spelling and grammar.

**Completing the Assessment Questions**  

To stand the best chance of getting an interview you need to fully answer the assessment questions and make sure you follow the guidance we give you on how to answer.

**You will be asked three questions in the application form and we would like to answer them as follows:**

**1 Why do you think you are suitable for this role?**

* **How to Answer: In the summary information on page 5 we have told what kind of person we are hoping to recruit. Give us examples that show us you have the skills and attributes you will need for this job.**  *Tell us about the skills and personal qualities you have and how you have developed them e.g. through work, volunteering, school/college practical subject based tasks (any school subjects any hobbies or pastimes that can demonstrate your skills), any clubs or after school/college groups/other interests that demonstrate the communication skills and personal qualities we are seeking.* ***Don’t just tell us you have a skill or attribute – give us examples and tell us how they would help you in this job.***

**2 Why do you want to work for the NHS?**

* **How to Answer: Tell us why are you interested in a becoming a Pharmacy Technician.** *We have told you in the supporting information and job description what the job involves so tell us why you think you would be good applicant.* ***Tell us about your interest in working in Pharmacy and why this is the career path for you****. What is it about this job that appeals to you and why did you apply for the programme?*

**3 Is there any other relevant information that will assist us in shortlisting your application?**

* **How to Answer: Tell us a bit more about you**. *How do your family, friends, teachers/employers describe you? Tell us about your achievements (e.g. Duke of Edinburgh or other awards, hobbies and interests), any talents or aspirations or anything else you think might be relevant to your application. We want to know what interests you and how other people see you.* ***If you are a Care Experienced Applicant as defined on page 2 please tell us here.*** Please do not send any other inclusions e.g. copies of qualification certificates, other award letters or CVs etc. If you are selected for interview we will let you know what evidence we need you to provide regarding your educational qualifications.

**Equal Opportunities Monitoring** 

This part of the form is optional and the information you provide in this section exercises no part of the selection process, but you must supply your Date of Birth due to the age restrictions applied to apprenticeship posts.

**Who should I ask to be a referee?**

NHS Scotland require you to provide details of at least **two** referees that will cover a period of the last three years, however we understand that this can be difficult if you have not worked before or have a limited employment history.

If you are in full time education or recently left education your referees can be teaching staff and Pastoral Care staff. We will only contact your referees if we decide to make a conditional offer of employment.

**Who else can I ask to be a referee?**

You can also include referees from any volunteer work or work experience. If you don’t have employment or education references that cover the last the last three years, we will also accept character references

It is important that you give us full contact details including email addresses for all your referees.

**Who can act as a Character Referee?**

A Character Referee is a professional person or person of good standing in the community who is not a family member and who can vouch for your suitability for the role.

Examples of suitable Character referees could include anyone known to you (but not a family member) who is required to hold professional registration to do their job, or is employed in professional capacity, or is a Public Sector employee, or holds a position of seniority in a company or business, is a business owner or is a person of good standing within your local community (e.g. sports coach, scout leader, youth worker etc)

If you are experiencing difficulty in identifying suitable Referees please email donna.lennie@ggc.scot.nhs.uk for support.



**Can I get help to complete the application form?**

If you feel that you need some help to decide what would be useful to include in your application you should make contact with your local Skills Development Scotland office. One of the advisers there will be able to support you through the application process. You can find out more at https://www.skillsdevelopmentscotland.co.uk/

You can also find information on the My World of Work website https://www.myworldofwork.co.uk/getting-job/application-forms

**You need to complete the application form in full – please do not upload a CV as this will not be available to the selection panel.**

**When will interviews be held?**

Interviews will be held week commencing 4th August 2025 . If you have been selected for interview you will receive a system notification.

**When will the Pre-Registration Pharmacy Technician Training Programme start?**

All our offers of employment are conditional and subject to you satisfactorily completing pre-employment checks which include references, Disclosure Scotland Clearance and an occupational health assessment and a qualifications check.

