

<b>1. JOB IDENTIFICATION</b>	
Job Title:	<b>Pharmacy Technician, Higher Level (Band 5)</b>
Responsible to:	Lead Clinical Pharmacy Technician
Department(s):	Pharmacy NHS Lothian
Directorate:	Pharmacy
Operating Division:	Corporate
Job Reference:	<b>099608</b>
No of Job Holders:	2
<b>2. JOB PURPOSE</b>	
<p>To perform pharmacy technician duties to provide the safe, effective and accurate supply of medicines. Support the operational management of the relevant pharmacy section, deputising for the section manager as required.</p> <p>Deal independently with routine customer enquiries and assist in the resolution of complex customer enquiries.</p>	
<b>3. DIMENSIONS</b>	
<p>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).</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>The post holder is part of a team of Pharmacy Technicians, Higher Level (number of staff varies on individual hospital sites) working within the pharmacy service. This may be part of a rotational programme (dependent on individual hospital site). Not all hospital sites provide the full range of technical services defined above. Technical activity will depend on service provided from base hospital. The post-holder is employed within NHS Lothian and there may</p>	

be a requirement to work flexibly across Lothian to meet service demands.

**Staff Responsibilities**

Supervisory responsibility and performance review for staff.

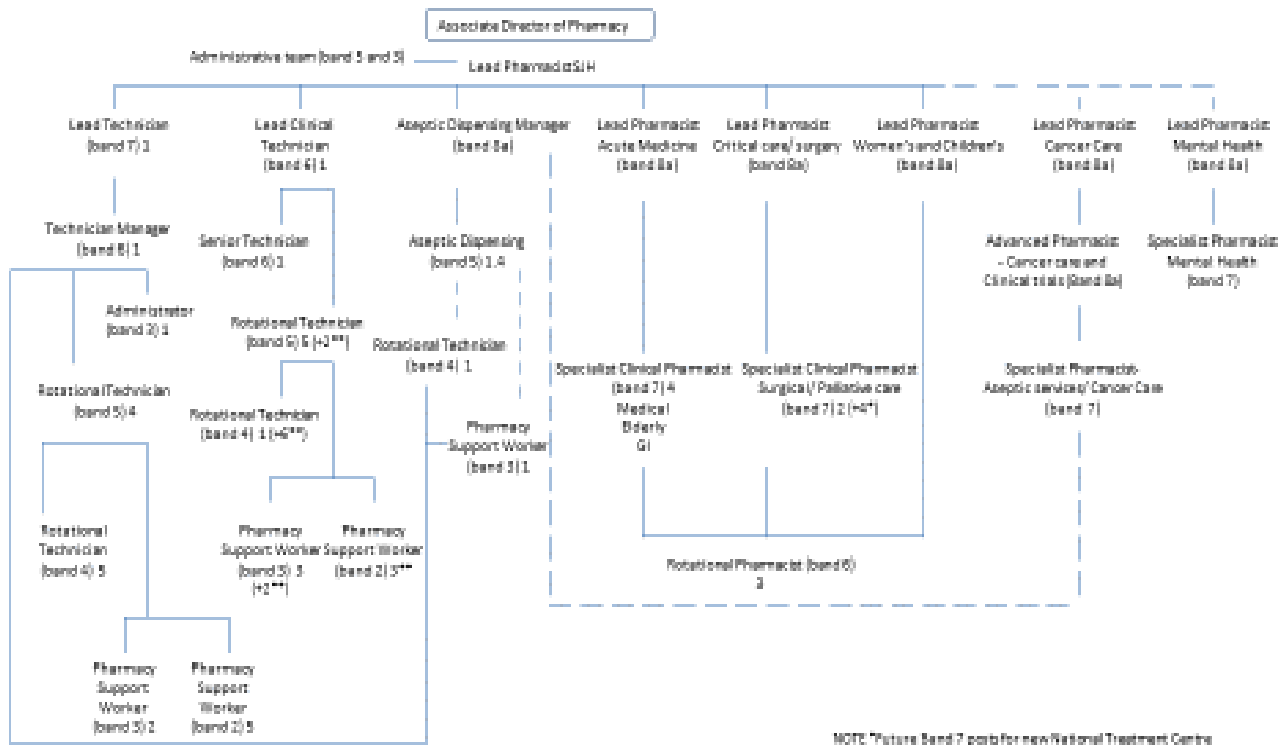
**Financial Responsibilities**

Professional responsibility for security of stock within pharmacy department.

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

The post holder 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 generation of worksheets, labelling, preparation and supply of medication to individual patients within the appropriate legal frameworks and adhere to the relevant legal and policy requirements surrounding supply of clinical trials, named patient and unlicensed medications.
2. Undertake the final accuracy check and release of inpatient, outpatient and discharge prescriptions according to the procedure for Designated Checking Technician (Dispensary).
3. Assess the quality of patients' own medicines and evaluate appropriateness for re-use, where appropriate. Assess requirements for intravenous preparations by reviewing individual patient records and select appropriate products for preparation.
4. Compile accurate medication histories from patient and other sources to support medicines reconciliation processes, including assessing patient's prescription for potential risks, following guidance and using established tools, and referring to pharmacist or other healthcare professional for further investigation as required.
5. As relevant to 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.
6. 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.
7. Within the stores environment, 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.
8. Provide information and guidance to inpatients and outpatients on the safe and effective use of their medication to aid the patients understanding of their medicines.
9. 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, and management of waste in accordance with legislative requirements.

10. Undertake all activities within the Quality Standard Framework and contribute to the review of standard operating procedures, worksheets and documentation within the relevant service area.
11. Organise the daily workload of the section as required when deputising for the section manager.
12. Supervisory responsibility for staff on a day to day basis, including workload allocation, undertake personal development and performance review processes for technicians, trainee pharmacy technicians and assistant technical officers and participation in recruitment and selection of technicians, technicians and assistant technical officers.
13. Participate in audit and research within clinical and technical pharmacy services.
14. Contribute to the education and training of healthcare staff, technicians, trainee pharmacy technicians and assistant technical officers both in an individual and group setting. As relevant to the post may undertake work based assessor role to facilitate staff development.
15. To 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
- 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.

<p><b>8. ASSIGNMENT AND REVIEW OF WORK</b></p> <p>The section manager assigns work on a regular basis. Workload is managed independently with support available when required.</p> <p>Review of performance and objective setting is carried out by section manager in accordance with the principles of the Personal Development and Performance Review system</p> <p>Accountable for own professional actions guided by local policies and procedures, and professional code of practice.</p>
<p><b>9. DECISIONS AND JUDGEMENTS</b></p> <p>Uses initiative to analyse and deal with matters independently where appropriate e.g. when checking accuracy of dispensed prescriptions</p> <p>Resolve routine customer enquiries and assist in the resolution of complex customer enquiries e.g. compiling information on alternative sources or formulations of medicines during periods of stock unavailability.</p> <p>Inputs to review and update of procedures as appropriate taking account of any changes to practice.</p>
<p><b>10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB</b></p> <p>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.</p> <p>Working effectively as a member of the pharmacy team whilst continually developing supervisory and management skills.</p> <p>Managing workload priorities and supporting staff e.g. performance issues.</p>
<p><b>11. COMMUNICATIONS AND RELATIONSHIPS</b></p> <p>Liases 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.</p> <p>May communicate, either verbally or in writing, with external customers in relation to supply of medicines.</p> <p>Liases with a section manager to support workload planning and service development.</p> <p>Liases with staff on a day to day basis when supervising or undertaking performance review.</p> <p>Communicate with patients, in a professional and sympathetic manner when providing advice on the use of and supply of medication and dispensary duties.</p>
<p><b>12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB</b></p> <p><b>Physical:</b>  Standard keyboard skills.  As required for the post validated aseptic manipulation skills e.g. manipulate needles, syringes and transfer devices to reconstitute and measure doses of aseptically prepared medicines.  Precision 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.</p> <p><b>Mental:</b></p>

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

**Emotional:**

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

Occasional exposure to distressing or emotional circumstances when dealing with staffing issues 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

National /Scottish Vocational Qualification Pharmacy Services Level 3

HN unit: Procedures for Pharmacy Dispensary Checking Technicians or Accuracy Checking

Pharmacy Technician Award (provided by Buttercups or NPA, 2019 or before)

HNC Pharmacy Services Development and Management

Registered with the General Pharmaceutical Council of Great Britain

Relevant post-registration experience in hospital, or community pharmacy practice

**Skills and Experience**

Good communication skills (verbal and written)

Good numeracy skills

Standard keyboard skills and knowledge of Microsoft office packages

Supervision skills

Planning and organisational skills

Staff appraisal skills and experience

Validated aseptic manipulation skills [if required for post]

**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:

Date:

Head of Department Signature:

Date: