

## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

Job Title: Pharmacy Technician  
Responsible to: Healthcare Manager (operational)  
Accountable to: NHS Lothian Senior Pharmacy Technician post (professional)  
Department(s): Health Centre, HMP Addiewell  
Job Reference: 100674 R2  
No of Job Holders: September 2012  
Last Update:

### 2. JOB PURPOSE

- The post holder has delegated responsibility from the Healthcare Manager for organising and implementing the accurate and timely processing and supply of medicines within the prison.
- The post holder is responsible for ensuring an efficient and accurate medicines supply process to the Health Centre.
- The post holder will respond to requests from health care staff and prisoners for supplies of medicines, dressings, sundries and appliances required to meet the needs of the prison population.
- The post holder is responsible for the generation of stock control and patient order documentation.
- The post holder is responsible for ensuring that quality of service, environment and equipment meet the specified standards.

### 3. DIMENSIONS

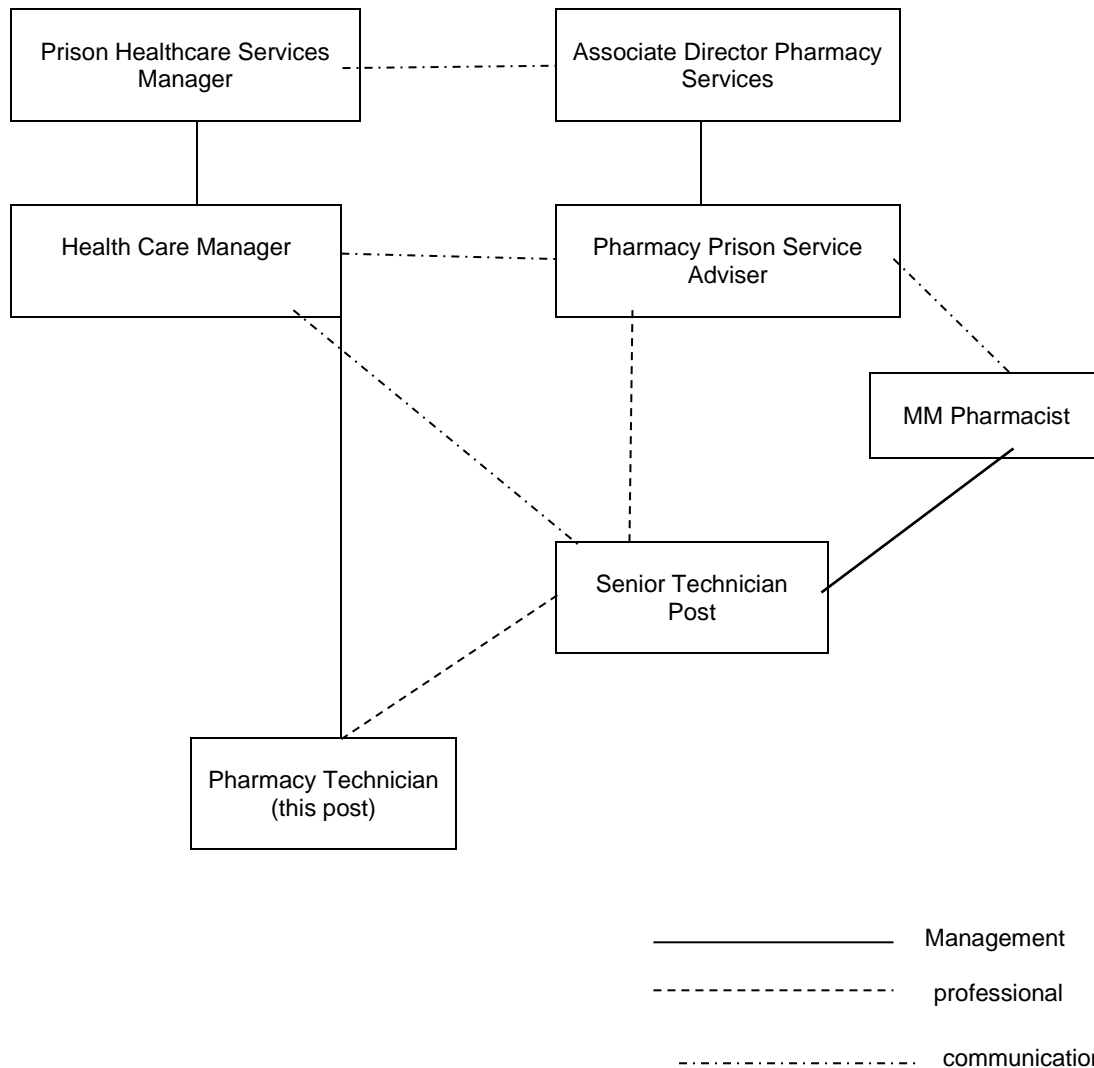
#### STAFFING

- The post holder participates in a shift pattern of 2.0 wte Prison Pharmacy Technician
- ~4000 items of dispensed patient named medication are monthly issued, for a prisoner population normally around 900-930

#### RESPONSIBILITY

- The post holder is responsible for organising the ordering, receipt and distribution of medication, both as patient named and stock, in preparation for supply or administration.
- The post holder participates in the training of identified staff
- The post holder is responsible for the effective use of their own time
- The post holder will provide information to nursing/medical staff as appropriate regarding order progress and process, advising on changes to service from the external contractor.
- The post holder will communicate advice to clinical staff on alternative medications and order restrictions due to supply, security issues and medication type on an ongoing basis.
- The post holder has delegated responsibility from the Healthcare Manager for maintaining stock medication and stock of controlled drugs.
- The post holder will participate in scheduling/planning patients for clinics/medication reviews by the medical officers.

#### 4. ORGANISATIONAL POSITION



#### 5. ROLE OF DEPARTMENT

The function of the pharmacy service within HMP Prison Health Centre is to provide integrated patient focused care that meets the present and anticipated needs of the NHS Lothian population in line with local and national strategies. The service promotes and develops all branches of the pharmacy profession through a co-ordinated approach to delivery of pharmaceutical care to patients and the public. Pharmaceutical care reflects a systematic approach that makes sure that the patient gets the right medicines, in the right dose, at the right time and for the right reasons. It is about a patient-centred partnership approach with the team accepting responsibility for ensuring that the patient's medicines are as effective as possible and as safe as possible. This is done by identifying, resolving and preventing medicine-related problems (actual and potential) so the patient understands and gets the desired therapeutic goal for each medical condition being treated.

The focus is on active participation in and contribution to multidisciplinary/multiprofessional teams in a manner to fully integrate pharmaceutical skills and resources in overall context of health and social care in Lothian.

To this end the post holder's objectives are:

- to provide pharmaceutical care to individual prisoners wherever they present by meeting their particular needs while maximising efficiency in the use of resources
- to provide medicines through systems of quality control that ensures safe, effective and economic use

## 6. KEY RESULT AREAS

- The post holder will be required to prioritise own workload and that of less experienced staff to deliver health care as appropriate.
- Expected to respond to requests from nursing and medical staff and prisoners in relation to individual prisoner needs and to support medication compliance.
- To contribute to demonstrating compliance against Health Care standards by participating in data collection and audits.
- Ordering, distribution, stock control of pharmaceuticals, dressings, sundries and appliances within the prison; and prioritising medication orders and prisoner requests
- Provide prescribers, nurses and managers with accurate, timeous information, including data retrieval to assist in the delivery of effective prescribing management.
- Ensure that medicines are ordered and stored as efficiently and effectively as possible. In addition inform prescribers of most efficient supply timescales
- Checking, ordering and confirming receipt of medicines from pharmacy supplier.
- Participate in the collection and provision of workload statistics, in order to assist planning of schedules and to monitor performance.
- Within the department contribute to the continuous incremental improvements in service quality and conform to Quality Standards.
- Ensure the alignment of patient medication; easing workload where possible, and improving patient medicines management.
- To maintain continuous stock control by means of stock checking and expiry checking to ensure continuity of supply and to ensure the safe and appropriate disposal of waste materials and medication according to legal requirements.
- To ensure receipt of ordered medication and sundries, checking of delivery documentation to ensure correct delivery of products; report and resolve discrepancies
- To ensure archiving of records in accordance with NHS Lothian policy
- To carry out daily environmental monitoring checks
- To resolve routine staff enquiries and assist in the resolution of non-routine enquiries and responsible for dealing with emergency stock or similar problems (e.g. sourcing specialist items)
- To attend mandatory training at the required frequencies and to participate in continuing professional development.
- Adhere to personal security procedures for the security of pharmaceuticals and keys.
- The post holder will work in Partnership with visiting Pharmacist to answer queries regarding clinical pharmacy issues.
- Responsible for co-ordinating Medicine Reviews and will schedule these in doctors' diaries

## **7a. EQUIPMENT AND MACHINERY**

Responsible for own appropriate use of equipment:

- Computer (Scottish Prison Service and NHS; switch via Oracle Sunray 3)
- Scanner and appropriate software
- Laser printer, fax, photocopier and telephone
- Conical flasks and measuring devices
- Moving equipment (trolleys, barrows)
- Personal alarm system and security keys
- Key Safe

## **7b. SYSTEMS**

- Microsoft Office (2003 and 2007, NHS and SPS respectively)
  - Microsoft Outlook for emails
- Electronic Prisoner Records (PR2)
- SharePoint Services, intranet and databases
- Paper based health care records
- Electronic health care records
- Drug prescription and recording systems and registers

## **8. ASSIGNMENT AND REVIEW OF WORK**

- The post holder will work to Standard Operating Procedures with indirect operational supervision and remote professional supervision; there is no Clinical Pharmacist on site.
- The post holder is responsible for operational issues to the Healthcare manager
- Performance appraisal will be carried out on a regular basis by Healthcare manager
- Review of performance and objective setting is carried out by line manager in accordance with the principles of the personal continuing professional development

## **9. DECISIONS AND JUDGEMENTS**

- The post holder is expected to make autonomous decisions, adapting duties on a daily basis to reflect workload needs, making judgements, prioritising orders
- The post holder will work within strategic and policy guidelines and will comply with any statutory regulation established by the pharmacy service
- It is the responsibility of the post holder to identify service deficiencies and participate in correction as appropriate and/or report them to the line manager.
- The post holder will be required to work in a manner which is safe and minimises risks to both themselves and other colleagues.
- Able to manage competing priorities

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

Working in a secure environment, with a requirement to be a key holder and to carry and have an understanding of the personal alarm system. This includes awareness of the possibility of hostage taking situations. The post holder will be required to work within a potentially dangerous and unpredictable environment of the prison halls. In this environment prisoners can be manipulative and intimidating in order to gain access to medications, which are abusable, or act as currency within the prison. The post holder must be aware that the client group may become aggressive or hostile and must understand how to manage these situations appropriately.

The post holder must carry out tasks requiring a high level of concentration whilst sharing a very contained, very busy area, continually accessed by other healthcare staff; working with frequent interruption. The main area of work for the post holder is the pharmacy which is the hub of the health centre; therefore the majority of queries regarding health care come via the pharmacy. This involves frequent interruptions and changing priorities. All health and safety and SPS policies with regards to staff safety are followed.

The post holder must deliver services within the constraints of the regime of the establishment. The post holder will also be required to:

- Ensure that stock is available when required by clinical staff
- Ensure work is completed and accurate within deadlines
- Ensure system for the receipt and supply of medicines operates efficiently
- Concentrate for periods of time whilst ordering medication and associated checks

## 11. COMMUNICATIONS AND RELATIONSHIPS

Liaises with the health care team:

- The post holder will be expected to communicate verbally with medical, nursing, pharmacy and security staff as well as with prisoners.
- The post holder will be expected to communicate daily with pharmacy contractor staff to ensure delivery of an effective service and to feedback and resolve issues in relation to supply.
- The post holder will communicate/correct any invoice/delivery note errors with pharmacy contractor staff on first instance and liaise with clinical manager if appropriate.
- The post holder will liaise with the clinical manager in the first instance when reporting supply discrepancies and medication errors (e.g. dispensing errors from Independent Pharmacy Contractor).
- The post holder will respond to requests from hospital pharmacies, hospital wards, GP practices, community pharmacies and community drug services to assist in the continuity of medication supply.
- The post holder may also have to deal with prisoners who are aggressive and hostile and who will attempt to manipulate staff to obtain abusable medication.
- The post holder will communicate factual information about medication and status of prescriptions to patients via a written medium.
- Liaises with and refer to nurses, pharmacists, medical officers to resolve issues and queries

Communicating directly with:

- Prison officers and delivery drivers etc.

- Carers/Hospital enquiries
- Communication will include face to face, telephone, written and facsimile
- Communicates factual information clinical staff

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

### **PHYSICAL SKILLS:**

Keyboard skills requiring a high degree of accuracy. Accurate pouring of liquids, measuring for stock checks and nurse administration as a Competent Witness.

### **PHYSICAL DEMANDS:**

Moving and handling of Pharmacy Stock and equipment. Working in a contained and busy area of the health centre, standing for long periods of time. Transferring of stock to drug cupboards and other storage areas within the health centre.

### **MENTAL DEMANDS:**

Concentration required when inputting information on computer. High level of concentration and accuracy when checking medications and ordering acute and repeat medications. Working in a busy environment with changing working conditions and frequent interruptions, prioritise and change work pattern with no notice.

### **EMOTIONAL DEMANDS**

The post holder will occasionally have interactions with prisoners, including sex offenders, who may attempt to manipulate or intimidate post holder in order to obtain specific medications; the post holder must stay impartial. The post holder can be exposed to verbally and physically aggressive behaviours. The post holder can also be subject to stress from and due to other staff, time pressures and patients.

## **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

- A General Pharmaceutical Council accredited underpinning knowledge training programme
- SVQ/NVQ Pharmacy Services level 3
- Registered with the General Pharmaceutical Council
- Safe and secure handling of medicines
- Good numeracy skills
- Competent in the use of computerised information system including MS Office
- Ability to work independently, without professional supervision, and no access to an on-site clinical Pharmacist.
- Well-developed organisational and communication skills both written and oral

<b>14. JOB DESCRIPTION AGREEMENT</b>	
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: