

**AGENDA FOR CHANGE  
NHS JOB EVALUATION SCHEME**

**JOB DESCRIPTION**

**1. JOB IDENTIFICATION**

Job Title: Rotational Pharmacy Technician with Accredited Dispensary Accuracy Checking Qualification

Reports to: Senior Pharmacy Technician, Section Manager

Department(s): Pharmacy Department, Raigmore Hospital.

Directorate: Pharmacy Services

Operating Division: Direct Health Services

Job Reference: SSCLSSRAIGPHARM43

Band: 5

No of Job Holders: 6

Last Update : minor update 111218

**2. JOB PURPOSE**

The post holder is an experienced, qualified pharmacy technician with a minimum of 2 years post qualification experience, who has undertaken further training and holds the Accredited Dispensary Accuracy Checking Qualification. During the Dispensary rotation the post holder will perform the final accuracy check on dispensed medicines. The post holder participates in a rotation through the following sections within the pharmacy department:

- Dispensary
- Quality Assurance
- Aseptic Dispensing Unit (ADU), encompassing a cytotoxic section and sterile/non-sterile section
- Distribution

The post holder will:

- be flexible in undertaking all duties associated with the preparation, dispensing and distribution of medicines and associated products, accurately and timeously.
- assist the senior pharmacy technician in supervising and training all junior staff and new entrants.
- assist the senior pharmacy technician/section manager in the review and implementation of Standard Operating Procedures in some sections within the department.

### 3. DIMENSIONS

#### NHS Highland - Pharmacy

Population	210,000
GP Practices:	70
Hospital Sites	18
Hospital Pharmacy Departments	4
Community Nurses	105
Community Dental Practices	16
Community Chiropody Practices	18
Nursing Homes	28
Family Planning Clinics	14
School Nurses for Vaccine Programmes	26
CHPs	3
Medicines budget	£48.5m

#### Dispensary

##### NHS Highland – Raigmore Dispensary (2004 figures)

Raigmore discharge prescriptions: Forms - 21,000 Items - 53,500  
Raigmore outpatient prescriptions: Forms - 6,250 Items - 8,700  
Raigmore oral chemotherapy (Chemo Care) prescriptions: Forms -1, 560 Items - 2, 740  
Other hospitals discharge prescriptions: Forms - 540 Items - 2, 820  
Highland Rheumatology Unit self-medicating prescription sheets: Forms - 350 Items - 620  
Clinical trials: 23 dispensing (not including returns)  
Income from prescription charges: £8378  
Income from shop sales and private prescriptions: £5150

#### Quality Assurance

Statistics – Settle plates – 12000 per annum.  
Contact plates – 500 per annum.  
Aseptic operator validation kits – 240 per annum.

#### Aseptic Dispensing Unit

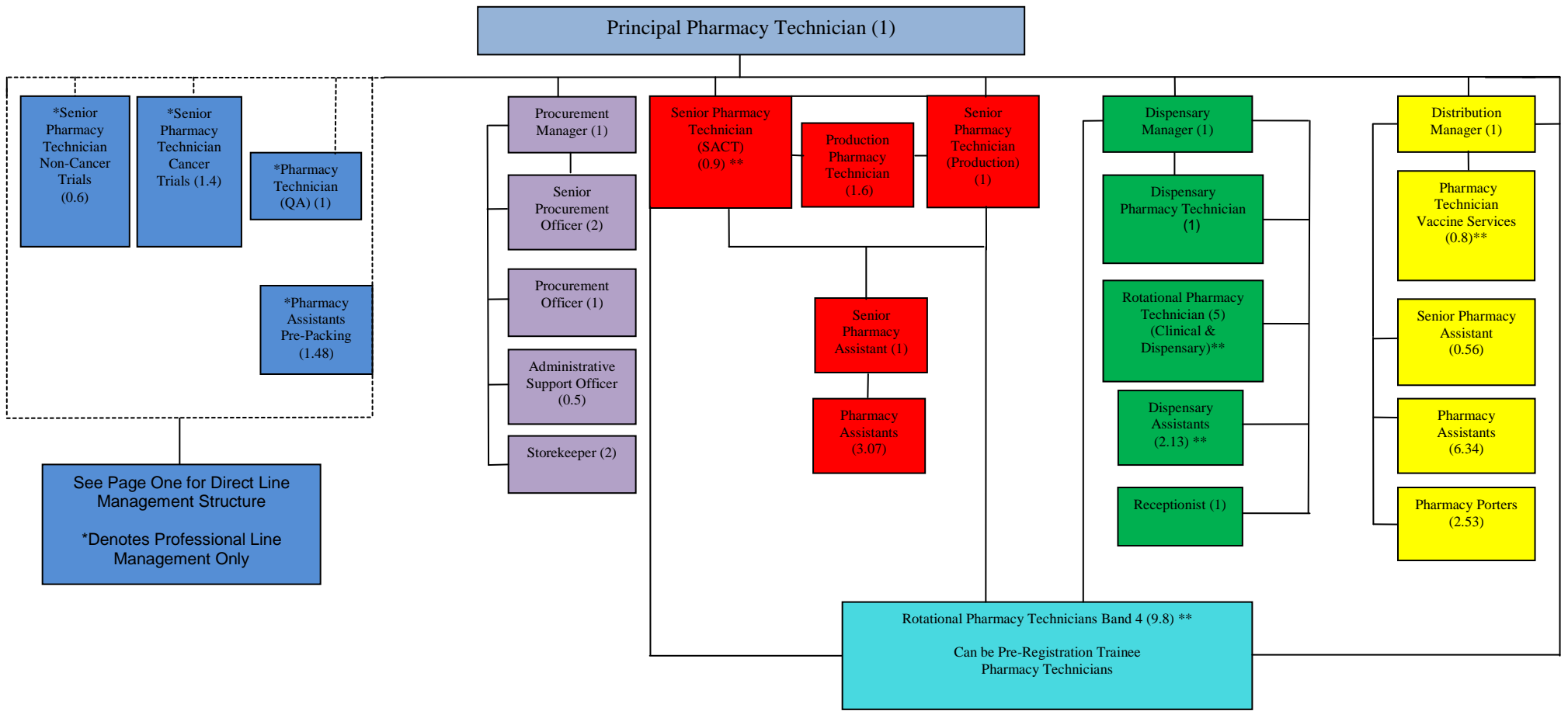
Cytotoxics annual budget value of –£ 1.75 million  
Cytotoxics Statistics - 13200 Cytotoxics and related medicines dispensed per annum (2003).  
Sterile Non-Sterile annual budget value of: £150,000  
Sterile Non-Sterile Statistics - 1550 prepared sterile products annually and 400 aseptically dispensed products annually.

#### Distribution

Distribution figures based on 2003/04  
Value of stock held in the pharmacy store - £650,00 to £700,000 (at any one time)  
Total Value of goods supplied annually- £7,000,000  
Total value of goods supplied to sub-stores and dispensaries - £1,582.952  
Number of lines (different items) supplied annually- 270,000  
Number of requisition orders received – 49,000  
Number of lines held in stock – 3,000  
Number of lines available as non-stock – 4,500  
Number of wards/departments served by top-up system – 34 (including 1 outside hospital)

### 4. ORGANISATIONAL POSITION

See following Organisation Chart.



## 5. ROLE OF DEPARTMENT

The function of the pharmacy service is to develop and provide integrated patient-focused pharmaceutical care, which meets the present and anticipated needs of the population of NHS Highland in accordance with the Local Health Plan 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 multi-agency teams in a fully integrated manner. The main responsibilities are:

- The development and operational delivery (managed services) of pharmaceutical care across NHS Highland.
- The provision of expert advice on community pharmaceutical matters to the NHS Board and its committees, including the Direct Health Services Committee, to the Specialist Services Unit and the three Community Health Partnerships, and to senior managers and prescribers.
- The implementation of robust clinical, corporate and staff governance systems to minimise risk and assure patient and staff safety and wellbeing.

The role of the **Dispensary** is to provide the following:

- Discharge dispensing service to all wards within Raigmore, Invergordon County Hospital and Ross Memorial Hospital.
- Outpatient prescription dispensing service.
- Clinical trial dispensing service.
- Individually dispensed items for inpatients within specified patient groups eg patients receiving chemotherapy.
- Advice to patients and staff regarding dispensed medicines.

The role of the **Quality Assurance Section (QA)** is to provide quality assurance of all pharmaceutical services in order to ensure the safe provision of services, and use of medicines and sundries handled and produced by the Pharmacy Department. Current provision is concentrated on traditional QA functions such as:

- Environmental monitoring.
- Assessment of goods returned from wards to ensure that the integrity of the product is safe for re-use.
- Handling of defective and potentially defective products.
- Piped medical gas testing.
- Standard Operating Procedures (SOPs) from all Pharmacy sections are authorised by QA along ISO principles.
- At a national level, there is input to strategies and policies through the Quality Assurance Specialist Interest Group (QASIG).

The **Aseptic Dispensing Unit** is based at Raigmore Hospital, one of Scotland's five cancer centres. Raigmore Pharmacy Department was the first in the UK to appoint a fully funded Macmillan Principal Pharmacist in Oncology. The main functions are to:

- Provide aseptically dispensed, extemporaneously manufactured and repackaged medicines and products to safely meet clinical demand.
- Provide pharmaceutical care to oncology and haematology patients.
- Provide pharmaceutical care to TPN patients.
- Provide clinical and pharmaceutical advice and support to healthcare staff caring for these patients.
- Provide pharmaceutical support to oncology and haematology patients in clinical trials

The Aseptic Dispensing Unit (ADU) provides a specialist aseptic dispensing service for adult and neonatal total parenteral nutrition (TPN), chemotherapy necessary for oncology, haematology and rheumatology patients and other products requiring aseptic manipulation. Pharmacists working in the

ADU are also able to advise on drug compatibility and stability queries concerning the dispensed products.

The Non-Sterile Production Unit manufactures extemporaneous products to a standard that ensures the stability and quality of the final product. These products include creams, pastes and suspensions which are not readily available commercially. Medicines are repackaged to MHRA Licence standard for NHS Highland ward use and patient supply packs are provided to the same standard for A & E departments and other clinical areas.

The electronic prescribing system already in place for oncology/haematology patients will continue to be expanded and developed, including the provision of professional support for its users. There will also be an expansion both of the existing pharmaceutical care planning system for oncology/haematology patients and of the clinical advice and guidance given to patients, nursing and medical staff on the use of cytotoxic chemotherapy. Increased clinical involvement in TPN prescribing is planned along with the production of guidelines for parenteral and enteral nutrition (in conjunction with the Nutrition Team). There is a need to extend the items dispensed aseptically to include a central intravenous additive service for products which are identified by risk assessment as those best carried out in the ADU.

The role of the **Distribution** section at Raigmore Hospital is to provide a cost –effective storage and distribution service for pharmaceuticals on behalf of the managed service of NHS Highland. The section:

- Is the main holding centre for NHS Highland for routine and non-routine medicines and pharmaceutical sundries. This involves the regular review of stock levels held both to eliminate any wastage by over stocking and also to promote compliance with NHS Highland Joint Formulary policies and protocols.
- Is designated holding centre for specific strategic drug stocks including antidotes, vaccines, blood factor products and pods containing drugs to be dispensed to the general public in the event of a chemical or biological terrorist attack in the region.
- Manages the routine and non-routine supply of drugs and pharmaceutical sundries to over 500 destinations throughout NHS Highland. This includes regular supply of items requiring strict adherence to “cold chain” procedures and “top-up” services to selected wards and departments. Non-routine supplies are also made to other health related agencies including community pharmacies, veterinary practices, Northern Constabulary, Royal Army Medical Corps, Scottish Ambulance Service, Care Homes, etc.
- Develops and maintains procedures for the supply of medicines and pharmaceutical sundries. This includes the development of customised indents for functional groups or individual locations.
- Plans and co-ordinates the supplies of medicines and especially vaccines, in accordance with Government led campaigns, eg the supply of vaccines for the childhood immunisation programme.
- Co-ordinates the return of drugs and pharmaceuticals from all locations as required by regulatory agencies, or for other reasons.

## **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES**

### **Standard Operating Procedures (SOPs)**

- Read and follow SOPs; signing to say the SOP is understood and agreeing to work to standards.
- Assist the senior pharmacy technician/section manager to ensure junior staff and new entrants read and follow SOPs; ensuring they sign to say the SOP is understood and agree to work to standards.
- Assist in the review of SOPs.

### **Training, Direction and Support**

- Assist the senior pharmacy technician/section manager with the provision of professional supervision, guidance and direction of all junior staff and new entrants.
- Act as a mentor to student pharmacy technicians undertaking training.

- Attend any internal and external courses/meetings as identified by own PDP&R and the needs of the department.
- Maintain own continuing professional development for registration with the General Pharmaceutical Council (GPhC)

### **Stock Control**

- Ensure stock is kept free from dust.
- Ensure relevant paperwork is archived ie sent to archiving facility via Pre-Packing Unit Pharmacy Assistants.
- Ensure expiry dates on all stock are checked regularly and any expired items are removed from stock and disposed of according to the relevant SOP. Complete stock adjustment forms and forward to the senior pharmacy technician/section manager for processing.
- Liaise with procurement staff when there is a supply problem with stock, so that alternative arrangements can be made.
- Inform senior pharmacy technician/section manager of any problems regarding stock.

### **Health & Safety**

- Record incidents eg IR1 forms.
- Carry out all dispensing, QA and supply activities following risk/COSHH assessment guidelines eg dispensing chemotherapy medicines.
- Report problems to the senior pharmacy technician/section manager.
- Carry out COSHH and risk assessments.

### **Developments**

Assist the senior pharmacy technician/section manager in implementation of departmental developments affecting pharmacy activities.

### **DISPENSARY**

The post holder has undertaken further training and holds the Accredited Dispensary Accuracy Checking Qualification. During the Dispensary rotation the post holder has responsibility for accurately checking dispensed medicines within the overall provision of pharmaceutical care; ensuring the safe and effective dispensing of prescribed medicines; and identifying and reducing dispensing errors, prior to the prescription's release.

### **Operational Role**

- Maintain a working knowledge of dispensary practices.
- Receive prescriptions from outpatients providing advice where necessary on charges and exemptions.
- Receive and process handwritten discharge prescriptions.
- Prioritise the work of the dispensary in the absence of the Dispensary Manager.
- Label prescriptions according to SOPs ensuring that correct cost code destinations have been used.
- Dispense prescriptions according to SOPs i.e. outpatient, discharge, clinical trial, factor VIII (for haemophilia), paediatric diabetic, self-medicating sheets, Chemo Care (oral chemotherapy and associated medicines) and private prescriptions.
- Perform the final accuracy check on all types of prescriptions, including clinical trials according to SOPs.
- Dispense and accuracy check controlled drugs (CDs) for outpatient and discharge prescriptions.
- Complete dispensing error and Pharmaceutical Care Issue (PCI) forms as appropriate.
- Complete dispensing accuracy logs annually.
- Prepare dispensed prescriptions for delivery and take to delivery point; ensuring accurate records are kept.
- Place order to the Distribution Section for medicines stocked in the dispensary via JAC pharmacy system.
- Receive order from the Distribution Section.

- Chase to follow items and items owed on prescriptions.
- Liaise with other hospitals when patients are transferred and if necessary issue required stock from the Distribution Section according to SOPs.
- Monitor temperatures in the dispensary fridge, CD room and clinical trial area.
- Counsel patients on the use of their medicines and devices.
- Answer the telephone and deal with queries appropriately or refer to Dispensary Manager, Pharmacist or Medicines Information Section..
- File prescriptions appropriately.
- Check stock levels and inform Dispensary Manager of changes in usage.
- Top up dispensing sundry items and order via the Distribution Section ensuring that sufficient stock is maintained eg medicine bottles.
- Cover reception duties when receptionist is not available ie telephone, reception desk, direct queries, sort mail.

### **Clinical Trials**

- Follow SOPs when dispensing and returning clinical trials.
- Perform the final accuracy check.
- Assist the Dispensary Manager to ensure clinical trial files are kept in order.
- Assist the Dispensary Manager in training junior staff to dispense.

### **Finance**

- Correctly record and process money collected from outpatient prescription charges.
- Process money collected from the sale of over the counter medicines and private prescriptions.
- Follow anti-fraud measures.
- Ensure the safe storage of cash.
- Ensure cheques and credit/debit card slips are completed correctly and report any discrepancies to the Dispensary Manager.

### **Stock Control**

- Note any stock discrepancies in the stock errors book, investigate and complete stock adjustment forms and forward to Dispensary Manager for processing.
- Dispose of expired or damaged stock according to the relevant SOP.
- Rotate stock, regularly check expiry dates and record short dated medicines in the expiry date book.
- Put stock away correctly, in the appropriate location.
- Receive any orders, including back orders, correctly on the computer and ensure the relevant paperwork is processed.
- Input stock orders correctly into the computer and ensure that those handwritten in the procurement order book are correct.
- Correctly process documentation between Distribution Section and the Dispensary.
- When issuing stock for patients being transferred to another hospital, ensure the requisition is issued correctly i.e. from distribution stock and that the relevant paperwork is completed correctly.

### **Workload and analysis of data**

- Record activity data on a daily basis. This involves the counting or stamping of every prescription form and item.
- Record data on all prescriptions dispensed at the end of the month.
- Record additional workload e.g. winter bed pressures, increased clinic activity.

### **Computer Product Files**

- Inform the Dispensary Manager of any medicine, which requires issuing but is not on the JAC pharmacy system.

- Inform the Dispensary Manager of incorrect or missing additional warnings/patient information on dispensing labels eg Warning: Avoid alcoholic drink.

### **Allocation of Work**

- Prepare weekly Pharmacy Technician duty rota, ensuring that training needs are met for more junior pharmacy technicians and student pharmacy technicians.

### **QUALITY ASSURANCE SECTION**

The post holder trains student pharmacy technicians in this section. The post holder assesses and prioritises their own workload.

### **Operational Role**

- Place exposed agar plates into correct incubator.
- Remove incubated exposed agar plates and staff validation kits from the incubators and analyse for microbial growth.
- Identify agar plates with unusual or excessive microbial growth and when appropriate send them to the Microbiology Department for colony forming units identification (CFU).
- Incubate ADU operator validation kits when required.
- Prepare sets of unexposed weekly settle plates for Radiopharmacy Department and ADU.
- Carry out forced air sampling within the Radiopharmacy Department and ADU.
- Carry out particle count in the Radiopharmacy Department and ADU.
- Monitor cold chain of aseptically dispensed products and refrigerators used for their storage.
- Empty ward stock bags returned to the Pharmacy Department. Check the contents of bags for unused medicines which have been returned, to ensure their integrity has not been compromised and assess their suitability for re-use and re-issue.
- Discard medicines which are unsuitable for re-use appropriately.
- Process pharmaceutical waste medicines and hazardous waste medicines following SOPs and arrange for the appropriate collection or disposal.
- Assist the Principal Pharmacist (QA) with product recalls.

### **Stock Control**

- Ensure expiry dates on all stock kept in QA are checked regularly and any expired items are disposed of correctly and relevant documentation completed according to SOP.
- Ensure all QA stock is issued via the JAC computer system to the correct destination timeously.

### **Workload and analysis of data**

- Record activity data.
- Monitor and record all documentation regarding temperature checks in all storage areas throughout the department. Identify problem areas and inform the Principal Pharmacist (QA).
- Input data regarding hazardous waste from paper records into Excel spreadsheets.
- Input environmental monitoring data from paper records into Excel spreadsheets.
- Maintain paper records of environmental monitoring and aseptic operator validation.

### **ASEPTIC DISPENSING UNIT (ADU)**

The Aseptic Dispensing Unit comprises of Clean Rooms and Isolators, which must be cleaned and disinfected to a high standard to ensure no microbial growths occur, thereby affecting the integrity of the product. The environmental parameters of these areas need to be monitored daily and any anomalies reported to the senior pharmacy technician or QA Section. Agar plates and integrity testing devices are used for this process. Operators are regularly required to undertake validity testing of their preparation technique. In times of staff shortages due to annual leave and/or sick leave the post holder will be required to provide cover for the Senior Pharmacy Assistant or the pharmacy assistants within this section.

The ADU dispenses highly specialised medicines that are given intravenously and intraspinally to cancer patients and others who are critically or terminally ill including premature babies. These highly vulnerable patients require sterile medicines to be prepared by highly trained staff working at pharmaceutical isolators within clean rooms.

Due to the extremely narrow margin between therapeutic effect and toxicity of cytotoxic chemotherapy, the doses must be accurately calculated, measured, prepared and checked whilst maintaining output in a service under significant clinical demand.

Cytotoxic chemotherapy is potentially carcinogenic itself, so staff working in the ADU must work to the highest standards of safe handling to minimize their and other staff members exposure to these drugs.

### **Stock Control**

- Input stock orders correctly into the computer and ensure that those handwritten in the procurement order book are correct.
- Ensure all ADU stock is issued via JAC computer system to the correct destination timeously.
- Carry out weekly/annual stock take.
- Assist the senior pharmacy technicians in maintaining physical stock and the computerised stock control system (JAC).

### **Clinical Trials**

Assist the senior pharmacy technicians in the dispensing and monitoring of clinical trials, keeping accurate records of patient participation.

### **Workload and analysis of data**

- Record daily production statistics on paper records.
- Record operator handling chemotherapy statistics.

### **Computer Product Files**

- Input data into the Extravasation Kits Database.

### **Quality Assurance**

Accurately record data for environmental monitoring of the Aseptic Dispensing Unit in association with the Quality Assurance Section of the Pharmacy Department.

### **Cytotoxic section**

- Assist the Senior Pharmacy Technician (Cytotoxics) in prioritising prescriptions received for cytotoxics and associated medicines, ensuring prompt and efficient delivery of product.
- Check prescriptions for accuracy and validity. Interpret and calculate requirements using appropriate formulae thus ensuring that each patient receives his/her correct and unique range of drugs. Check the patient's notes for details of previous doses and any relevant information.
- Prepare worksheets, labels and associated documentation for chemotherapy and any other relevant medicines, ensuring accurate records are maintained for each prescription.
- Accuracy check worksheets and labels prior to clinical check by pharmacist.
- Gather all drugs and sundries required to make the patient's individual medicines, prior to manufacture in an isolator. Accurately record the drug strengths, doses, batch numbers and expiry dates on the appropriate worksheets.
- Perform a check against the prescription of the assembled drugs, diluents and sundries, prior to manufacture in an isolator, including drug strengths, batch numbers and expiry dates.
- Prepare chemotherapy and associated medicines within a pharmaceutical isolator ensuring optimum handler protection from the potentially hazardous effects of the constituents and maximum product protection from microbial contamination.

- Ensure patient files are kept up to date both in written and computerised forms.
- Maintain and appropriately distribute Extravasation and Spillage Kits.

### **Sterile Unit**

- Assist the Senior Pharmacy Technician (Sterile and Non-Sterile Medicines) in prioritising prescriptions received for parenteral nutrition and aseptically prepared medicines, ensuring prompt and efficient delivery of product.
- Assist the Senior Pharmacy Technician in checking prescriptions for accuracy and validity. Interpret and calculate requirements using appropriate formulae thus ensuring that each patient receives his/her correct and unique range of drugs and nutrition.
- Prepare worksheets, labels and associated documentation for Total Parental Nutrition (TPN) and any other relevant medicines, ensuring accurate records are maintained for each prescription.
- Operate Clintec system for producing TPN labels. Interpret pharmacist endorsed prescription to input information accurately and timeously onto the Clintec operating system to produce labels for TPN medication. Ensure patient records are maintained during the process.
- Gather all drugs and sundries required to make the patient's individual medicines, prior to manufacture in an isolator. Accurately record the drug strengths, doses, batch numbers and expiry dates on the appropriate worksheets.
- Prepare TPN and associated medicines within an isolator to ensure optimum medicine protection from microbial contamination.
- Ensure patient files are kept up to date both in written and computerised forms.
- Interpret monthly orders for home TPN patients. Order medication and sundries (non-stock items from outside suppliers), ensuring prompt and efficient delivery to patient, taking into account transport availability.

### **Non-Sterile Unit**

- Process requests for non-sterile products. Interpret and calculate requirements using appropriate formulae: This can require investigation into drug formulation stability, compatibility and storage.
- Prepare worksheets, labels and associated documentation for the product, including batch numbers, expiry dates, drug strengths etc.
- Prepare product in a clean environment wearing the appropriate clothing.
- Gather materials and manufacture products including, creams, ointment and suspensions using appropriate formulae, following SOPs.
- Issue all raw materials to correct destinations.
- Ensure final product is issued to the correct destination and ensure delivery to appropriate destination.
- Assist and appropriately distribute emergency drug trays and dental kits to destinations throughout NHS Highland.

### **DISTRIBUTION**

During periods of staff shortage the post holder will be required to carry out some of the Senior Pharmacy Assistant's and pharmacy assistants duties.

### **Stock Control**

- Input stock orders correctly into the computer and ensure that those handwritten in the procurement order book are correct.
- Print weekly stock take sheets and distribute to appropriate pharmacy assistants, who will manually count the stock and complete the stock sheets.
- Input data from the completed stock take sheets into the JAC computer system, request discrepancy report and investigate. Any unresolved discrepancies should be reported to the Distribution Manager.
- Check that the correct stock is in the correct shelf location and stored appropriately, and ensure the shelves are kept tidy.
- Assist the Distribution Manager with ad-hoc stock takes performed by the pharmacy assistants on their

sections by recounting any discrepancies found and investigating.

- Complete stock adjustment forms for discrepancies, breakages and/or damaged items and forward to the Distribution Manager.
- Liaise with clinical pharmacists, procurement staff or Medicines Management and Information Section regarding stock shortages or special requirements eg requests for non-stock or non-formulary medicines.
- Liaise with procurement staff regarding order discrepancies or queries.
- Ensure all staff use the correct cost code when issuing or returning medicines and pharmaceutical sundries from the distribution account.
- Update distribution information board to inform staff of problem products eg manufacturer cannot supply stating alternative to use.

### **Handling Stock Queries**

- Advise healthcare staff on the availability of medicines and pharmaceutical sundries.
- Query simple anomalies on requisitions with healthcare staff, and if necessary advise changes to drug kardex then discuss with the appropriate pharmacist. Refer complex anomalies and medicines management problems to the Rotational Pharmacist/Directorate Pharmacist or Medicines Management and Information Section.
- Advise healthcare staff on certain aspects of the use and supply of vaccines used for routine immunisation programmes.

### **Stock Requisitions**

- Assess workload and prioritise to meet deadlines.
- Receive requisitions.
- Pick items from the broken pack shelves (split packs of tablets or capsules that have been returned from wards and departments and have been passed as fit for re-use by the QA section) and complete appropriate paperwork. These items are recycled and supplied free of charge to wards and not issued through the JAC computer system.
- Input all remaining items on requisitions into the live JAC computer system, and generate a picking list. If the goods are not in stock, order appropriately.
- Receive orders from the dispensary and sub-stores using the RQD function on the JAC computer system and generate a picking list, these orders are checked by the Senior Pharmacy Assistant or pharmacy technician.
- Receive Controlled Drugs (CDs) into stock and enter them into the CD register. Issue CD orders on the JAC computer system and record in the appropriate register.
- Investigate any CD discrepancies, eg anomalies between the actual, computer and register stock levels, prepare appropriate paperwork and report findings to the Distribution Manager.
- Answer telephone and deal with technical queries regarding medication, referring complex queries to the Distribution Manager.
- Allocate work to junior staff.

### **Non-stock requisitions**

- Receive non-stock requisitions from wards and pharmacy.
- Input the requisitions into the JAC computer system. Generate picking list. Refer problems to the Distribution Manager. The requisitions are processed in the same way as stock requisitions (see above).

### **Non-stock back orders from pharmacies in peripheral hospitals**

- Using the JAC computer system generate a list of non-stock back orders (SINS & SIO3). Order any items required and liaise with procurement staff as appropriate. Refer any problems to the Distribution Manager or staff in the peripheral hospital pharmacy.

### **Dispatch**

- Ensure all external orders are ready for collection at the appropriate time.

- Pack orders in the appropriate packaging and address clearly.
- Place packed orders in the appropriate dispatch area and record on the delivery sheets.
- Ensure all internal orders are dispatched to their correct destinations timeously by the pharmacy porters or pneumatic tube system. If necessary, organise delivery outwith the normal schedule for urgent requests.
- Resolve problems with routine transport schedules by liaising with transport manager.
- Arrange delivery of emergency/urgent packages by hospital transport, taxi courier, train or aeroplane to outlying destinations as appropriate.

#### **Documentation**

- Process and file all paperwork pertaining to all above duties appropriately.

#### **Pharmacy technician additional duties and responsibilities undertaken Out of Hours (OOH), including Saturday and Public Holidays.**

Pharmacy technicians participate in Saturday Rota work and work on approximately half the Public Holidays. Pharmacy technicians undertake OOH duties as required, in approximately a 1 in 12 rota. The following paragraphs provide an overview of the duties and responsibilities undertaken in OOH work within the various sections of the Pharmacy Department.

#### **ADU**

Occasionally prepare creams, ointments, suspensions, powders etc, as required. Rarely, staff trained in aseptic dispensing may have to prepare sterile products eg cytotoxic chemotherapy.

#### **Dispensary**

Routinely receive, label, dispense and dispatch prescriptions according to the relevant SOP.

#### **Distribution**

Frequently receive emergency/urgent items from the wholesaler. Frequently required to review orders for medicines and associated medical sundries, process the orders on the Pharmacy Department computer, pick the items and distribute them. This may require the organisation of emergency transport OOH, including taxis, hospital drivers and air transport that requires communication with the Duty Manager and other hospital(s) staff.

## **7a. EQUIPMENT AND MACHINERY**

- Personal computer including visual display unit
- Pneumatic conveyor system
- Dispensing equipment ie counting triangles, measures, tweezers, containers etc
- Telephone
- Photocopier
- Fax machine
- Laser printer
- Zebra label printer
- Workload stamps
- Calculator
- Trolley and/or wire baskets to move stock.
- SAS super 90 air sampler Abacus 301 particle counter
- Incubators
- Negative pressure isolators
- Positive pressure isolators
- Integrity tester
- Electronic shaker for drug dilution
- Heat sealer
- Agar plates
- Tongs
- Washing machine and tumble drier
- Spatulas and glass slabs
- Weighing scales and balances
- Mortar and pestle
- Syringes, needles, combi-caps
- Filters and drug delivery systems
- Protective clothing and footwear
- Step Ladders and kickstools
- Allen Viewer
- Heated Ointment Slab
- 2 ring Electric Hotplate

## **7b. SYSTEMS**

- Word – producing documents.
- Outlook – e-mail
- Internet
- Intranet
- Chemo-care computer package
- Clintec computer package
- Excel – to input data into spreadsheets.
- Incremental Discharge Letter (IDL) system; for discharge prescriptions sent electronically from wards both in and outwith Raigmore Hospital.
- JAC pharmacy system; for issuing stock, ordering, receiving orders, labelling, stock control.
- Comark temperature logger and Evolution software.

## 8. ASSIGNMENT AND REVIEW OF WORK

- Senior pharmacy technician or section manager assigns the post holder's work and carries out their PDP&R.
- The post holder will supervise more junior pharmacy technicians, student pharmacy technicians, pharmacy assistants, and porters as appropriate in each section that they rotate through.

## 9. DECISIONS AND JUDGEMENTS

- Decisions have to be made regarding the correct labelling and dispensing of medicines when performing the final accuracy check on dispensed medicines according to SOPs. The post holder will decide when to refer to the Dispensary Manager or Dispensary Pharmacist.
- Work is primarily demand led.
- Operate within defined policies and procedures which identify areas of discretion.
- Use initiative, technical knowledge and experience to advise junior staff.
- Answer problems or queries within the limitations of their role, referring to a more senior member of staff when appropriate.
- Convey routine information regarding the service provided to individual customers both internal and external.
- Act quickly and efficiently to urgent/emergency requests.
- Make decisions on when to alert more senior staff regarding operational problems.
- Demonstrate good customer care skills.

## 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- To work accurately and efficiently at all times whilst being continually interrupted by unpredictable workload and demands e.g. whilst performing final dispensary accuracy checks.
- Maintaining a high level of concentration in all aspects of the work undertaken.
- Ability to listen to information and pass on accurate and relevant information to the correct members of staff.
- Responding to urgent requests and meeting deadlines.
- Providing feedback to staff regarding detected errors while accuracy checking in the dispensary.

## 11. COMMUNICATIONS AND RELATIONSHIPS

### Daily Basis:

Face to face, telephone and electronic communication with:

- Raigmore pharmacy staff.
- Other healthcare staff in Raigmore and outside destinations (nursing, medical, transport, GP's, Chiropodists, Dentists).
- Pharmacy staff in other Pharmacy Departments within NHS Highland.

Face to face and telephone with:

- Couriers.
- Patients and carers.

### Weekly Basis:

Face to face, telephone and electronic communication with:

- Pharmacy staff in other Health Board Areas.
- Radiopharmacy.

Face to face and telephone with:

- Ambulance Service.
- Community pharmacists.
- Taxi drivers.

**Monthly Basis:**

Telephone with:

- Police.
- Prison staff.
- Royal Medical Corps.
- Vets.

## **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

### **Physical**

There is an ongoing requirement to exert light physical effort with several periods of moderate physical effort undertaken during each shift.

- Reasonable level of fitness required to enable post holder to manually handle light to moderate but bulky goods during assembly, checking and packing of orders and during stock control duties. Boxes of fluids are often picked weighing between 10kg and 13kg.
- Moving trolleys that may be heavy. There is a frequent requirement to exert moderate physical effort for several short periods during a shift.
- Good manual dexterity and fine motor skills – counting tablets/capsules; measuring liquids; preparation of chemotherapy, TPN, ointments, creams, and powders.
- Standing/sitting for long periods of time - daily, potentially all day except breaks when labelling, dispensing and checking.
- General keyboard skills typing daily.
- Use of isolators requiring physical exertion, especially stretching during cleaning procedures.
- Requirement to lift heavy trays (>3kg) with one hand, several times a day within a confined area.

### **Mental**

There is a frequent requirement for concentration where the workload is unpredictable.

- Pressure of outpatients waiting for their medication.
- Counselling patients where there are barriers to their understanding.
- The ability to concentrate in all aspects of work in all sections.
- The ability to concentrate when there are frequent and changing priorities and unpredictable interruptions.
- Speed and accuracy when labelling, dispensing and checking all types of prescriptions while remaining within safety parameters.
- Speed and accuracy when checking orders picked by other members of staff.
- The ability to adapt quickly to very different tasks when having to move from one section to another at short notice.
- Dealing with interruptions while performing a task and having to change from one activity to another frequently during the course of a shift.
- Pressure of ensuring deadlines are met.
- Pressure of dealing with conflicting demands within all sections of the department.

**Emotional**

Occasional indirect exposure to distressing or emotional circumstances.

- Dealing with verbal aggression.
- Supply of medicines to terminally ill patients and pre-term babies. (Indirect and occasionally direct dealing with terminally ill patients).

**Environmental**

Frequent exposure to unpleasant working conditions.

- Working in varying temperature conditions.
- Working in the confined space of the aseptic dispensing unit with air above atmospheric pressure.
- Working in the confined space of an isolator.
- Lack of windows, working under artificial lighting.
- Potential exposure to cytotoxic medicines, other hazardous materials and the resulting waste. Potential exposure to bodily fluids including dried blood, faeces etc when emptying stock return bags from wards.
- Daily use of VDU.

**13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- SVQ/NVQ Pharmacy Services Level III, or equivalent qualification in Pharmacy Services and registered as a pharmacy technician with the General Pharmaceutical Council
- Accredited Dispensary Accuracy Checking Qualification.
- Up to date knowledge of hospital pharmacy practice.
- Minimum of 2 years post qualification experience of working in hospital pharmacy.
- Demonstrated evidence of competence from working within a hospital pharmacy.
- Ability to act as a mentor to Student Pharmacy Technicians.
- Knowledge of medicines used within a hospital environment.
- Knowledge of good dispensing practice.
- Knowledge of principles of good stock control.
- Good communication skills.
- Attention to detail.
- Honesty and reliability.
- Competence in general computing applications e.g. Microsoft office suite.
- Knowledge of The Good Manufacturing Practice, Good Distribution Guide etc.
- Knowledge of the principles of good stock management.
- Time management skills.
- Ability to work accurately.
- Intrathecal Chemotherapy Training – attain competency in the national requirements.
- Undertake in house Accuracy Checking Training in the ADU.
- Undertake in house Accuracy Checking Training in the distribution section.

**14. 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:

PERSONAL SPECIFICATION

**POST OF: Rotational Pharmacy Technician with Accredited Pharmacy Dispensary Checking Technician Qualification (Band 5)**

**BASED: Raigmore Hospital**

**REF: SSCLSSRAIGPHAR43**

Attributes	Essential	Desirable
<p><b>1. Qualifications</b></p>	<p>S/NVQ Pharmacy Services Level 3 or equivalent qualification Pharmacy Technician Registrant of the General Pharmaceutical Council.</p> <p>PDCT or equivalent accredited Pharmacy Checking Technician qualification</p>	<p>SQA work-based assessor</p> <p>HNC Pharmacy Services Management &amp; Development (or equivalent)</p>
<p><b>2. Experience</b></p>	<p>2 Years post qualification experience</p> <p>Current dispensary experience</p> <p>Experience in co-ordinating and prioritising daily workload.</p> <p>Experience of supervising and training pharmacy staff.</p> <p>Experience in carrying out final accuracy check on dispensed medicines. (Where appropriate for post)</p>	<p>Recent experience of ward based duties.</p> <p>Experience of working in a hospital dispensary</p> <p>Involvement in the development and implementation of SOP's</p>
<p><b>3. Skills/Knowledge</b></p>	<p>Ability to prepare good quality written reports</p> <p>Knowledge of good dispensing practice</p> <p>Knowledge of principles of good stock control</p> <p>Knowledge of hospital pharmacy practice</p> <p>Knowledge of medicines used in a hospital environment</p> <p>Relevant knowledge pertaining to use of BNF, Medicines for Children, Martindale.</p>	
<p><b>4. Personal Characteristics</b></p>	<p>Honest</p> <p>Reliable</p> <p>Dextrous</p> <p>Self Motivating</p>	<p>Assertive</p> <p>Confident</p>

	Flexible Hard Working Team Player Ability to give/receive feedback	
<b>5. Other</b>	Competence in general computing applications Understanding of pharmacist and PDCT role with regard to accuracy checking Physically capable of moderate lifting (12kg) and working at pharmaceutical isolators for up to 2 hours.	Evidence of CPD

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