

NHS Grampian

Job Description

SECTION 1

JOB IDENTIFICATION

Job Title:	Lead Clinical Pharmacy Technician
Department(s):	Pharmacy
Location:	Aberdeen Royal Infirmary
Hours:	36 Hours Per Week
Grade:	Band 6
Salary:	£43,231 - £52,679 Per Annum
Contract:	Permanent

1. JOB PURPOSE

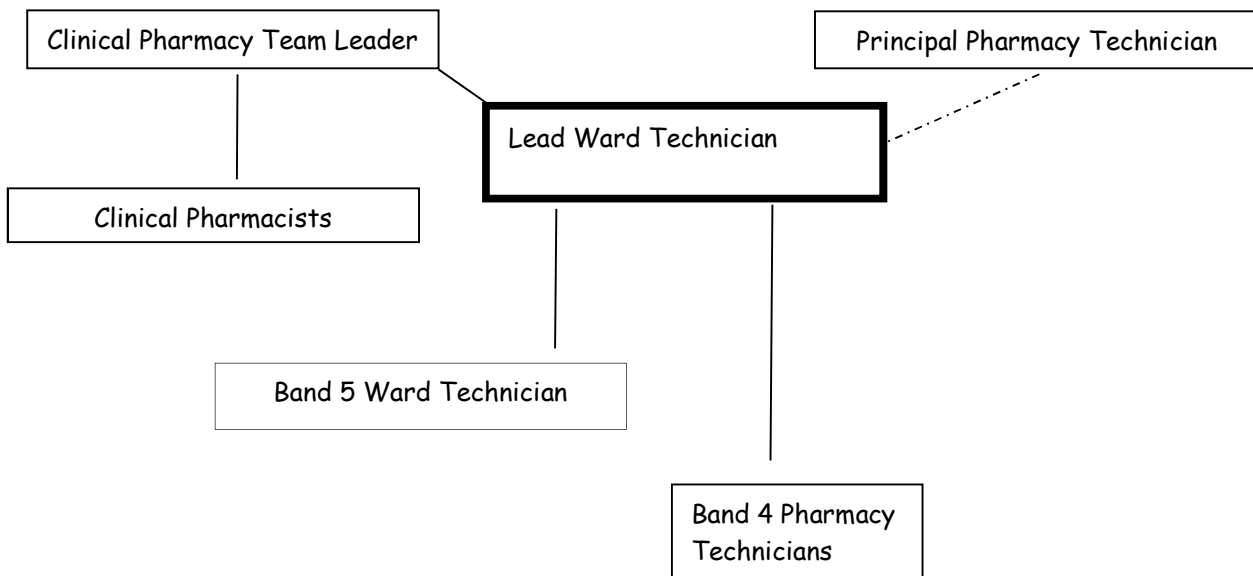
The post holder will provide day to day management for clinical ward-based pharmacy technicians and pharmacy assistants. To provide a high level of support to the clinical team in the provision of pharmaceutical care for patients within the NHS Grampian Acute service. This will involve close working with the clinical pharmacist team leads to coordinate staffing to ensure that the service is optimised.

At ward level the post holder will provide a clinical role, ensuring medicines provision, safe use of medicines, patient counselling, ward stock management and dealing with any queries as they arise. Assisting with the organisation of prescriptions and supplies for discharge and accuracy checking some prescriptions. . Work within Medicines Management procedures; support and teach training pharmacy staff and teach nursing and junior medical staff how these systems operate at ward level, to ensure safe and economical use of medicines.

Within the Pharmacy department, liaise with all members of pharmacy being a core part of the operational management team. Supporting the provision of medicines to inpatients by being involved in dispensing, accuracy checking and procurement as required.

To supervise and teach student and qualified technicians, trainee and rotational pharmacists in medicines management procedures.

2. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

ARI is a large teaching hospital where clinical pharmacists and ward technicians provide pharmaceutical care for inpatients and outpatients. The post holder will work closely with the pharmacist(s) in the clinical areas to ensure that care is provided and prioritised appropriately. Patients who are to be discharged will be reviewed first followed by new patients then those patients with continuing pharmaceutical care needs. This involves ensuring the medicines are appropriate and safe for the patient, and ensuring patient's own medicines or hospital supplies are available when required for use in hospital or on discharge. The post holder is involved in medicines reconciliation verification, checking patient's own drugs brought into hospital and in the ordering of supplies for use whilst in hospital and for discharge. A full medicine review should ideally be carried out for each patient by the clinical pharmacist, assisted by the post holder.

In conjunction with the clinical pharmacists, the post holder will be involved in all aspects of the discharge process from preparation of core discharge document (CDD) to ensuring the appropriate route of medicine supply.

They will also take the lead in developing new processes for the clinical technician workforce and ensuring that current procedures are kept up to date and are followed.

- **MAIN DUTIES/RESPONSIBILITIES**

The Lead clinical technician (post holder) within NHS Grampian will support the team lead clinical pharmacists by:

- Managing ward technician and assistants, by arranging ward cover depending on speciality, experience and priority.
- Arrange Cover as required for clinical technicians or for colleagues absent through illness or holidays.
- Providing a clinical pharmacy technician service to one or more ward areas.
- Arrange scheduled Controlled Drug checks on wards and in departments for the technician team.
- Write and/or Implement new and updated Standard Operating Procedures, when required.
- Continually evaluate the dispensing and supply of medicines to patients and suggest improvements where appropriate

The post holder will provide pharmaceutical care to patients at ward level by:

- Checking individual patient's medicine charts using the Hospital Electronic Medicines Prescription and Administration system (HEPMA) or the critical care Intellispace Critical Care and Anaesthesia (ICCA) system against patients own medicines (if brought into hospital), GP home visit summary/ECS etc. and ensuring that any discrepancies are resolved. The post holder may have to contact the patient's community pharmacy or other sources to ensure that they have all of the correct information.
- The post holder should get the patient or carer to confirm the medicines if possible. The patient may be unable to communicate the information due to confusion not know or is too unwell to communicate.
- If patients have their own medicines, check they are suitable for use, in date, clean etc.
- Ordering required medicines for patients during their stay in hospital and on discharge. Patients may not bring their medicines into hospital and some may be non stock medicines.
- Discussing with patients any issues or problems relating to use of their own medicines, check that patients have sufficient labelled or non-stock items for use on the ward.
- Where required, order a supply from pharmacy, ensure that medicines are ordered in advance of discharge and return any medicines no longer required to pharmacy.
- Responsible for deciding whether the supply should be made as a labelled patient pack ready for discharge (one stop dispensing) or an unlabelled pack. This is done by liaising closely with the clinical pharmacist and requires knowledge of what the medicines are, why they are used and how long they are likely to be for.
- Inputting the medicines onto the CDD if the patient is going home. The CDD would then be then checked by the clinical pharmacist.
- Responsible for the supply of unlabelled packs and other pharmaceuticals to the wards for use during the patient's stay. The post holder may order these supplies without them being checked by the pharmacist.
- Liaising with various members of the pharmacy team and ward staff when solving supply problems.
- Placing routine and ad-hoc orders with ARI pharmacy procurement and obtaining supplies using JAC.
- Checking and assessing suitability of returned drugs for reuse and ensuring appropriate disposal of expired and discontinued drugs.
- Prepares patients own drugs at ward level for discharge or transfer. This requires concentration checking against the discharge prescription, and working closely with the clinical pharmacist
- In conjunction with pharmacy assistant return any unwanted medication to pharmacy.

The post holder will in addition support the clinical pharmacists by highlighting prescribing issues:

- Identifying unclear prescriptions which may be misinterpreted and the patient administered the wrong drug/dose.
- Unusual doses/overdoses/missed doses and inappropriate times of administration.
- Taking note of non-formulary items as an alternative may have to be prescribed.
- Identify courses of treatment which are in need of review e.g. if indication and or review date unclear.
- Passing on any issues or problems the patient has mentioned regarding their use of medicines.

The post holder will be an integral part of the pharmacy and multidisciplinary teams and will:

- Teach pharmacists, pharmacy technicians, nursing staff and junior doctors about medicines management and ward pharmacy procedures to ensure their co-operation.

- Dispensing prescriptions and may also provide accuracy checking of prescriptions at dispensary or ward level to meet the needs of the service.
- Train as an accuracy checking technician if qualification not held.
- Record and collate data on dispensing errors.
- In conjunction with supply staff review and update Ward Stock profiles
- Provide advice and guidance/training to assistants and other technicians within the pharmacy department and ward areas.
- Undertake Continuing Professional Development in order to maintain pharmaceutical knowledge and ensure best practise and comply with requirements of entry on the Pharmacy Technician register.
- Be a manager and reviewer for turas and staff personal development plans
- Record evidence within turas to show working to current post outline.
- Attend meetings to represent the clinical team e.g. Operational management team, governance, flow group etc.

6. SYSTEMS AND EQUIPMENT

Machines and Equipment Used

- HEPMA system
- ICCA system
- Pharmacy CMM/ System-C computer stock control and labelling system
- Photocopier/ Scanner.
- Microsoft office programs.
- Intellifront, power BI, Boxi
- Prescription tracking
- Datix/ error reporting
- Patient Management System (PMS) - Trakcare
- Emergency Care Summary (ECS)
- Dispensing skills - dispensing prescriptions, weighing and measuring volumes of drugs.

7. DECISIONS AND JUDGEMENTS

- The post holder will provide day to day management for the clinical pharmacy technicians and pharmacy assistants. This will include managing rota, recruitment and selection and performance issues.
- The post holder will be responsible for organising the delivery of specialist training.
- The post holder will carry out duties on the ward unsupervised and must therefore be able to organise/prioritise and assess the urgency of the workload.
- Referral to the principal clinical pharmacist or principal technician for advice will be necessary at times.
- The post holder must ensure that the clinical technicians plan their ward visits taking heed of timing of nurses drug rounds/ multi-disciplinary ward rounds/ protected meal times etc. to gain access to Prescription & Administration records/ medicine lockers or able to speak to patients.
- The post holder works unsupervised on the wards and will be asked queries by medical and nursing staff which must be considered, answered if professionally able, and referred to a pharmacist when appropriate. Queries may be complex regarding patient's medicines. The safe use of medicines must always be the main priority.
- Decisions have to be made when and how to order supplies of medicines.
- Judgements also have to be made when speaking to patients about their medicines.
- In the dispensary, the post holder provides guidance on dispensing to the pre-registration and junior pharmacists, technicians and assistants.
- The post holder will answer telephone queries from staff and patients, referring any clinical matters to a pharmacist as required.
- Checking prescriptions and medicines management giving feedback on dispensing errors and recording of errors.
- The post holder must ensure that they and all of their team work according to Standard operating procedures and guidelines.

- Discretion is required when dealing with individual patients.

8. COMMUNICATIONS AND RELATIONSHIPS

- Maintain good open channels of communication with clinical lead pharmacists to ensure the provision of a quality pharmacy service for patients and wards. This involves communicating with all members of multi-disciplinary team, GP surgeries, community pharmacies, patients and carers.
- Contact the procurement and supplies department at ARI to order urgent supplies, deal with discrepancies in orders, and update the PSC and HEPMA systems.
- Communicate with patients both on the ward and at the dispensary who may be distressed or upset.
- Patients and families may be dealing with difficult situations but medicine treatment is extremely important in the care of the patient. It is important that medicines are used correctly and safely. The technician must be able to communicate effectively and be able to extract the necessary information about medicines use on admission.
- Information about how to administer/ use medicines may be complex, but it is vital that information is understood to ensure the safe use of the medicines. The post holder will need to be able to communicate accurate and complex information to pharmacists or other members of multidisciplinary team to resolve care issues.
- Liaise with nurses on issues around patients' medicines including supply and storage.
- Deal with medical staff, medical representatives, patient and member of the public who arrive on the wards or at the dispensary in need of advice, guidance, and information.
- Communicate with Medicines Information for advice e.g. to identify loose or unpacked medicines brought in by a patient.
- Works according to Pharmacy policies and procedures but is expected to adapt these to the specialist area being covered. Represent the Pharmacy at meetings, providing input to developing systems of work and proposing new policies for all Pharmacy Departments across the NHSG Acute service.

9. PHYSICAL DEMANDS OF THE JOB

Occasional lifting and handling of medicines orders and drug boxes will be required. Some drug boxes may be moderately heavy.

As computers are used in the dispensing process etc exposure to VDU's will be part of the job, sometimes for prolonged periods of time.

Additional care is required when dispensing some drugs as they are extremely toxic. Exposure to drugs/chemicals in liquid and powder form will occur when dispensing. Any spillages will have to be dealt with. Medicines handed in for destruction must be dealt with, this involves emptying chemicals out of their original containers into disposal bins. Small volumes and weights must be accurately measured requiring careful manipulation of equipment or use of syringes

Ability to respond to sudden increases in workload is required.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Organising and working in busy clinical areas where many patients arrive who are very sick and need to have their medicines checked and organised quickly, and be dealt with sensitively.
- Communication with patients or representatives may be difficult due to condition or age of patient.
- The information that they have to provide may be seen as of a sensitive nature for example taking medication for cancer treatment, bladder problems, depression and must be treated with tact. Patient confidentiality must be maintained at all times.
- It can be emotionally demanding for the post holder when assessing the patient's medicine needs especially when the patient has e.g.:
 - Been diagnosed with a terminal condition.
 - Mental health issues resulting in them being irrational, irritable or unpredictable.

- A medical condition which results in them being confused, aggressive, agitated or speech affected.
- Severe/ debilitating injuries.
- Organising team workload to ensure that priority areas are covered and medicines for inpatients/outpatients are completed on time even when there are staff shortages. Pressure on beds requires that patients may have to be discharged as quickly as possible.
- Maintaining concentration while doing medicines reconciliation, dispensing prescriptions or checking patient's own drugs when there are frequent interruptions from the telephone and other members of staff. (Ward and pharmacy staff) and patients arriving on the ward or at the Dispensary hatch. Answering bleep calls. Requests to supply drugs or provide information may be urgent and have to be dealt with immediately.
- Pressure to complete prescriptions in the knowledge that patients are waiting ready to go home and are unhappy at being delayed.
- When checking that medicines have been accurately dispensed against prescriptions a great deal of concentration is required. Patients may be on many medicines or complicated regimes. Care is required to ensure that the patient is dispensed with compatible devices and that the dosing instructions are accurate, clear and easily understood so the patient takes their medication correctly.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED

- SVQ Level 3 or equivalent.
- Registration as a Technician with the General Pharmaceutical Council.
- Post qualification experience in pharmacy practice and must have hospital experience.
- Checking technician qualification
- Management/ leadership experience and skills and/ or relevant qualification.
- IT and presentation skills.
- Knowledge of HR Policies and Procedures
- Knowledge Departmental Policies and Procedures
- Post holder must have or be given training to become proficient in the following skills:
 - Knowledge of drugs stocked by hospital pharmacy
 - HEPMA system.
 - CMM PSC computer system
 - CDD, PMS, ECS, Track, Pharmacyview, Rotawatch etc.
 - Knowledge of the legal requirements on the ordering and storage of drugs.
 - Knowledge of the various drug reference sources/policies,
 - Knowledge of working in wards
 - Knowledge of pharmacy technical processes required for dispensing.
 - Controlled Drug Policies and Standard Operating Procedures

NHS GRAMPIAN
PERSON SPECIFICATION

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. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: LEAD CLINICAL PHARMACY TECHNICIAN – Band 6

LOCATION/HOSPITALS: NHS GRAMPIAN
WARD/DEPARTMENT: Wards, PHARMACY

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Modern Apprenticeship for Pharmacy Technicians (S/NVQ Level 3 Pharmacy Services, SQA Core Skills plus underpinning knowledge or equivalent). Professional registration with the General Pharmaceutical Council.	Management and/ or leadership qualification ACT qualification – if not held must be undertaken
Experience	Post qualification experience of pharmacy practice. Knowledge of existing guidance on safe & secure handling of medicines Knowledge of legislation pertaining to the supply of medicines Experience of managing an area or supervising staff.	Experience of developing and delivering service change.
Special Aptitudes / Abilities	Effective verbal and written communication skills Ability to train and assess other staff Ability to work under pressure accurately, ability to self motivate and communicate effectively Computer skills – including Microsoft Office	Previous audit experience
Disposition	Team player Self motivated, able to work closely with clinical pharmacists, multidisciplinary team and patients Work as a role model Enthusiastic	
Physical Requirements	Good general health for working in hospital ward Ability to concentrate for designated periods of time	

	Ability to lift and handle boxes in excess of 10kg	
Particular Requirements of the Post	Ability to prioritise work in the wards/distribution and dispensary Proven time management and organisational skills	

MAJOR RISKS IN DOING THIS JOB

Please indicate the major risks the job holder could face in doing this job e.g. lifting patients/objects, working with hazardous substances, dealing with violence and aggression.

If there are no major risks for the job holder please tick this box