On completion of satisfactory pre-employment checks, successful candidates will start their Training Programme on Mid to Late September. **This start window is fixed and cannot be changed. Please ensure that before you submit your application that you will be available to start during this window.**

**Submitting your application**  

**Final Check**

* Make sure you have included details of all your qualifications (including dates awarded)
* Make sure you include full contact details for your two referees, including where possible an email address for them. Don’t forget to ask their permission to use their details on your application form
* Make sure you have fully answered the three assessment questions and have given us the information we have asked you for.
* Make sure you check that your responses to the assessment questions are checked for spelling and grammar. It might be helpful to get someone else to look over your answers.
* It is always useful to make a few drafts of your answers before you submit one you are happy with and it’s helpful to keep a copy of your final draft. Remember if you are selected for interview it will be important to review the application you submitted as part of your interview preparation.
* **And finally before you submit it check it one last time**

**How to submit your Application Form:**

Applications should be completed electronically submitted via the NHS Scotland Online Recruitment System – Jobtrain.

If you have any problems submitting your application form please call NHS Greater Glasgow and Clyde Recruitment Service on 0845 3000 831

Applications must be submitted by the closing date of **Noon on the 4th March 2025.**

**Late applications will not be considered.**

**Terms and Conditions of Employment **

**Pay banding**

Band 4 (Annexe 21).\*

*\*Annex 21 of Agenda for Change is a mechanism for paying trainees a percentage of the full salary for the role whilst an employee is training with us. As NHS Scotland is a Living Wage Employer, trainees are paid at either the Scottish Living Wage rate, or the appropriate percentage for the role, whichever is higher. You can find out more about Annexe 21 at https://www.nhsggc.org.uk/media/252246/doc-5-acrobat-document.pdf*

**Starting Salary**

£30,353 per annum (2025/2026 rate)

**Fixed Term Contract Duration**

The duration of the post is fixed term for 2 Years

**Hours of Duty**

 37 Hours per week. Working will be subject to revision circa April 2026.

**Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is:

* 27 days, rising to 29 days after 5 years’ service and 33 days after 10 years’ service. There are 8 Statutory and Public Holidays in each leave year (pro rata where applicable)

**Superannuation Pension Scheme**

If appointed you will be automatically enrolled in the NHS Superannuation Scheme however on appointment you can chose to opt out of the scheme. Employee’s contributions to the NHS Scheme are tiered based on your earnings and the employer’s contribution equates to 13.5 % of salary. Employees in the NHS Scheme are “Contracted-out” of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. You can find out more at www.sppa.gov.uk

**For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and www.nhsdiscounts.com**

**Right to Work in the UK**

We are required to check the entitlement to work in the UK of all prospective employees, regardless of nationality or job category. Candidates appointed to a post will be required provide appropriate documentation verifying right to work in the UK prior to any commencing employment.

**Healthcare Support Workers **

All staff who are not a member of a regulatory body (e.g. Nurse, Doctors, and Allied Health Professionals) are considered to be Healthcare Support Workers, regardless of their job title. You will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers. You will be required to achieve Mandatory Induction Standards and Code of Conduct for Health Care Support Workers and these standards will be met through on the job induction programmes within NHS Greater Glasgow and Clyde that are core in supporting new staff.

**Smoke Free Policy**

NHS Greater Glasgow and Clyde operates a NO SMOKING Policy on all premises and grounds for staff and visitors.

**Pre-employment Checks**

All offers of employment will be subject to the receipt of satisfactory pre-employment checks.

**Car parking and travel to NHSGGC Sites**

Like other NHS Boards across the country, demand for car parking on our hospital sites far outweighs availability. As a result, access to on-site parking is extremely limited and you will therefore need to find alternative ways of travelling to work if you are selected for the post.

All staff are entitled to apply for the following benefits on appointment:

* Interest free loan to purchase Zonecard’s - a flexible season ticket for unlimited travel by rail, subway, most buses and even some ferries (details on public transport routes to NHS Greater Glasgow and Clyde’s sites can be found by visiting www.nhsggc.org.uk and select Transport and Parking on the home page or visit www.spt.co.uk/travelinfo
* Cycle to Work Scheme, for staff to purchase a bicycle and any equipment needed and then repay those costs through their salary.
* For more information about the benefits and discounts available to NHS Greater Glasgow and Clyde staff, visit www.nhsstaffbenefits.co.uk and www.nhsdiscounts.com

**Learning and education**

NHSGGC has an on-going commitment to learning and development through competency based training and individual personal development plans informed by the Knowledge and Skills Framework. You can learn more about the Knowledge and Skills framework at https://www.msg.scot.nhs.uk/pay/agenda-for-change

Job Description

*You will work to the standard Pre Registration Pharmacy Technician Job Description with the expectation that you will be supported and trained to carry out all the duties and responsibilities outlined. You would not be expected to perform at Pharmacy Technician level on appointment.*

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| --- |
| **1. JOB IDENTIFICATION**This post is part of the NHS GGC Pre-Registration Pharmacy Technician Training Programme. Postholders will undertake a formal programme of education and development to support the development of the knowledge and skills required for the post.This is a full time 2-year fixed term training position and as such the post holder will be working to achieve the necessary competency based and underpinning knowledge qualifications. In addition to this the post holder must also achieve the required amount of work experience to allow them to be able to apply for professional registration with the pharmacy regulator – the General Pharmaceutical Council (GPhC) **Job Title: Pre-registration Pharmacy Technician****Responsible to: Pharmacy Technician Higher/Pharmacy Technician Specialist****Directorate: Corporate Division, Pharmacy Services(PS)** |
| 1. **JOB PURPOSE**

The role of the Pre-registration pharmacy technician is to undertake the provision of a range of technical pharmaceutical services within Pharmacy Services.The post is a rotational post that allows for training and learning in different areas of Pharmacy including Community pharmacy, primary care, mental health, preparative and hospital based services. The post holder will be required to adhere to the work placements allocated to them as detailed on the Trainee Pharmacy Technician Rota. Under the direction and supervision of a senior technician or pharmacist the main purpose is to undertake the provision of agreed levels of pharmaceutical technical services and successfully complete all aspects of the 2 year training programme in order to register with the General Pharmaceutical Council and practice as a pharmacy technician (Reg. Pharm. Tec). |
| 1. **ROLE OF DEPARTMENT**

Workload will be specific to each rotational sector/site. |
| 1. **ORGANISATIONAL POSITION**:

As the posts being appointed to span a number of sites, there are multiple structures attached to these appointments, which will be explained to the candidate upon successful appointment and matching to department. |
| 1. **SCOPE AND RANGE**

The role of NHS Greater Glasgow and Clyde Pharmacy Service is to:* Ensure that patients derive maximum benefit and minimum harm from their medicines
* Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions
* Support clinicians in their provision of high quality, effective and efficient pharmaceutical care to individual
* patients at whatever their point of need in their healthcare journey
* Provide prescribers and managers with high quality, timeous information, analysis and advice to assist them to deliver effective prescribing management
* Ensure that medicines are purchased, stored, dispensed and prescribed as cost effectively as possible.
 |
| **6. MAIN DUTIES/RESPONSIBILITIES** |
| The following duties are carried out on a rotational basis:**DISPENSARY***To participate in the provision of the following services:** Dispense patients medicines accurately and efficiently in accordance with all relevant Standard Operating Procedures (SOPs) e.g. In-patient, out- patient/clinics, controlled drugs, clinical trials
* Provide the correct Compliance Aids when necessary to ensure that patients can take their medicines safely and effectively as prescribed.
* Undertake Patient/carer counselling under supervision
* Participate in the stock control systems for medicines within dispensary including stock checks, stock rotation, expiry date checks and good housekeeping of medicines
* Refill emergency boxes and forward for checking following department procedures
* Undertake reception duties including answering telephone, receipting prescriptions into departmental log, filing of documentation
* Process and replenish the Dispensary stock through the Pharmacy stock control system
* Replenish sundry items (bottles, skillets, nebuliser items etc) and order replacement stock as required
* Monitor and record fridge temperatures and action where necessary
* Participate in assessing returned medicines for re-use and completing the necessary paperwork
* Issue and log HPB3 Prescriptions pads as per department procedures
* Nebuliser service
* Home oxygen therapy

**ASEPTIC PREPARATION/STERILE PRODUCTION UNIT***To participate in the provision of the following services:** Preparation of aseptically prepared products in accordance with all relevant Standard Operating Procedures (SOPs) e.g. parenteral nutrition (adult, paediatric, neonatal) intravenous additives, infusions, chemotherapy, hydration therapy, clinical trials, eye drops and other dosage forms
* To undertake the daily/weekly/monthly environmental monitoring programme in accordance with departmental Standing Operating Procedures, including recording of air pressure differentials fridge/freezer monitoring, using the air sampler and microbiological agar testing plates for testing the environment, using swabs to test drains and forward to quality control for testing
* Undertake cleaning duties as per planning and Standing Operating Procedures.
* Assemble and package all aseptically prepared products for delivery
* Assemble and replace kits that are kept in the Emergency cupboard
* Undertake daily cleaning and decontamination of Laminar Air Flow Cabinets and glove change of isolator cabinets
* Assemble ingredients and consumables for the preparation of aseptic products, ensuring they are of a suitable quality and quantity
* Clean and decontaminate ingredients and consumables, and transfer to clean rooms following the appropriate procedures
* Complete satisfactory validations regularly
* Dispense inpatient and outpatient prescriptions in near-patient areas when appropriate, in accordance with local policies
* Dispense dose banded syringes (ready to use syringe of chemotherapy purchased from external suppliers) to inpatients and outpatients, completing the necessary documentation.
* Participate in the stock control systems for medicines within aseptic including stock checks, stock rotation, expiry date checks and good housekeeping of medicines

**PHARMACY DISTRIBUTION CENTRE/ SUPPLY SERVICE***To participate in the provision of the following services:** Ensure that all items are packaged appropriately, for all orders (e.g. labelled for storage in fridge)
* Process pharmacy requisitions and ward top-up lists through the Pharmacy Stock control system and print picking tickets
* Accurately pick and supply medicines to the wards and departments
* Participate in the stock control systems for medicines within distribution including stock checks, stock rotation, expiry date checks and good housekeeping of medicines
* Ensure all orders are ready as per schedules and all necessary paperwork completed within the designated time and are ready for transport.
* To be able to recognise the difference of Unlicensed/Licensed medicines, Antibiotic Alert Medicines and Non-Formulary medicines and ensure that the necessary paperwork is completed.
* To ensure that stock/non stock orders for medicines are processed accurately (wholesale and manufacturers)
* To undertake the transmission of orders via phone/fax/electronically
* Empty drug boxes received from wards, where appropriate, ensuring that all contents are processed appropriately according to local waste procedures.
* To undertake the receipt of goods at delivery point, ensuring stock is fit for purpose, and all documentation is endorsed and stored appropriately
* To liaise with suppliers regarding returnable items, damaged goods and queries as required
* Participate in the monitoring of all equipment and notify the appropriate individuals if a problem is identified.

**MEDICINES MANAGEMENT***To participate in the provision of the following services:** Provide a top-up-to-prescription chart service or stock top-up service at ward/department level
* Participate in the stock control systems for medicines at ward level including stock checks, stock rotation, expiry date checks and good housekeeping of medicines
* Process and replenish the ward stock through the Pharmacy stock control system
* Undertake a regular review of ward stock and non-stock holdings and inform the appropriate individuals is action is required
* Accurately label and dispense medicines and products, including discharge prescriptions, PODs and self-administration devices at ward level in accordance with local procedures.
* Arrange supply of medicines when unsuitable for use or when new medicines have been initiated.
* Undertake the appropriate and efficient transfer of patients’ medicines to parent wards.
* Assist pharmacists with statutory ward controlled drug checks
* Liaise with pharmacy and nursing staff as needed to ensure that the pharmaceutical care for patients is optimised e.g. managing top-up lists
* Maintain effective communication between ward staff and the pharmacy department.
* Provide patient discharge information to community pharmacies as appropriate
* Participate in assessing returned medicines for re-use and completing the necessary paperwork
* Evaluate patients’ own drugs (PODs) after appropriate training, for continued use in hospital according to protocols and standard operating procedures.
* Under supervision educate patients/carers on the use of medication to improve compliance/concordance
* Obtain accurate individual medication histories for forwarding to clinical teams

**CONTROLLED DRUGS***To participate in the provision of the following services:** Accurately supply controlled drugs in an efficient and timely manner in accordance with local procedures and policies
* Carry out manual stock checks, investigate all stock discrepancies and advise appropriate pharmacy technician or pharmacist
* Demonstrate an awareness of the Misuse of Drugs Act 1971 with respect to legislation of storage and supply of controlled drugs, and associated paperwork

**QUALITY ASSURANCE***To participate in the provision of the following services:** Participate in the processing of unlicensed medicines
* Review and update procedures under the direction of senior technical staff
* Participate in departmental environmental monitoring procedures

**CLINICAL TRIALS***To participate in the provision of the following services:** The completion and secure storage of all relevant documentation relating to Clinical Trial
* Store all clinical trial material in compliance with statutory requirements and departmental procedures
* Dispense prescriptions in accordance with statutory requirements, health polices and departmental procedures
* Organise the removal and destruction of clinical trial material as necessary
* Maintain documentation and safe systems of work within the area
* Carry out environmental monitoring and any remedial action, and document, where appropriate
* Participate in regular audit, collation of documentation and presentation of appropriate workload statistics

**PRESCRIBING SUPPORT TEAMS***To participate in the provision of the following services:** Support the co-ordination and delivery of a range of prescribing support services at General Practice level, under the direction of both the Prescribing Support Pharmacy Technician and Pharmacists.
* Support the Prescribing Support Team in the medicines reconciliation of Immediate Discharge letters (IDLs).
* Support the Prescribing Support Team in ensuring that care homes have robust systems and protocols in place for all aspects of stock control and medicines management, liaising with GP practices and community pharmacy.
* Participate in drug information searches on an ad-hoc basis under the supervision and guidance of senior staff and present any information gathered in a clear concise manner.
* Provide support to the Prescribing Support Pharmacists undertaking medication review e.g. identifying suitable therapeutic alternatives.
* Provide support to the Prescribing Support Pharmacy Technicians/Pharmacists and relevant G.P Practice staff on the effectiveness and impacts on costs of improving repeat prescription systems and serial prescribing.
* Support Prescribing Support Pharmacy Technicians/Pharmacists in the process of educational outreach e.g. collecting data on current practice
* Collect, analyse and interpret patient and clinical data under the direct supervision of senior prescribing support staff from practice computer systems to assist in identified areas of audit.
* Multidisciplinary team working

**GENERAL DUTIES***To participate in the provision of the following services:** Comply with current legislation, code of ethics, conduct and practice relevant to pharmacy
* Communicate appropriately and effectively within the department
* Adhere to local board policies and procedures, including Health & Safety at Work and COSHH regulations
* To participate in the boards e-KSF and PDP/PDR process
* Demonstrate activities to new members of staff and participate in their induction
* Undertake any in service training within the Pharmacy Department
* Participate in all stock management systems
* Package medication to be posted out to patients.
* Dispose of empty containers and waste in accordance with department procedures
* Undertake filing/administrative duties as appropriate and undertake photocopying complying with Quality Assurance standards
* Deal with telephone enquiries as appropriate, gathering information and forwarding to another member of staff as required
 |
| **7a EQUIPMENT** Responsible for own appropriate use and maintenance of equipmentEquipment used within this job:* IT equipment, Winterms, Printers
* Fax, Photocopier and telephone
* Aseptic equipment including, isolators, clean room clothing, monitoring equipment, laminar airflow cabinet
* Lifting equipment (e.g. Lift & Drive 17000)
* Moving equipment (trolleys/barrows)
* Handheld computers for ward top up
* Needles, syringes, filters for preparation of aseptic products
* Telephone systems, printers, fax machine and photocopiers
* Mixers, blenders, hotplates, tablet pre packing machines, balances, and measuring equipment
* used in non-sterile production
* Pneumatic tube system
* Automated filling machines e.g. Baxa, Automix
* Quality Assurance equipment for testing medical gases and environmental monitoring
* Nitrous oxide apparatus/containers for transfer of liquid nitrogen from reservoir tank to smaller containers
 |
| **7b SYSTEMS**Systems used within this job:* Computerised pharmacy stock control and manual stock control packages, e.g. controlled drug registers – to produce and complete relevant paperwork for pharmacy issues to wards/departments e.g. Ascribe, Compass
* Patient information and labelling programme
* E-mail to communicate quickly and effectively on a daily basis
* Microsoft Office including Word and Excel to maintain departmental records
* Internet/Intranet
* Manual records
* Comply with current legislation, code of ethics, conduct and practice relevant to pharmacy
 |
| **8. DECISIONS AND JUDGEMENTS*** The post holder works under supervision and will operate within defined standard operational procedures and work patterns.
* The post holder will take responsibility for appropriate use of time and completing education competencies to ensure achievement of Pharmacy Technician Qualification.
* The post holder and appropriate Pharmacy technician Specialist will meet annually to conduct a development review in line with the KSF outline, to produce a Personal Development Plan/Review.
* The post holder will meet with Education and Training staff and Clinical Manager – Technical Services on an annual basis to assess and discuss progress through the training programme.
 |
| **9. COMMUNICATIONS AND WORKING RELATIONSHIPS**Communicates factual information:* The post holder will be expected to communicate verbally with all grades of pharmacy, nursing, clerical, work based assessors, educational staff, tutors, estates and portering staff, patients and other visitors to the department, and report back to line managers as appropriate.
* Communicates effectively in a manner keeping with the professional operation of the department:
* The post holder will be expected to communicate with ward staff to support the resolution of ward supply issues.
* The post holder will also support the Department in the induction of new staff and trainees aligned to roles and responsibilities
* The post holder will be expected to communicate with patients and relatives by providing information and may need to overcome barriers e.g. cultural differences or where English is not the first language, and deal with patients’ frustrations due to e.g. time delays.
 |
| **10. PHYSICAL DEMANDS OF THE JOB****Physical Skills*** Working with computers and keyboards
* Accuracy in dispensing/preparation
* Fine manipulation skills required for preparation of aseptic products in specialised workstations (restricted movements)
* Manual handling skills

