



Senior Pharmacy Assistant

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Western Isles Health Board
The best at what we do



Job Advert



Senior Pharmacy Assistant

Band 3 (£28,011 - £30,320) per annum (pro rata)

Plus £1,406 Distant Islands Allowance per annum

15.5Hours/week

NHS Western Isles (NHSWI) is seeking an enthusiastic, resourceful, and dedicated Senior Pharmacy Assistant to play a critical role as part of the Primary Care Pharmacy team, to assist in the delivery of pharmaceutical care to patients, through the provision of a safe and efficient pharmacotherapy service.

They will support the Lead Pharmacy Technician and Pharmacists, by delivering on the technical aspects of the primary care pharmacy service across the nine practices within the archipelago, serving a population of approximately 27,000 patients.

Previous pharmacy experience is essential, and you must have already obtained your NVQ Level 2 in Pharmacy Services Skills or the equivalent GPhC accredited course.

A good general education demonstrating a suitable level of literacy and numeracy is essential as well as good communication skills, an ability to work in teams, along with basic IT skills. This post requires a conscientious and methodical person who is able to work accurately at all times and sometimes on their own.

We are offering an opportunity to live and work in our beautiful and rural island community. You can enjoy amazing outdoor and cultural activities such as kayaking, climbing, hill walking, diving as well as a wealth of traditional crafts and music related pursuits. We are also only a short journey from Glasgow, Inverness and Edinburgh by plane, with twice daily ferry sailing to Ullapool.

For more information on living and working in the Western Isles visit the following sites: www.visithebrides.co.uk or www.visitouterhebrides.co.uk/.

Find NHS Western Isles on Facebook; Twitter @NHSWI.

For an informal chat on the above posts and how it may suit you, please contact Natalie Bowling (Lead Primary Care Pharmacist) via 01851 763343 or natalie.bowling@nhs.scot. The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description.

Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/> , còmhla ri dealbh-obrach

Any further queries please contact Tel: 01851 762027.

NHS WESTERN ISLES (NHSWI)

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Senior Pharmacy Assistant- Primary Care

Responsible to: Lead Primary Care Technician

Department(s): Pharmacy - Primary Care

Job Reference:

No of Job Holders: 0.42 WTE

Last Update: 21.11.2023

2. JOB PURPOSE


1. To work as a member of the Primary Care Pharmacy Team to provide a safe, efficient and effective pharmacy service within Primary Care. The post holder will work with, and under, the supervision of the Lead Primary Care Technician and Primary Care Pharmacists to provide input to GP practices, Community Hospitals and other care settings e.g. Primary Care Emergency Centres, working routinely with a range of health and social care professionals and staff to promote high quality, evidence based and cost effective prescribing.

2. The function of NHSWI Primary Care Pharmacy Service is to develop and provide integrated patient-focused pharmaceutical care, which meets anticipated needs of the population of NHSWI in accordance local and national strategies. The intention of the service is to link all branches of the profession in order to better co-ordinate pharmaceutical care for patients and members of the public.

3. The post holder will play an important role participating in supporting the delivery of services to, primarily, GP practices, care homes and community hospitals in line with Prescription for Excellence and the Pharmacotherapy Service.

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

2.1. JOB SUMMARY

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- 1. Working with practices, Lead Pharmacist, Pharmacists, Lead Pharmacy Technician and Technician to identify specific prescribing initiatives to be undertaken.**
 - 2. Prioritise within agreed objectives/key result areas, own tasks and workload across multiple sites with the Primary Care Team, care homes, health and social care and GP practices under the direction of Lead Pharmacy Technician.**
 - 3. Collecting baseline data, creating reports, implementing change and carrying out audits in individual GP practices and care homes.**
 - 4. Supporting delivery of training to practice teams, clinical staff, care home staff, Health and Social Care Staff and other multi-disciplinary staff as appropriate.**
 - 5. Carrying out duties aligned to the pharmacotherapy service /GP contract including medicines reconciliation in conjunction with GP practices as agreed with Primary Care Pharmacy team.**

3. DIMENSIONS

NHS Western Isles has a population of approximately 26,200 and includes:

NHSWI

GP Practices Lewis & Harris 5 (4 dispensing practices)

GP practices Uist & Barra 4 (dispensing practices)

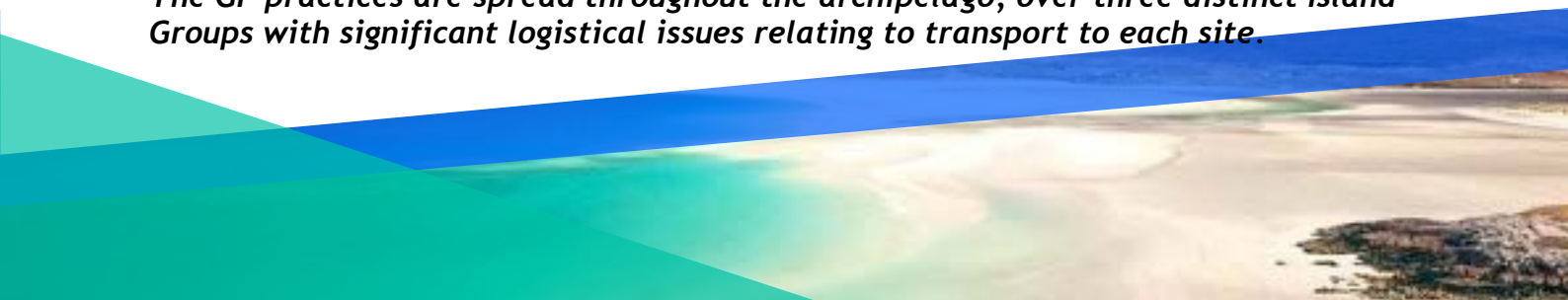
Community Pharmacies (located in Lewis only) 3


Care Homes 9

Rural General Hospitals (Lewis) 1

Community Hospital (Uist & Barra) 2

The GP practices are spread throughout the archipelago, over three distinct Island Groups with significant logistical issues relating to transport to each site.





The post holder will provide support to GP Practices, remotely for a large proportion of the time using virtual access to the Primary Care GP IT systems from a laptop.

4. ORGANISATIONAL POSITION CHART

5. ROLE OF DEPARTMENT

The function of NHS Western Isles Primary Care Pharmacy Service is to develop and provide integrated patient-focused pharmaceutical care, which meets anticipated needs of the population of NHS Western Isles in accordance with local and national strategies. The intention of the service is to link all branches of the profession in order to better co-ordinate pharmaceutical care for patients and members of the public. The focus is on active participation in and contribution to multi-disciplinary, multi-professional and multiagency teams in a fully integrated manner. The main responsibilities are:

- The development and operational delivery of pharmaceutical care across NHS Western Isles.*
- The provision of expert advice on all prescribing and medicines management matters to the wider NHS Western Isles team*
- The implementation of robust clinical, corporate and governance systems to minimise risk and assure patient and staff safety and wellbeing.*

The aim of the Primary Care Pharmacy Service is to provide integrated, connected, collaborative (primary, community, secondary, third sector) patient centred pathways and clinical systems that will provide effective and efficient health improving, enabling quality assured care to every person every day through ensuring safe, evidence based, rational, legal and cost effective provision of medicines and appliances.


6. KEY RESULT AREAS



6.1 SUPPORT APPROPRIATE, SAFE, EFFECTIVE AND ECONOMIC USE OF MEDICINES

The post-holder is to:

- To collect and collate patient-related prescribing and clinical data from practice computers and/or patients' notes.*
- To highlight areas where patient prescribing management requires intervention in order to support reviews related to priority areas.*
- To support production of reports/letters for GP practices detailing work undertaken, outcomes and recommendations e.g., audits, patient data collection and staff training.*
- To implement agreed prescribing change to ensure high quality and cost-effective prescribing with direction of Lead Pharmacy Technician or Pharmacist.*
- To input prescribing data on appropriate databases e.g., prescribing queries.*
- In conjunction with the Primary Care Pharmacy Team implement an action plan with the GP practice team and provide any relevant associated support that the GP practice may require.*
- To support practices in performing audits related to medicines use and patient reviews in line with GP practice priorities.*
- To support delivery of training to GP practice teams, clinical staff, Health and Social Care Staff and other multidisciplinary staff as appropriate on the safe and efficient management of medicines (e.g., repeat prescribing systems, serial prescribing process).*
- To support GP practice staff in using the practice computer system in relation to prescribing management issues by sharing good practice.*
- Provision of pharmaceutical expertise (within competence) to aid the pharmacotherapy process in response to Immediate Discharge Letters, clinic letters, and other communication from secondary care or other specialist care providers in conjunction with the GP practice, Community Pharmacy, Pharmacy Technicians.*
- To work on interface prescribing issues as appropriate e.g., discharge, audit between schedule and unscheduled care*

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- *To update Community Pharmacists and Care Home staff with any changes to patients repeat medication following agreement with prescriber.*
 - *To promote positive working between care homes, GP practices, community pharmacies, Health and Social Care Staff and other health professionals in relation to medicines management.*


6.2 INFORMATION SUPPORT

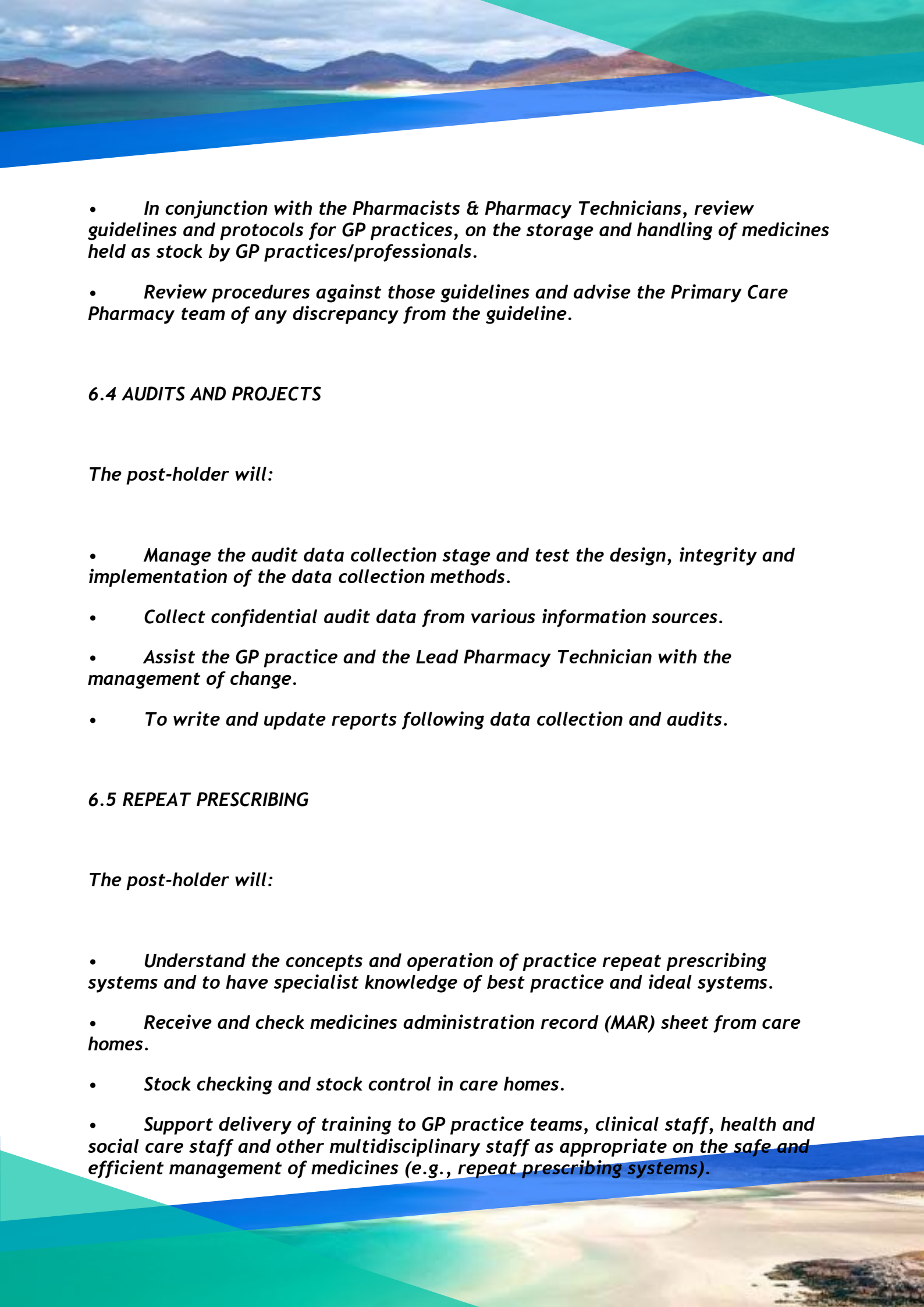
The post-holder is to:

- *To use data systems and analyse information produced in order to produce reports.*
- *To collate data from data systems to use in project reports and audits.*
- *To present information from projects and audits in a format easily understood by GP practices and other health and social care professionals.*
- *To develop and produce cost comparison charts highlighting potential savings between different treatments, formulations and brands of medicines as appropriate.*
- *To respond to queries from GPs, patients, healthcare staff and other members of staff involved in prescribing management with support of Lead Pharmacy Technician or Pharmacists.*
- *To contribute to the production of newsletters for Care Homes and GP practices on relevant topical issues.*

6.3 ADVISE ON STORAGE, HANDLING, ADMINISTRATION AND DESTRUCTION OF MEDICINES

The post-holder will:



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- *In conjunction with the Pharmacists & Pharmacy Technicians, review guidelines and protocols for GP practices, on the storage and handling of medicines held as stock by GP practices/professionals.*
 - *Review procedures against those guidelines and advise the Primary Care Pharmacy team of any discrepancy from the guideline.*

6.4 AUDITS AND PROJECTS

The post-holder will:

- *Manage the audit data collection stage and test the design, integrity and implementation of the data collection methods.*
- *Collect confidential audit data from various information sources.*
- *Assist the GP practice and the Lead Pharmacy Technician with the management of change.*
- *To write and update reports following data collection and audits.*

6.5 REPEAT PRESCRIBING

The post-holder will:

- *Understand the concepts and operation of practice repeat prescribing systems and to have specialist knowledge of best practice and ideal systems.*
- *Receive and check medicines administration record (MAR) sheet from care homes.*
- *Stock checking and stock control in care homes.*
- *Support delivery of training to GP practice teams, clinical staff, health and social care staff and other multidisciplinary staff as appropriate on the safe and efficient management of medicines (e.g., repeat prescribing systems).*

- *To support GP practice staff in using the practice computer system in relation to prescribing management issues by sharing good practice.*


6.6 EVALUATION AND MONITORING

The post-holder is:

- *To contribute to, and assist in the management of the annual prescribing audits.*
- *To liaise with relevant healthcare professionals to obtain additional routine information with regards to prescribing and appropriate presentation of this.*
- *To undertake regular self-evaluation and peer review.*

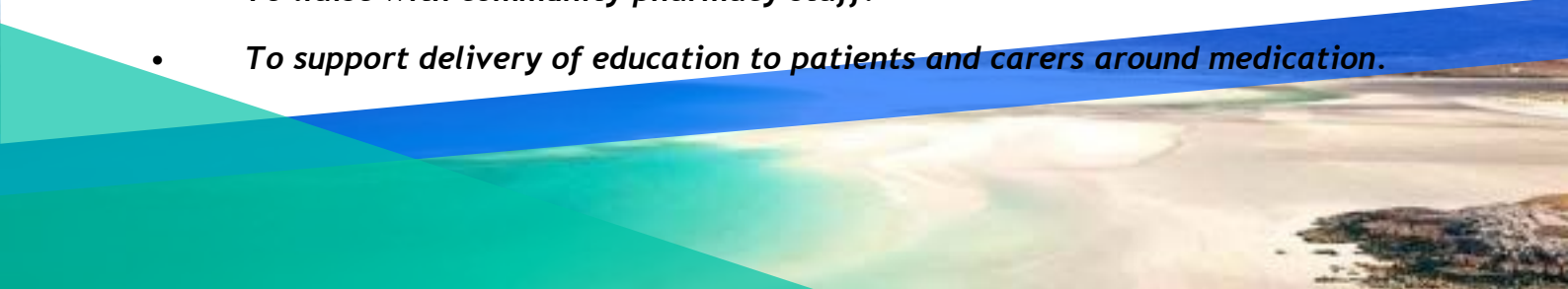
6.7 DECISIONS AND JUDGEMENTS*The post holder should be able:*

- *To recognise personal and professional limitations in all areas of work.*
- *To demonstrate professional accountability and responsibility.*
- *To maintain confidentiality of information, including patient specific data and PRISMS data at all times in accordance with the Data Protection Act and Caldicott Guidance.*
- *Audit and repeat prescribing work of the post holder is guided by local and national guidelines and knowledge and previous experience.*
- *Self-directed (appropriate to the Grade) on a day-to-day basis on the work allocated to them and be responsible for prioritising own workload. Work will be allocated under the direction of a Pharmacist or Lead Pharmacy Technician.*
- *Changes relating to the GP systems patient medication records done upon agreement of a prescriber (broad changes are agreed with GP staff, Primary Care Team i.e. removal of repeat drugs which have not been ordered for greater than one year). Has responsibility for changes/updates to patient medication records on GP System which are not checked by another member of staff but could cause serious harm to a patient if an error occurs, with prior agreement of Lead Pharmacy Technician or Pharmacist.*

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- *Presents information in a way that ensures information of greatest relevance is given to the recipient.*
 - *Reporting of audit guided by local and national guidelines and knowledge and previous experience. The post holder is responsible for ensuring validity of the whole audit process.*
 - *To ensure regular updating of skills by self-directed learning and attendance at courses that would support personal and service development.*
 - *Act as the patient's advocate with respect to treatment with medicines.*
 - *Raise any concerns if necessary, on the competence and performance of others.*

6.8 OTHER DUTIES

The post-holder is:

- *To promote positive working between GP practices, community pharmacies, Health and Social Care Staff and other health professionals in relation to medicines management.*
 - *To undertake drug information searches on an ad-hoc basis and to discuss the information with another member of the Primary Care Pharmacy team in a clear and concise manner before presenting it to the prescriber.*
 - *To help facilitate patient education and involvement.*
 - *To participate in regular personal development, appraisals and objective setting with the Primary Care Pharmacy Team.*
 - *To undertake regular CPD for personal development.*
 - *To work in a safe and responsible manner in compliance with the Health and Safety at Work regulations.*
 - *To liaise with both acute, care homes, social care and GP staff.*
 - *To liaise with community pharmacy staff.*
 - *To support delivery of education to patients and carers around medication.*
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- *To support delivery of education and training to other healthcare and social care professionals around medication.*
- *To ensure appropriate records are maintained.*
- *To carry out any other duties as appropriate, commensurate with the grade.*
- *To participate in weekend working, public holiday, early opening/late closing as appropriate to the department.*
- *Carry out responsibilities professionally and in line with statutory, legal and ethical obligations.*

7. TECHNICAL REQUIREMENTS

7.1. EQUIPMENT AND MACHINERY

- *Laptop*
- *Office landline*
- *Mobile phone*
- *Printer/photocopier/scanner*

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7.2. SYSTEMS

- *Electronic clinical systems (EMIS, Docman, SCI Store, DATIX, ECS)*
- *Prescribing analysis databases and statistical tools (NTI's, PRISMS and STU)*
- *Microsoft systems (Teams, Microsoft Office, email)*
- *Personal development and review (Turas, GPHC online CPD and revalidation systems)*

8. MOST CHALLENGING PARTS OF THE JOB

- ***Plan, prioritise and manage your own diverse workload under the direction of the Lead Pharmacy Technician or Pharmacist.***
- ***Supporting GP practice staff/other prescribers/Care Home Staff/Health and Social Care staff/Community Pharmacists in the promotion of high quality, evidence based and cost-effective improvements in prescribing practice and medicines management.***
- ***Concise, accurate collection of results for a prescribing audit and subsequent presentation of information.***
- ***Dealing with patients and relatives about the reasons for cost-driven medication changes in a sensitive manner and responding to concerns.***

9. COMMUNICATIONS AND RELATIONSHIPS

The post-holder will:

- ***Have good inter-personal skills, with the ability to liaise and influence GPs, practice managers and other GP practice staff, Community Pharmacy, Care Home staff.***
- ***Discussion and audit of practice repeat prescribing systems, feedback of audit results and recommendations for change.***
- ***Discussion of assistance to help GP practice deliver prescribing audits aimed at improving prescribing and/or rational prescribing and dose optimisation.***
- ***Reporting of audit results and analysis of practice prescribing information.***
- ***To counsel individual patients and/or carers on their medicines and the use of devices, and to resolve difficulties or sign post accordingly. Where the need has been identified this may involve visiting patients in their own home.***
- ***To work effectively with the Primary Care Pharmacy team who will provide clinical support to the technician's technical role.***
- ***Communicate with other members of the Primary Care Pharmacy Team including Community Pharmacy on any relevant issues.***
- ***Communication may involve one-to-one meetings, small group sessions or public speaking and making presentations to appropriate groups.***

- *Liaise with local Community Pharmacists, Community Nurses, Nursing home staff, Hospital Pharmacists, Health and Social Care staff, carers, patients and other secondary care providers as necessary to ensure accurate exchange of information/clarification of queries regarding medicines. This may also include speaking to Consultants and other Hospital Doctors regarding patient's discharge medication.*
- *Networking to share skills, expertise and to further own knowledge.*

10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

10.1 PHYSICAL SKILLS AND DEMANDS

- *Prolonged use of computer equipment.*
- *Repetitive work, regular use of keyboard in GP practices and base*
- *Regular travel across NHS Board area.*
- *Car driver / owner is desirable to maximise efficiency of cross site working.*
- *Movement between work bases carrying paperwork or laptop.*
- *Standing or sitting for long periods of time.*

10.2 EMOTIONAL DEMANDS

- *Dealing with distressed patients, relatives or carers who may occasionally be aggressive occasionally or demanding.*
- *Emotional effort may be required when talking to patients about their medication.*

10.3 MENTAL DEMANDS

- *Prolonged periods of concentration with requirement for accuracy at all times.*
- *Unpredictable workload, with interruptions and reprioritisation required*
- *Work may be carried out in an area which is busy and noisy but the post holder requires to concentrate on the task in hand*

10.4 WORKING CONDITIONS

- *Lone working, e.g. domiciliary visits.*
- *Space is limited in some working areas so often working in a small confined space.*

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO JOB

Essential (E), Desirable (D)

Qualifications

- *General education, SVQ Level 2 in Pharmacy services.(E)*
- *Communication, numeracy and computer skills.(D)*

Experience

- *Demonstrate competence of previous and current pharmacy practice skills, knowledge and continuing professional development.(E)*
- *Willing to undertake further training deemed essential to the post.(E)*
- *Evidence of ability to work proactively with limited supervision.(D)*

Knowledge

- *General education, SVQ Level 2 in Pharmacy services (E)*
- *Evidence of ability to work proactively with limited supervision.(D)*

Skills

- **Awareness of law and good practice related to prescribing, storage and handling of pharmaceuticals.(E)**
- **Basic knowledge of role of Senior Pharmacy Assistant in provision of health care.(E)**
- **Able to maintain utmost confidentiality with regards to patient and GP practice information.(E)**
- **Computer literate with good IT skills.(E)**
- **Excellent inter-personal skills.(E)**
- **Excellent written and verbal skills.(E)**
- **Evidence of good analytical skills.(E)**
- **Good level of knowledge in Pharmaceuticals and Therapeutics.(D)**
- **Valid Driving Licence. (D)**

12. STANDARD ELEMENTS

Confidentiality

Comply with all approved NSWI Policies and Procedures.

Comply with NSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

Health and Safety

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.***
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.***

NHS Western Isles attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.***
- b) Treating those you come into contact with equitably and with respect.***
- c) Recognising the need for aids or adaptations.***

13. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date:21.11.2023

NHS WESTERN ISLES

PERSON SPECIFICATION GUIDANCE

FACTOR ESSENTIAL DESIRABLE

EXPERIENCE *Demonstrate competence of previous and current pharmacy practice skills, knowledge and continuing professional development.*

Willing to undertake further training deemed essential to the post Evidence of ability to work proactively with limited supervision.

QUALIFICATIONS

TRAINING

RESEARCH

PUBLICATIONS *General education, SVQ Level 2 in Pharmacy services
Communication, numeracy and computer skills.*

KNOWLEDGE AND SKILLS *Awareness of law and good practice related to prescribing, storage and handling of pharmaceuticals.*

Basic knowledge of role of Senior Pharmacy Assistant in provision of health care.

Able to maintain utmost confidentiality with regards to patient and GP practice information.

Computer literate with good IT skills.

Excellent inter-personal skills.

Excellent written and verbal skills.

Evidence of good analytical skills Good level of knowledge in Pharmaceuticals and Therapeutics.

DISPOSITION Prepare and present information in a user-friendly manner.

Use own initiative to deal with a range of people.

Self-motivated with ability to work independently and as part of a multi-disciplinary team.



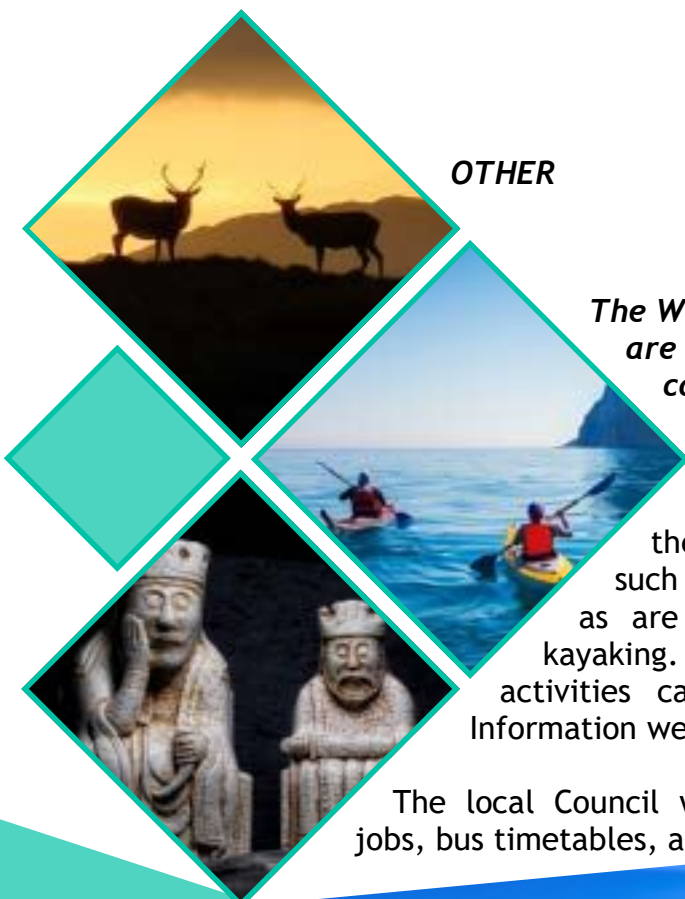
OTHER


Valid Driving Licence

The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.





The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk



About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com