

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Pharmacy Technician (Band 4)
Responsible to:	Relevant Section Manager (variable dependent on place on rota)
Department(s):	Pharmacy NHS Lothian
Directorate:	Pharmacy
Operating Division:	Corporate
No of Job Holders:	

2. JOB PURPOSE

To perform pharmacy technician duties to support the safe and effective supply of medicines and assist in the operational arrangement of the relevant pharmacy section, may deputise for the section lead as required within competency.

Dealing with the resolution of routine customer enquiries.

3. DIMENSIONS

The Department of Pharmacy provides services to primary and secondary centres throughout Lothian. Services include dispensing, aseptic, clinical, radiopharmacy, procurement and distribution, medicines information, medicines management and quality assurance. These services are currently delivered from 7 sites: the Western General Hospital (WGH), the Royal Infirmary of Edinburgh (RIE), the Royal Hospital for Sick Children (RHSC), St John's Hospital (SJH), Royal Edinburgh Hospital (REH), Roodlands General Hospital (RGH) and Liberton Hospital (LIB).

The Department of Pharmacy dispenses over 543,000 prescription items, 686,000 pre-packs, 9300 total parenteral nutrition bags, 34,000 intravenous additives, 38,000 cytotoxic products, 900 intrathecal products, 11,000 radiopharmaceutical products and processes 55,000 Controlled Drug orders per annum. The department has approximately 327 WTE staff.

The combined drug budget for NHS Lothian hospital services is £96.6 million per annum. The budget is not held by the pharmacy service but expenditure against this is monitored and reported on to senior management.

The average monthly stockholding across the pharmacy services is £7.15 million with monthly stock value issues of £6.2 million. Approximately 152,000 lines are ordered and 995,000 lines are supplied per annum. 492 locations across Lothian are supplied on a weekly basis.

The post holder is part of a team of Pharmacy Technicians (number of staff varies on individual hospital sites) working within the pharmacy service. This may be part of a rotational programme (dependant on individual hospital site). Not all hospital sites provide the full range of technical

services defined above. Technical activity will depend on the services provided from base hospital. The post-holder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

Staff responsibilities

Supervisory responsibility for trainee pharmacy technicians and assistant technical officers.

Financial responsibilities

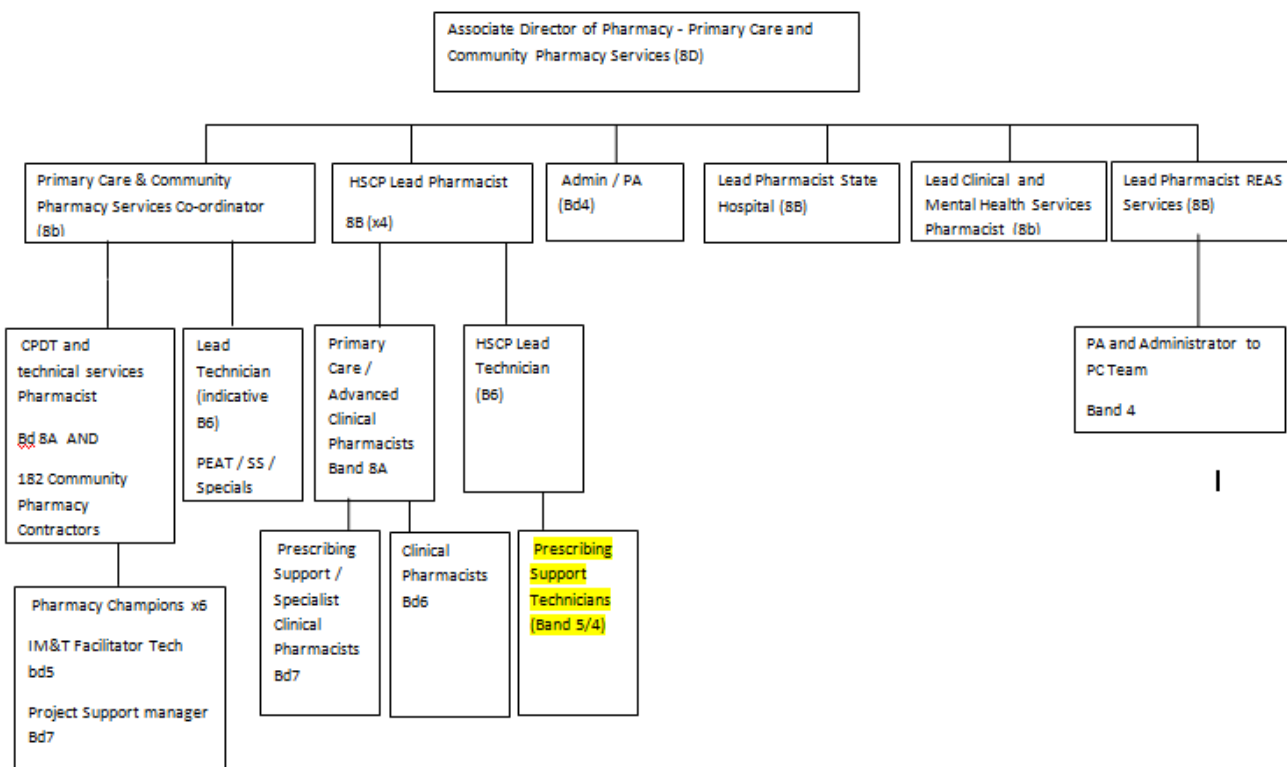
Professional responsibility for security of stock within pharmacy department.

Responsible for the ordering of stock and individual patient's medicines.

As required for the post authorisation of expenditure up to [insert value]

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The aim of the Pharmacy Service is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:

- I. to provide pharmaceutical care to individual patients by meeting their particular needs while maximising efficiency in the use of resources.
- II. to provide medicines through systems of quality control which ensure safe, effective and economic use.

The Pharmacy Department has a major role in the teaching and professional development of pharmacists and pharmacy technicians and other healthcare staff.

The Pharmacy Department participates in and supports the Division's clinical effectiveness programme through participation in clinical audit and research and development.

6. KEY RESULT AREAS

1. Undertake professional technical pharmacy activities to support accurate labelling, preparation and supply of medication to individual patients within the appropriate legal frameworks.
2. Assess the quality of patients' own medicines and evaluate appropriateness for re-use, where appropriate.
3. As relevant to the post apply the principles of risk management, quality assurance, formulation and stability in the preparation of medicinal products e.g. extemporaneous, aseptic, chemotherapy and radiopharmaceutical dispensing.
2. Adhere to the relevant legal and policy requirements surrounding supply of clinical trials, named patient and unlicensed medications.
3. As relevant to the post participate in environmental monitoring, aseptic validation testing, specialist cleaning schedules, equipment calibration and functional checks when working in an aseptic and radiopharmacy environment.
4. Undertake the ordering and receipt of medicines from external suppliers and the resulting accurate distribution of stock, including controlled drugs to wards and departments. Support junior staff to follow up and resolve any medicine supply problems and recall of defective products.
5. Undertake effective stock management activity including: order and receipt of medicines within ward and pharmacy environments, continuous stock check of medicines, regular ward stock list reviews, 3 monthly controlled drug checks, management of waste in accordance with legislative requirements.
6. Undertake all pharmacy activities within the Quality Standard Framework and contribute to the review of standard operating procedures within the relevant service area.
7. Participate in audits within clinical and technical pharmacy services.
8. Contribute to the education and training of healthcare staff, technicians, trainee pharmacy technicians and assistant technical officers both in an individual and group setting.
9. Support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

- PC, telephone, pager, photocopier, scanner, isolators, laminar airflow cabinets, syringe transfer devices, balances, glass measures, mortar and pestle

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Software systems: Pharmacy stock control and dispensing system
- Microsoft Office for word processing, spreadsheets, e-mail, internet access

- Patient administration system
- Incident management system
- eKSF personal development and review system
- Paper based systems: workload collection data.
- Pharmacy Quality System (BS EN ISO 9001:2008)

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The section manager or deputy assigns work on a daily basis.

Review of performance and objective setting is carried out by section manager or deputy in accordance with the principles of the Personal Development and Performance Review system.

Accountable for own professional actions guided by local policies and procedures, and professional code of practice.

9. DECISIONS AND JUDGEMENTS

May input to review and update of standard operating procedures as appropriate taking account of any changes to practice.

Uses initiative to deal with matters independently where appropriate although a section manager or deputy would be available for reference e.g. sourcing an alternative supplier for stock.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring that the delivery of the service is safe, effective and efficient and achieves BS EN ISO 9001: 2008 quality standards and other quality systems of the department.

Working effectively as a member of the pharmacy team whilst continually developing personal and technical skills.

11. COMMUNICATIONS AND RELATIONSHIPS

Liaises and communicates in a professional manner with other pharmacy and healthcare staff to ensure that an effective service is provided, in one to one and group settings.

May communicate, either verbally or in writing, with external customers in relation to supply of medicines.

Communicate with patients, in a professional and sympathetic manner when undertaking supply of medication.

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

Physical:

Standard keyboard skills.

Validated aseptic manipulation skills e.g. manipulate needles, syringes and transfer devices to reconstitute and measure doses of aseptically prepared medicines.

Manipulation skills for weighing and measuring raw materials for the extemporaneous preparation of products.

Manual handling skills for moving stock and equipment as per health and safety guidance e.g. heavy fluid containers, radio-nucleotide generator.

Long periods of standing or sitting when undertaking dispensing activities.

Mental:

High levels of concentration required when dispensing prescriptions, preparing extemporaneous medicines and preparing worksheets. Frequent interruptions to tasks are common, whilst ensuring service delivery times adhered to.

Emotional:

Occasional exposure to distressing or emotional circumstances when dealing with patient and other customer enquiries and concerns

Environmental:

Occasional exposure to cytotoxic agents within a dispensing and clinical environment and ionising radiation within a controlled aseptic environment.

13. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED TO DO THE JOB

Qualifications and Knowledge

National Certificate (NC) in Pharmacy Services or equivalent

N/Scottish Vocational Qualification Pharmacy Services Level 3

Registration with the General Pharmaceutical Council of Great Britain

Skills and Experience

Good interpersonal skills and experience of team working

Good ability to communicate (verbally and written)

Good numeracy skills

Standard keyboard skills and knowledge of Microsoft office packages

Supervision skills

Organisational skills

Relevant work experience in a hospital, or community pharmacy practice

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: