

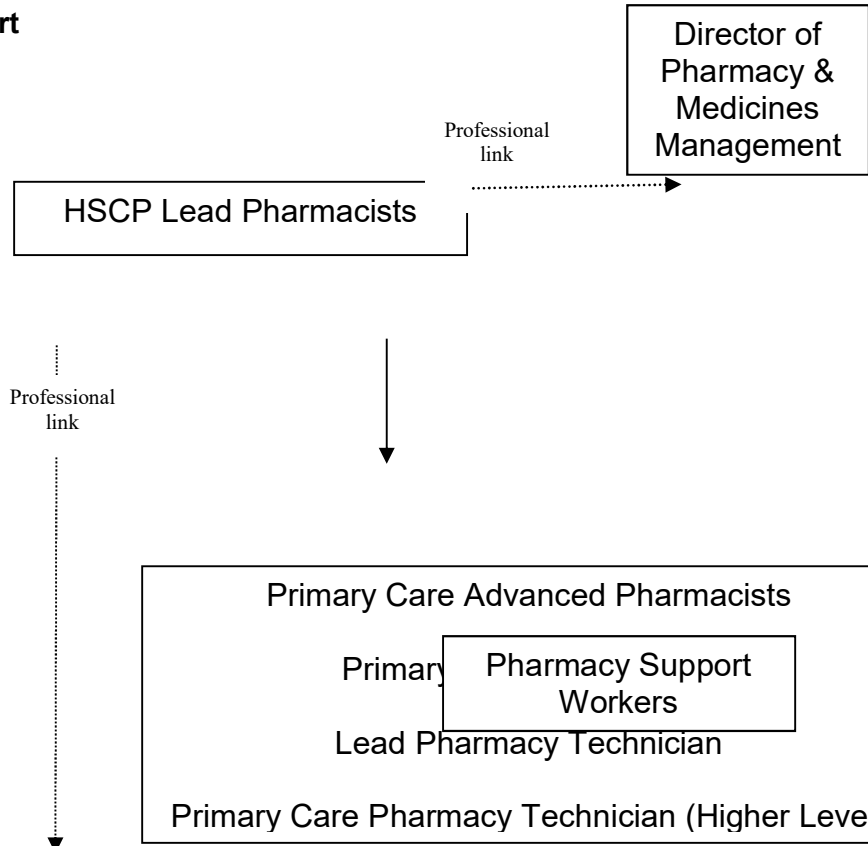
**NHS Grampian**  
**Job Description**

**SECTION 1**

<b><u>JOB IDENTIFICATION</u></b>	
<b>Job Title:</b>	Pharmacy Technician
<b>Department(s):</b>	Pharmacy
<b>Location:</b>	Aberdeen City H&SCP
<b>Hours:</b>	37 Hours Per Week
<b>Grade:</b>	Band 4
<b>Salary:</b>	£30,353 - £33,016 Per Annum
<b>Contract:</b>	Fixed Term

	<p><b>Job Purpose</b></p> <p>Pharmacy technicians have a vital role in helping NHS Grampian deliver a patient centred pharmaceutical service and to ensure the safe and effective use of medicines. NHS Grampian strives to ensure that patients derive maximum benefit and minimum harm from their medicines, throughout their healthcare journey. We work in partnership with our clinical colleagues, providing high quality care, timely information, and advice to deliver safe and secure use of medicines.</p> <p>The post holder must hold current professional registration with the UK pharmacy regulator, the General Pharmaceutical Council (GPhC), as a pharmacy technician.</p> <p>The post holder will assist the pharmacy team in the provision of an effective pharmaceutical service to patients and staff in NHS Grampian by performing those tasks within the service that require a high degree of technical expertise.</p> <p>The post holder will undertake the duties of a Pharmacy Technician which they will have been appropriately trained for and assessed as being competent.</p> <p>As a result this role will work in partnership with GP's, administration staff, GP practice staff, secondary care and community pharmacy staff to embed the principles of self-management and independence and cost-effective prescribing.</p>
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**Organisational Chart**



The post holder will report to Primary Care Pharmacy Technician (Higher Level) and liaise with the HSCP Lead and Practice Pharmacists. There may or may not be a Lead Pharmacy Technician &/or Pharmacy Support Workers within the individual HSCP organisational chart. Professional link will be with NHSG Director of Pharmacy & Medicines Management.

