



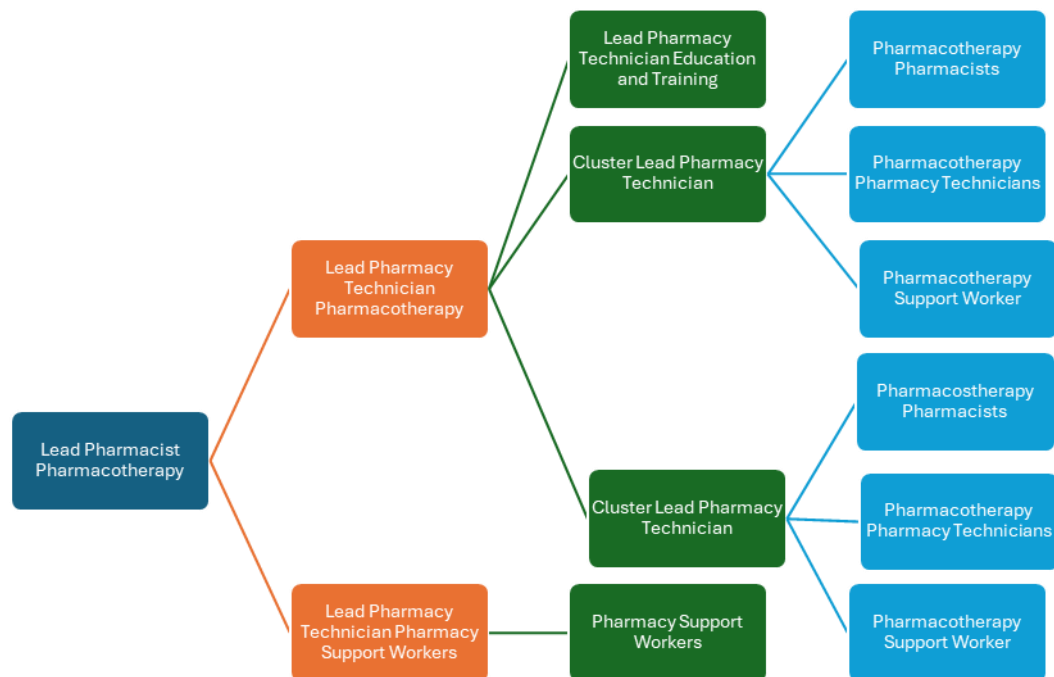
## JOB DESCRIPTION

<b>1. JOB IDENTIFICATION</b>	
Job Title:	Pharmacotherapy Support Worker
Responsible to (insert job title):	Cluster Lead Technician
Department(s):	Pharmacy, Pharmacotherapy Hub
Directorate:	
Operating Division:	Corporate Services
Job Reference:	7248
No of Job Holders:	
Last Update (insert date):	April 2024

## **2. JOB PURPOSE**

- Work in Pharmacotherapy hub to assist pharmacists and pharmacy technicians to undertake routine tasks to support safe, evidence based, rational and cost-effective prescribing. Some of these tasks may require a degree of technical expertise e.g. non-clinical medication review.
- Be a point of contact for pharmacists and pharmacy technicians, taking messages and being able to triage enquiries and information to the most appropriate member of staff.
- Be required to discuss the use of medicines with patients and people over the phone.
- Following standard operating procedures coordinate the collection of information, input and analyse data for audit and reporting, update clinical records as appropriate and collate patient specific information.
- Support review of effective and efficient systems and processes, including training other staff.

### 3. ORGANISATIONAL POSITION



### 4. SCOPE AND RANGE

#### The post holder will:

- Provide pharmaceutical input within primary care settings; principally individual GP practices or GP practice clusters to ensure quality, safe, appropriate, and cost-effective use of medicines in line with local and national guidelines.
- Provide pharmaceutical services, which will include working across traditional hospital/primary care boundaries.
- Support the quality, safe, appropriate, and cost-effective provision of medicines and professional advice in line with current legislation and local and national policies.
- Highlight and address prescribing management issues to relevant prescribers/GP practice teams to improve the quality, safety, and effectiveness of prescribing for medicines.
- Provide advice to patients and/or carers regarding medicine related issues and health promotional material so that patients are treated holistically.

#### Work Assignment

- The post holder works under direction of the cluster lead pharmacy technician
- The post holder will liaise and work collaboratively with other pharmacy technicians to ensure continuity of a specialist pharmacy service across NHS Borders.
- The post holder will anticipate and resolve relevant issues working in a self-directed fashion within the parameters of NHS Borders priorities and policies for health and other regulatory frameworks.
- The post holder will work proactively and reactively in response to:
  - identification of shortfalls in pharmaceutical care/medicines management standards.

- requests and queries from staff and patients.