**Physical Demands*** Standing for long periods of time.
* When working in ward area, is required to work at benches not always at appropriate height, using patient medicines lockers and talking to patients at bedside which involves bending and poor posture.
* Walking to and from wards and pharmacy a number of times daily.
* Moving heavy pharmacy stock items including infusion boxes, ward drug boxes etc
* Input of information into Pharmacy Computerised Stock Control system/periods working at VDU

**Mental Demands*** High level of concentration required for accuracy in the aseptic preparation of chemotherapy agents and Parenteral Nutrition products, dispensing of prescriptions for patients on discharge and inputting of drug orders on pharmacy stock control system.
* Continuous interruptions.
* Frequent performance of calculations

**Emotional Demands*** Exposure to distressing or emotional circumstances, e.g. dealing with pharmaceutical requirements of terminally ill patients
* Dealing with difficult working conditions:
* Exposure to unpleasant/hazardous circumstances found in department/wards (e.g. smells, drugs spillages and handling materials hazardous to health e.g. cytotoxics)
* Excessive heat/ cold departments, temperatures poorly controlled
* Exposure to aggressive/demanding patients or carers
* Exposure to infections within ward areas
* Working to tight deadlines over which the person has no control and is thereby under a degree of pressure
* Occasional exposure to verbal aggression by patients at reception

**Environmental Demands*** Travelling between sites/placements in accordance with the trainee pharmacy technician rota.
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| **11. MOST CHALLENGING/ DIFFICULT PARTS OF THE JOB*** Positively influencing and changing prescribing practice by GPs and non-medical prescribers and improving the use of medicines by implementing a robust, cost-effective repeat prescribing system
* Influencing staff in the promotion of high quality, evidence based and cost effective improvements in prescribing practice.
* Developing the role of a prescribing support pharmacy technician in a new and rapidly changing environment.
 |
| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB*****Applicants should refer to Person Specification***The post holder is expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the post holder is expected at all times to be an exemplar of person centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.  |

**Pre-Registration Pharmacy Technician Programme**

**Job Title:** Pre-Registration Pharmacy Technician

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| **Criteria** | **Essential** | **Desirable** |
| **Qualifications & Training*** National 5 qualifications at Grade A to C in Chemistry, Biology, Maths and English/ESOL **OR** equivalent SCQF Level.
* Or completion of Access to Pharmacy Services (SCQF level 5) or NC in Pharmacy Services.
 | Yes |  |
| **Knowledge, Skills & Abilities*** Literacy and numeracy skills
* Good keyboard and IT skills
* Experience of using Office packages(MS Excel, MS Word, MS Access)
* Demonstrates Good communication and Interpersonal skills
* Demonstrates the Ability to understand and follow procedures and policies
* Demonstrates the ability to be an Effective team worker
* Ability to work accurately, paying attention to detail while working to deadlines
* Manual dexterity (relevant to duties)
* Awareness of importance of confidentiality
 | YesYesYesYesYesYesYesYes | Yes |
| **Personal Qualities*** Demonstrate a caring outlook
* Commitment to training & development
* Willingness to have a ‘hands-on’ approach to work allocated
* Demonstrates the ability to carry out duties in a safe manner as instructed / trained
* Demonstrates the ability to use initiative
* Demonstrates the potential to communicate well with colleagues and other service users within a healthcare environment
 | YesYesYesYesYesYes |  |

1. http://www.skillsdevelopmentscotland.co.uk/our-services/services-for-individuals.aspx [↑](#footnote-ref-1)