The post holder will provide training to a range of practice and HSCP staff as well as being involved with pharmacy students and pharmacy technician trainees.



**1 Communication**

The post holder will, on a regular basis, provide and receive complex information e.g. core discharge documents following patient discharge from hospital where medication changes require to be updated on the GP record and patients need to be contacted to explain/reinforce changes. This is particularly complex where patients have a compliance aid dispensed by their community pharmacy as discussion with the pharmacy is required to facilitate the safe addition or removal of medication from a patient's compliance aid.

The post holder will communicate with a range of people and will communicate effectively in a manner in keeping with the professional operation of the service. Information is often confidential and requires to be handled and communicated in a sensitive manner e.g. care at home discussions with patients, family members, care management colleagues and care providers when dealing with medicine management queries and issues where patients require support to manage and take their medicines safely and appropriately.

Overcoming barriers to communication and having an understanding that a wide range of factors which can make communication difficult is key. This may include those who have barriers to understanding e.g.

	<ul style="list-style-type: none"> <li>- who may be upset or confused because of their medication and or medical condition</li> <li>- with sight and/or hearing difficulties</li> <li>- who may be distressed and/or angry</li> <li>- who may have limited English language</li> </ul> <p>All information given must be tailored to the patients specific needs to ensure understanding of how and when to take their medicines to maximise efficacy and minimise side-effects.</p> <p>They will communicate with patients and staff regarding prescriptions plans, information of expected turnaround times and further supplies, either in person or by telephone.</p> <p>Some information may challenge current practice and require the post holder to persuade and negotiate with others e.g. with patients who request a specific brand of medication which is out with Grampian Formulary.</p> <p>Will communicate effectively with regard to providing and receiving routine information on medicines to and from wards, departments, pharmacy and other healthcare staff.</p>
2	<p><b>Knowledge, training and experience</b></p> <p><b>Qualifications:</b>  Level 3 SVQ/NVQ qualification as a pharmacy technician <b>OR</b> SQA Diploma in Pharmacy Services made up of the SQA Professional Development Award in Pharmacy Services (SCQF Level 7) and SVQ Pharmacy Services (SCQF Level 8)  Professional registration with GPhC as a pharmacy technician (the post holder will be required to meet GPhC requirements for continuing professional development and revalidation)</p> <p><b>Experience:</b>  Excellent numeracy and accuracy skills  Excellent written and verbal communication skills, demonstrating tact and diplomacy when required  Good negotiating and interpersonal skills to work as part of a team  Good IT skills (Word and Excel) and ability to learn new systems  Able to maintain confidentiality</p>
3	<p><b>Analytical and judgemental skills</b></p> <p>Makes judgements and considers the range of options in relation to availability of prescribed medicines and stocks held at ward / departmental / community pharmacy level and to assess the impact of stock shortages/stock unavailability e.g. identify alternative, available options to present to pharmacist or GP/hospital doctor for medicine(s) when the community pharmacy/ward is unable to supply a specific medicine to an individual patient due to it being out of stock. In the same way, proactively deal with more wide spread (national) out of stock issues where significant numbers of patients are affected.</p> <p>The post holder will act decisively with some autonomous decision making. A combination of protocol criteria and the post holders own judgement dictates when to refer to higher level pharmacy technicians or pharmacists.</p> <p>Makes judgements on whether an enquiry should be answered directly using own knowledge, skills &amp; competency, or should be referred e.g. queries from community pharmacy looking for an alternative medication if prescribed item is unavailable.</p>

4	<p><b>Planning and organisational skills</b></p> <p>Will plan and organise own workload and prioritise work according to the demands of the service and medicine management priorities which will often require adjustment e.g. monitor GP practice pharmacy team email inbox to triage and prioritise enquiries to identify those which can be dealt with by post holder, higher level technician or pharmacist. Planned project work may need to be paused if urgent drug safety alert is received.</p> <p>Will organise appropriate supervision of pharmacy support staff when these are part of the team in specific locations.</p>
5	<p><b>Physical Skills</b></p> <p>The post holder will utilise a laptop/desktop computer on a regular basis and should possess basic skills to use information technology to operate such systems as Turas Appraisal. Additional equipment in regular use includes printers, scanners &amp; photocopiers, phone, calculator.</p> <p>In addition, and dependent on site, the post holder may require to utilise drug trolleys, kick stools/safety steps, fridge/freezer, tablet/capsule counter.</p> <p>Software Applications used:  Microsoft Office (Word/Excel//PowerPoint/Access/Outlook/Teams).  Internet to resource information for evidence based practice to access current local and national guidelines.  NHS Mail for email communication.  GP Practice and Community Hospital Computer systems.  NHS Intranet to access NHS Grampian policies and procedures, Turas Learn, Turas Appraisal.</p>
6	<p><b>Responsibilities for patient/client care</b></p> <p>The post holder will act as a point of contact for the pharmacy team e.g. supply problems, issues with prescriptions and be able to triage those which are out with own competency, to the most appropriate member of staff. Work under standard operating procedures to review prescription requests coming into practices, make changes to patients repeat prescription records to facilitate safe, evidence based, rational and cost effective prescribing. Undertake non-clinical medication review of specific patient groups / individual patients. Inform patients of any changes to their medicines (e.g. dose adjustments) in a professional manner and to support and reassure patients when necessary and to deal with any issues or concerns that may arise within the boundaries of this post. Following clinical review, aid the medicines reconciliation process using appropriate information sources e.g. Immediate Discharge Letters, clinic letters to make changes to patients clinical medication records, ensuring an accurate and up-to-date medication regimen is documented.</p> <p>Within <u>community hospitals</u> (if part of the role in the HSCP), the post holder will assist in maintaining the internal stock control and distribution systems within pharmacy department and ensure correct storage and turnover of stock to maintain quality and potency of products. The post holder will check patient administration records (PAR) for missing/incomplete information, errors and report back to the pharmacist or higher level technician, carry out medicines reconciliation and assist in managing discharges.</p> <p>Within <u>care homes</u> (if part of the role in the HSCP), the post holder will support care home staff with involvement in checking stock levels, medicine storage and prescription ordering are all appropriate. The post holder will review medication administration recording (MAR) charts to check that prescribed medication is administered as directed and recorded correctly. Any issues arising will be reported to the care home manager/nurse in charge and may be reported back to HSCP pharmacy</p>

	<p>colleagues/GP/community pharmacy. The post holder will be required, on occasion, to provide medication training to care home staff.</p> <p>There will be a requirement to respond, often at short notice, to national drug alerts and take action to safeguard patients and staff from potential hazards.</p>
7	<p><b>Responsibilities for policy and service development implementation</b></p> <p>The post holder will implement SOPS e.g. the accurate recording of medication for patients following discharge from hospital.</p> <p>The post holder will be required to read and understand local and national guidelines and adhere to the required standard operating procedures (SOPs) in place and appropriate to each pharmacy sector.</p> <p>They will support the Pharmacy Team by promoting and developing new and existing prescribing support models which will be delivered by the post holder and other members of the pharmacy team to improve patient care.</p> <p>The post holder will support the HSCP Pharmacy Team to enhance Care at Home services to maintain patient independence at home.</p> <p>The post holder will support the HSCP Pharmacy Team to enhance Care Home services to maintain patient care.</p>
8	<p><b>Responsibilities for financial and physical resources</b></p> <p>The post holder will have a role in the medicines stock management in community hospital wards and clinics which involves ensuring that the correct policies and procedures are in place and adhered to for the ordering, receipt, safe storage (including fridge and controlled drugs) and return of medicines.</p> <p>They will ensure stock rotation is carried out in care homes and community hospital wards. The post holder will ensure that return of drugs are processed and financial accreditation is carried out accordingly (community hospitals only).</p> <p>The post holder will assist in the monitoring of drugs used and report on the drug expenditure in community hospitals/GP practices/care homes. They will provide feedback to HSCP pharmacy team and assist in identifying changes which may impact on drug budgets. They will identify non-formulary medication requests and check possible alternatives before passing to the pharmacist for consideration.</p>
9	<p><b>Responsibilities for human resources</b></p> <p>The post holder will provide ongoing training and advice on pharmacy services and medicines management to nursing/GP practice staff and care staff on a one-to-one basis and small group sessions.</p> <p>They will work with other members of the HSCP pharmacy team and provide training, shadowing to other less experienced staff as appropriate e.g. pharmacy undergraduate students, pre-registration trainee pharmacy technicians, pharmacy support staff, medical/nursing students. In addition, the post holder may be required to check tasks performed by pharmacy support workers.</p> <p>The role will also provide training regarding medicines handling and management to nursing, practice and HSCP staff.</p>

	The post holder will assist with the training and development of any pharmacy support staff if applicable in sector.
<b>10</b>	<p><b>Responsibilities for information resources</b></p> <p>The post holder will input data on to the relevant computer system for GP practice/community hospital, some of which will be data prepared by others e.g. updating patient records in GP practice with details of medicines reconciliation done, prescriptions issued, record of telephone contact made to or from patients. Agreed read codes will be used to record these completed tasks on GP practice computer systems.</p> <p>The post holder will ensure safe storage of patient data on computer systems by following IT security processes as well as maintaining patient confidentiality and working within the boundaries set down by the Data Protection Act and Caldicott guidance.</p>
<b>11</b>	<p><b>Responsibilities for research and development</b></p> <p>The post holder will support colleagues to carry out audits within general practice systems in relation to medicines management action plans and priorities e.g. identification of cost savings opportunities and performance against targets, high cost and high volume prescribing reviews, audits of prescribing topics.</p> <p>Audits will be carried out regarding reflection on adherence to the safe and appropriate management of medicines e.g. prescribing, antibiotics, refrigerator monitoring.</p>
<b>12</b>	<p><b>Freedom to act</b></p> <p>The post holder will work independently and prioritise activities. Work is checked by designated staff e.g. medication clinical check by pharmacist or GP.</p> <p>They will be accountable for their own professional actions: guided by legislation, national and local protocols and local formulary.</p> <p>They will respect patient confidentiality and will work within the boundaries set down by the data protection act and Caldicott guidance.</p> <p>The post holder will work within agreed guidelines and medicines management action plan protocols.</p> <p>The post holder will recognise professional and personal limitations of competence in all areas of work whilst demonstrating professional accountability and responsibility.</p> <p>The post holder will receive support and supervision appropriate to the role/practice/location.</p>
<b>13</b>	<p><b>Physical effort</b></p> <p>Care home/community hospital work requires moderate physical activity with the moving of drug trolleys, checking medication stocks and medication fridges.</p> <p>There will be lengthy periods of standing or sitting (depending on sector) and work involves extended use of computer equipment. As available space and printer access varies between practices, adaptability is a key component. May be required to carry a laptop between practices.</p> <p>May be required to travel within and out with Grampian for training purposes.</p> <p>The post holder may be required to move between work bases.</p>

<p><b>14</b></p>	<p><b>Mental effort</b></p> <p>The post holder will be required to work under pressure to meet deadlines. The workload is unpredictable with frequent interruptions e.g. frequent telephone calls, responding to queries regarding medicines supply or issues in prompt manner to ensure appropriate supply of medicines in timely manner, therefore reprioritisation will be required to respond to changing and sometimes conflicting priorities.</p> <p>Accuracy is required due to the pharmaceutical components, detail and specific nature of the work undertaken. There is frequent requirement for concentration with requirements for accuracy and speed at all times.</p> <p>The post holder will be required to meet GPhC requirements for continuing professional development and revalidation.</p>
<p><b>15</b></p>	<p><b>Emotional effort</b></p> <p>There will be a requirement to maintain confidentiality, handling sensitive information appropriately e.g. prescribing data, access to individual patient's medical records.</p> <p>Required to respond sensitively to patients, carers or relatives about concerns around specific changes to medicines which can be challenging. There may be occasional exposure to distressing or emotional circumstances such as care of the terminally ill or dealing with patient with severely challenging behaviour.</p> <p>The post holder has to manage communication with a wide variety of GP practice, community pharmacy and hospital pharmacy staff.</p>
<p><b>16</b></p>	<p><b>Working conditions</b></p> <p>The post holder will use a VDU for extended periods each shift.</p> <p>May occasionally encounter challenging behaviour when dealing with difficult patients / staff.</p> <p>There may be a need to deal with difficult working conditions e.g. exposure of unpleasant hazardous circumstances such as poorly controlled temperatures.</p>

<p align="center"><b>PERSON SPECIFICATION</b></p>	
<p><b>POST/GRADE:</b></p>	<p>Primary Care Pharmacy Technician - Band 4</p>
<p><b>LOCATION:</b></p>	<p>Aberdeen City Health and Social Care Partnership  Aberdeenshire Health and Social Care Partnership  Health and Social Care Moray</p>

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.

### GENERAL REQUIREMENTS

Factor	<u>Essential</u>	<u>Desirable</u>
Qualification	<ul style="list-style-type: none"> <li>▪ BTEC / Level 3 SVQ/NVQ qualification as a pharmacy technician <b>OR</b> SQA Diploma in Pharmacy Services made up of the SQA Professional Development Award in Pharmacy Services (SCQF Level 7) and SVQ Pharmacy Services (SCQF Level 8)</li> <li>▪ Hold a Professional registration with the General Pharmaceutical Council or be due to register with the GPhC within the next 3 months <i>(must be able to provide this number prior to employment)</i></li> </ul>	<ul style="list-style-type: none"> <li>▪ Accredited Checking Technician (ACT) qualification</li> </ul>
Experience	<ul style="list-style-type: none"> <li>▪ Pharmacy experience in community, hospital or primary care</li> <li>▪ Good literacy and numeracy skills with good attention to detail</li> <li>▪ Good keyboard and IT skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good working knowledge of Microsoft packages (Word &amp; Excel)</li> </ul>
Special Aptitude and Ability	<ul style="list-style-type: none"> <li>▪ Good spoken English with excellent interpersonal &amp; communication skills (verbal and written)</li> <li>▪ Can understand and follow written instructions (e.g. Standard Operating Procedures)</li> <li>▪ Ability to work accurately under pressure</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of GP clinical systems</li> <li>▪ Understanding of NHS and Primary Care services</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Ability to prioritise and organise workload</li> <li>▪ Strong focus on person-centered care</li> </ul>	
Circumstances & flexibility	<ul style="list-style-type: none"> <li>▪ Working in different GP practices and community settings e.g. community hospital</li> <li>▪ Ability to deal with multiple work-streams/projects</li> <li>▪ Ability to deal with interruptions when undertaking tasks</li> </ul>	
Particular requirements of the post	<ul style="list-style-type: none"> <li>▪ Understands the importance of confidentiality</li> <li>▪ Friendly disposition to communicate with patients, carers, health care professionals and social care professionals</li> <li>▪ Commitment to maintain a high standard of expertise, continuing professional development and revalidation with the GPhC</li> </ul>	<ul style="list-style-type: none"> <li>▪ Car owner and driver (business use on car insurance)</li> </ul>
Level of Disclosure check required	<ul style="list-style-type: none"> <li>▪ Full PVG</li> </ul>	