### **Review of Work**

- Objective setting, professional development plan and performance appraisal process undertaken by the cluster lead pharmacy technician.
- The post holder will participate in and contribute to regular pharmacy team meetings and regular contact with the cluster lead pharmacy technician.
- Refer to the cluster lead pharmacy technician for clinical/professional leadership, advice and direction.

## **5. MAIN DUTIES/RESPONSIBILITIES**

To support NHS Scotland's values of quality and teamwork, care and compassion, dignity and respect, and openness, honesty, and responsibility through the application of appropriate behaviors and attitudes.

### **Service Delivery**

- Works within SOPs and guidance documents as part of the clinical pharmacy team to deliver medicines reconciliation in GP practices, pharmacy bases, care homes or other primary care setting as required.
- Contributes to the delivery of the NHS Scotland Pharmacotherapy service as outlined in the relevant General Medical Services contract. This role seeks to support GP workload by providing medication reconciliation, handling Immediate Discharge Letters, and managing serial prescriptions with a commitment to continuous sustainable improvement.
- Actively facilitates continuity of pharmaceutical care across the integrated pharmacy service.
- Encourages compliance/concordance by providing specialist advice to patients, carers and staff on the appropriate use of medications including side effects/doses and duration of treatment supported by patient information leaflets.
- Support GP practices to promote Community Pharmacy services to patients and appropriate signposting of patients to alternative services.
- Contributes to the development of the pharmacotherapy service to ensure delivery of a safe, efficient service within the parameters of finite resources whilst adhering to local and departmental policies and procedures, current pharmaceutical standards, and national legislation.
- Liaises with pharmacotherapy staff, nursing, and medical staff with regards to prescriptions (e.g. missing details and incorrectly prescribed dosages) or stock shortages.
- Run searches using GP Practice electronic patient record systems e.g. Vision or EMIS to identify specific patients, patient groups and to generate data for reports. Collect and collate patient related prescribing and clinical data.
- Run reports using the Scottish Therapeutics Utility (STU) and other data sources to identify specific patients, patient groups and to generate reports. Collect, collate, and manipulate this data to present to pharmacy and GP practice staff.

### **Supporting patient care**

Work under the direction of pharmacists/pharmacy technicians and working to standard operating procedures, undertake nonclinical medication review of specific patient groups/individual patients, updating patients' medication records with any changes made.

This would include:

- Removal of duplicate or similar repeat prescription items.
- Review of duplicate repeat prescription issues – reviewing repeat prescriptions that have been reissued within three days of original prescription.
- Removal of obsolete repeat prescriptions that have not been ordered within a specific

time. period e.g. one year.

- Compliance check - a review of an individual patient's repeat medicines list to identify if there are items which have not been ordered, ordered infrequently or which have been over-ordered.
- Alignment of repeat prescription item quantities to a set number of days' supply - at an individual patient level, a review of the repeat prescription items to identify if there is a mismatch in the number of days supplied e.g. a mix of 28- and 56-day items.
- Correction of repeat prescriptions that have missing or ambiguous dose directions.
- Synchronization of repeat prescription item ordering, bringing the medication order dates into line.
- Review of medication that is supplied external to the practice e.g. hospital issue only medication to ensure these are correctly identified in patient records.
- A review of a patient's suitability for serial prescriptions as part of the Medicines Care and review service.

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.

- Record any changes made to patients' records accurately.
- Assist with the setting up and roll out of serial prescribing as part of the Medicines Care and Review service.
- In liaison with pharmacists and pharmacy technicians, inform patients of changes made to their medicines in a professional manner and to have the ability to support and reassure patients and deal with any issues or concerns that may arise, within the postholder's competence.
- Highlight potential clinical issues identified as part of the non-clinical medication review to an appropriate member of clinical staff e.g. pharmacy technician or pharmacist.
- Word processing confidential correspondence e.g. letters to patients advising of changes to
- medication.
- Undertake data and information collection for audits and use this data and information to inform reports. This could include auditing patients' records for information including:
  - Allergies and medicines sensitivities.
  - Blood results, biochemistry, and other clinical monitoring results.

### **Management and Supervision**

Will be supervised daily by Cluster Lead Pharmacy Technicians to ensure activities are delivered safely and are coordinated.

Ensure work practices are regularly reviewed, audited, and updated. Use SOPs and other documentation as appropriate for areas of work.

### **General**

- Answers enquiries from a wide range of staff groups, patients and carers and refer queries to the appropriate member of the pharmacy team as necessary.
- Comply with all organisational and departmental policies and procedures with awareness of infection control precautions.
- Maintains appropriate databases and records on the relevant shared drive.
- To undertake other duties as identified by the Cluster Lead Technician underpinned by SOPs.

- Carry out all duties and responsibilities professionally and in line with statutory, legal, and ethical obligations.
- Develop and maintain up-to-date and appropriate knowledge of prescribing, medicines and relevant policies and procedures.
- Prioritise own workload in consultation with cluster lead technician.

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.

To be reviewed in collaboration with the post holder.

## **6. SYSTEMS AND EQUIPMENT**

The post holder should have:

- An understanding of pharmacy and GP practice computer system (including STU), patient information system and risk management system.
- Working knowledge of Microsoft packages, clinical support software, internet/intranet/e-library, and medical databases.
- Maintain electronic filing systems relevant to the functions of the post in line with Information Governance and GDPR.
- Use the appropriate NHS Borders systems for Health & Safety, Datix incident reporting, Turas reviews, staff leave, new staff etc.
- An appreciation of the importance and understanding of documentation, policies and procedures approved by the department and organisation.
- Use of office equipment including telephone, computer, printers, fax machine and photocopier.
- Use and demonstrate the use of medication compliance aids ie Monitored dose systems.

## **7. DECISIONS AND JUDGEMENTS**

The majority of the postholder's work is determined by standard operating procedures and following guidance and protocols.

The postholder will have to determine when they need to refer to another member of staff, particularly about clinical issues/decisions related to prescribing and use of medicines for individual patients. Work is carried out under supervision. Making changes to patient medication records will be carried out following approval from a pharmacy technician, pharmacist or appropriate member of GP practice staff e.g. a GP. The postholder will take accountability for their own actions, either directly or under supervision.

The postholder will be required to exercise judgement and make on-the-spot decisions regarding their own work.

This includes effectively managing their own time and workload. The postholder will alert other team members to issues of quality and risk and make suggestions on ways to improve and enhance the team's performance.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

The need for good interpersonal and communication skills is essential including written, electronic, verbal presentation skills both formal and informal.

The postholder will:

- To communicate with patients, who may also have communication or cognitive impairments, mental illness or challenging behavior which require tact, persuasion, empathy and motivational skills to maximize patient compliance/concordance with medicines.

- Establish and maintain effective communication pathways with healthcare and social care professionals between care homes, community pharmacy, medical practices and NHS Borders.
- Able to discuss orders or prescription anomalies with nursing staff and medical staff of all levels. Sometimes of a complex and sensitive nature which may also require use of persuasion skills.
- Communicate with various levels of professional staff when participating in meetings with staff from other departments and organizations.
- Use persuasion and negotiation skills when managing conflict, difficult situations, when implementing change and when attending meetings.

## **9. PHYSICAL DEMANDS OF THE JOB**

### **Physical Skills**

- Use of computer equipment
- Frequent sitting for long periods.
- Frequent use of a keyboard is required to a proficient level.
- There is use of spreadsheets and databases which require accurate input of information.

### **Mental Demands**

- High level of concentration required when reviewing medication histories and complex discharge summaries or clinic letters whilst coping with frequent interruptions.
- Concentration required when doing repetitive tasks which require speed and accuracy.
- Maintaining a sense of self awareness and an awareness of the needs of staff.
- Unpredictable workload.
- Frequent requirement to problem solves and work to deadlines.
- Supporting newly appointed peers

### **Emotional Demands**

- Communicating with distressed/anxious/worried patients and relatives who may have a terminal illness or been recently bereaved.
- Discuss sensitive issues with staff, patients, and relatives.
- Supporting fellow staff in the workplace and maintaining staff morale.
- Managing own wellbeing.
- Exposure to confidential information

### **Working Conditions**

- Regular VDU user.
- Occasional risk of verbal abuse from patients or their carers.

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

- Balancing demands for time and for specific pieces of work to be completed within given deadlines.
- The postholder will have access to confidential information relating to patients and their carers. They will also have access to prescribing information and data. All such information, from any source, is to be regarded as strictly confidential.
- The postholder will be making alterations to the medication records of individual patients. It is vital that.
  - such changes are made accurately.
  - The postholder will be required to work for prolonged periods, requiring a high degree of concentration and accuracy at all times.

**This job description is not definitive and may be subject to future amendments following negotiation and consultation.**

## **PERSON SPECIFICATION**

Required to have a good standard of general education, including three subjects at National 5 level (or equivalent) including English, and Maths at National level 4 level (or equivalent).

### **ESSENTIAL**

1. Experience of dealing with the public.
2. Experience of working in an administrative role.
3. Experience of working in the NHS or in a healthcare environment.
4. Excellent keyboard skills.
5. Experience of using Microsoft Office Programs (including Word, Excel, PowerPoint), e-mail, ability to use and search internet.
6. Good numeracy skills.
7. Effective time management skills.
8. Good interpersonal skills.
9. Good communication skills – written, oral and listening.
10. Good concentration and prioritisation skills i.e. ability to get tasks completed on time.
11. Ability to display tact and diplomacy in various situations.

### **DESIRABLE**

1. Knowledge of Medicines.
2. Use of EMIS/Vision
3. NVQ/SVQ Pharmacy Dispenser