**NHS GRAMPIAN**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION**

**Job Title: Rotational Pharmacy Technician****Department(s): Pharmacy Department,** **Location: NHS Grampian****Hours: 37.5 hours per week****Salary: Band 4 (£22,927 - £25,223 per annum)****Contract: Permanent****Job Reference: NW046831** |

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| 1. **JOB PURPOSE**

To assist in the provision of an effective and efficient pharmaceutical service to patients and staff by participating in the pharmacy technician rotational programme within Aberdeen Hospitals NHS Grampian, to include* Dispensary (dispensing and giving straightforward advice to patients)
* Distribution and procurement
* Aseptic Services
	+ Oncology chemotherapy
	+ TPN
	+ Radiopharmacy
* Ward Services
* Quality Assurance

The post holder will also be involved with the supervision and training of student pharmacy technicians, pharmacy assistants and other pharmacy staff. |
| **3. ORGANISATIONAL POSITION**Senior Pharmacy Technician(s)Band 6**ROTATIONAL PHARMACY TECHNICIAN(S)****Band 4****THIS POST**Student Pharmacy Technician(s)Higher Level Pharmacy Technician(s)Band 5 |

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| **4. SCOPE AND RANGE**This is a rotational post within NHS Grampian that will build on basic student training with time spent in dispensaries, distribution and procurement, aseptic services, quality assurance and ward based pharmaceutical services.The post holder will be expected to plan and prioritise own workload and duties, as directed by the senior technician to meet both the needs of patients and the department.The post holder will work independently during daily activities whilst following departmental standard operating procedures, standard dispensing records and COSHH Regulations etc. |
| **5. MAIN DUTIES/RESPONSIBILITIES****Dispensary Services**The post holder will undertake accurate dispensing of prescriptions for in- and out-patients, including one stop dispensing requests.On receipt of prescription ensure patient details are clear and correct* Check method of administration e.g. is the patient able to swallow if tablets have been prescribed
* Dosage time and frequency of administration, checking patient records and/or local policies
* Medicine interactions
* Contra-indications e.g. are you aware of any reasons why the patient should not take the prescribed medicine, taking into account patient medical condition and other medication, referring any problems to the clinical ward pharmacist.
* Labelling – generating accurate medication labels, entering patient details into JAC pharmacy computer system.
* Dispensing
* Counselling – as appropriate to patients, carers and/or nursing staff, under the supervision of a pharmacist, e.g. explaining possible side-effects of the prescribed item; use and maintenance of appliances such as inhalers and spacers.
* Ad-hoc ordering from main store, distribution and general stock management.

 **Distribution and Procurement**The post holder will assist with the distribution of stock to the wards and departments within NHS Grampian.* Receives and assesses orders from wards and departments, notifying the appropriate senior technician/pharmacist of potential problems that may have an impact on patient care.
* Prioritise the urgency of supply and distribution to wards, departments and clinics to ensure that supplies are available to patients and staff.
* Ordering, Issuing and supplying controlled drugs; ensuring requests meet and are consistent with legislation, policies and procedures in relation to management of Controlled Drugs.
* Assemble, pack and dispatch orders in accordance with standard operating procedures.
* Review and maintain ward stock profiles, ensuring that they reflect the current needs of the wards.
* Inspect returned stock to assess fitness for re-use and update computer files accordingly.
* Assist with stock control and management, highlighting and addressing discrepancies. Participate in daily, annual and ad-hoc stock takes. Ensuring good stock rotation practice is maintained to avoid expiry of stock in the pharmacy and at ward level.
* Respond to service desk requirements, answering queries and resolving problems as they arise.
* Supervises pharmacy assistants in the processing of orders. Ensuring activity is undertaken according to defined work schedules.

**Quality Assurance**The post holder will assist the quality assurance staff by helping to provide a high qualitypharmaceutical service across NHSG.* Environmental monitoring of Aseptic clean room facilities and personnel.
* Reading and recording of environmental monitoring results and where necessary raising and reporting any non-conformances.
* Assisting with the implementing and monitoring of the departments quality management system and associated activities (e.g. audit, documentation management, non-conformance management etc.), distribution of MHRA drug recalls and dealing with medicinal product complaints from all NHS Grampian hospital services.
* Assessment/ checking and processing deliveries of unlicensed pharmaceutical medicines used across NHS Grampian.
* Re-packaging / over labelling/ medicines assembly of pharmaceutical medicines,

 Cardiopulmonary Resuscitation boxes and Eclampsia kits.* Stock control/ ordering/ collection of stock and sundries.
* Assist in keeping Quality Assurance section clean and tidy; disposal of pharmaceutical waste in accordance with stated policies.

**Aseptic Services**The post holder will carry out precise aseptic dispensing of sterile, injectable medicines including chemotherapy, adult, paediatric and neonatal intravenous nutrition, intrathecal and other complex and radioactive injections (including radioactive labelling of blood products). These are all prepared within strictly controlled clean room environments using aseptic technique. This requires highly developed skills, where accuracy is important.* Dispense aseptically prepared medicines for individual patient needs.
* Assemble, weigh and measure ingredients and sundries necessary for dispensing individual products.
* Carry out aseptic manipulations using syringes and sterile devices in order to prepare chemotherapy, TPN and Intravenous Additives in accordance with standard operating procedures.
* Maintain the clean room environment(s), responsible for the safe disposal of pharmaceutical, radioactive and hazardous waste at the end of dispensing sessions, maintaining records as required.
* Undertake environmental monitoring of workstations, clean rooms and personal monitoring of aseptic technique using finger dabs and broth transfers.
* To participate in dispensing of clinical trials.
* Prepare worksheets and calculations for dispensing sessions.
* Quality control of Radiopharmaceuticals.

**Ward Services**The post holder will provide a stock management service at ward level, accurately transcribing orders for individual patient use in hospital and at discharge.* Assess the suitability and quality of patient’s own drugs for use on the wards and for discharge.
* Annotate drug charts with additional information required to ensure optimum and safe use of the medicines prescribed as guided by standard operating procedures.
* Manage the stock profile for designated wards in conjunction with senior pharmacy technician/ward pharmacist.
* Ensure wards are storing medicines in suitable cupboards, to maintain conditions appropriate to the nature, suitability and stability of the product concerned.
* Ensure stock rotation is carried out, and return excess supplies of drugs from wards/departments to the main store distribution.

**General Duties*** Receive and deal with telephone calls for orders and enquiries
* Complete and file appropriate documentation in all areas of work
* Take appropriate readings from recording equipment in accordance with standard operating procedures and report any deviations from the normal range, e.g. refrigerator logging
* Participate in the weekend and public holiday rota
* Contribute to the development of the pharmaceutical service
* Work effectively as a team member in each section of pharmacy services
* Act to ensure the security of medicines is maintained at both ward and departmental level
* Ensure safe working procedures and practices are maintained and followed
* Carry out responsibilities that are consistent with statutory and legal obligations, e.g. including health and safety legislation COSHH, The Medicines Act, Rules and Guidance for Pharmaceutical Manufacturers and Distributors.

**Education and Training*** Participate in the training and education of pharmacy personnel and other members of the healthcare team
* To support student pharmacy technicians and ATOs undertake S/NVQ training
* To identify own training needs, undertake CPD and attend courses in practice areas where training needs are identified and agreed
* Be willing to work towards Accredited Checking Technician.
* Participate in NHS Grampian appraisal and PDP review.
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| 1. **SYSTEMS AND EQUIPMENT**

JAC pharmacy computer system to:* Update and maintain ward/department stock profiles.
* generate labels
* enter patient details on computerised record system from prescriptions prepared by others

Chemocare computer systems (used in aseptics) to:* access patient specific information
* generate worksheets and prescription forms
* labels

Radiopharmacy Database* To prepare worksheets and prescription forms
* To measure and label radiopharmaceuticals
* To prepare reports on radiopharmacy activities

Quality assurance:* Use of specialist software for particle counting and temperature logging equipment.
* Use of pharmacy labelling and documentation computer systems (Bartender, Q-Pulse).
* Understand the operation of air handling plant and operating requirements for aseptic

 preparation facilities.Microsoft Office* Word
* Excel
* PowerPoint

Used for communication, reports, audits, data analysis, and presentations.Internet.* To resource information for evidence-based practice to access current, local and national guidelines.

Intranet.* To access NHS Grampian policies and procedures.
* NHS Net for email communication.
* DATIX reporting system.

Telephone and internal mailbox system.Miscellaneous office equipment.* Photocopier
* Fax machine
* Comb binder
* Laminator

**Equipment*** Within aseptic services:
* Horizontal, vertical and isolator laminar air flow dispensing cabinets
* Radionuclide Calibrator
* TC Generator
* Geiger Muller Counter
* Scintillation monitor
* Auto radiography imager
* Accubalance
* General laboratory equipment
* Particle counters
* Vane anemometer
* Flow measuring hood
* Forced air samplers
* Incubators
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| 1. **DECISIONS AND JUDGEMENTS**

 The post holder will prepare timely and appropriate responses to enquires and communicate replies by the most appropriate method within own area under the supervision of the senior technician. The post holder will assist the senior technician/pharmacist in audit activities, where appropriate requesting information and providing feedback.The post holder is accountable for own professional actions, guided by legislation, national and local protocols and local formulary.The post holder is guided by standard operating procedures, worksheets and standard dispensing records for routine activities within the pharmacy department.To be able to work independently and prioritise work activities. Work may be checked by senior staff. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**

The post holder will be able to overcome any difficulties or barriers to understanding to ensure that patients/carers are informed. Dealing with patients/carers who may be upset or have concerns regarding their medicines or medical condition. This may include those who have barriers to understanding for example patients:* with sight and/or hearing difficulties
* who may be distressed and/or angry
* who may have limited English language

The post holder is required to communicate with other members of the pharmacy department to promote an effective and efficient pharmacy service.The post holder will liaise with staff on wards and departments within NHS Grampian to resolve supply issues and answer simple enquires.The post holder will communicate effectively in a manner in keeping with the professional operation of the department. |
| **9. PHYSICAL DEMANDS OF THE JOB****PHYSICAL**The post holder will participate in frequent, moderate physical effort when organising, packing and handling pharmaceuticals drugs, liquids, injections and infusion of weights up to 10kgs.Required to work in a restricted position while working within the pharmacy aseptic unit.**MENTAL**The post holder must be methodical in approach and demonstrate meticulous attention to detail while dispensing, checking drugs, cupboards and stock lists and drug usage at ward level. The post holder must be able to dispense medication accurately, posses highly developed skills in relation to accuracy to be able to concentrate for extended periods despite an unpredictable work pattern and frequent interruptions.**WORKING CONDITIONS**Potential exposure to radioactive isotopes, cytotoxic and hazardous chemicals.To understand and appreciate risks associated when handling hazardous chemicals and medicines, including cancer chemotherapy agents and intravenous medicines.Frequently calculate doses for dispensing within aseptic services and dispensary.Extended periods of VDU work maybe required while operating a computer.**EMOTIONAL**Occasional contact with patients/carers who may be distressed when collecting prescriptions at the dispensary and on the wards, some of whom may be physically or emotionally distressed, aggressive or terminally ill. |
| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**Working to tight timescales to ensure provision of a high quality pharmacy service.The need for constant vigilance, for accuracy and compliance with directions and checking own work before involving others in a final or in-process check.Adapting to the complex variety of work within the different areas of the pharmacy department. |
| **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**Education & Training:* S/NVQ Level 3 Pharmacy Services or equivalent
* Technical/National Certificate in Pharmaceutical Sciences or equivalent
* Professional registration with general Pharmaceutical Council

Experience:* Experience of dispensing and medicines management, including legislation

Knowledge:* Knowledge of existing guidance on safe & secure handling of medicines
* Basic clinical knowledge
* Basic knowledge of existing QASIG and ASSIG guidelines
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|  | **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: Pharmacy Technician /Student Pharmacy Technician– Band 4 LOCATION/HOSPITALS: NHS GRAMPIAN**

**WARD/DEPARTMENT: PHARMACY**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications | **Qualified Technician:** 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.**Student Technician:** Minimum of 4 SCE or O grades at level 3 or above.Essential – Maths, English, two sciences or SVQ Level 2 Pharmacy Services | Checking technician qualification or be willing to under take |
| Experience | **Qualified Technician:** Experience of pharmacy practice Knowledge of existing guidance on safe & secure handling of medicinesKnowledge of legislation pertaining to the supply of medicines |  |
| **Special Aptitudes /** **Abilities** | **Qualified Technician:** Effective verbal and written communication skillsAbility to train and assess other staffAbility to work under pressure accurately, ability to self motivate and communicate effectivelyComputer skills – including Microsoft Office**Student Technician:** Effective verbal and written communication skillsAbility to work under pressure accurately, ability to self motivate and communicate effectivelyComputer skills – including Microsoft Office |  |
| **Disposition** | Team playerSelf motivated, able to work closely with all multidisciplinary team and patientsWork as a role modelEnthusiastic |  |
| **Physical Requirements** | Good general health for working in hospital wards and pharmacy clean rooms(aseptic unit)Ability to concentrate for designated periods of timeAbility to lift and handle boxes in excess of 10kg |  |
| **Particular Requirements of the Post** | Ability to prioritise work in all areas of pharmacy, Ability to work flexibly in order to meet the needs of the service including weekend and public holidays working on a rota |  |
| **MAJOR RISKS IN DOING THIS JOB** |
| Potential for skin irritation caused by repeated hand washing and wearing of protective gloves during some aspects of the job.Potential exposure to hazardous substances (e.g. Solvents/detergents/chemicals/medicines e.g.antibiotic powders, cytotoxic agents)Potential exposure to microbiological hazards when working in cleanroomsPotential exposure to ionising radiation whilst working in Radiopharmaceutical cleanroom facility.Back/arm strain lifting weights up to 15kgEye/back/neck strain due to long periods of computer use |