



Eileanan Siar
Western Isles

Lead Primary Care
Pharmacy Technician

Twitter
Facebook
Web

@NHSWI
facebook.com/NHSWesternIsles
wihb.scot.nhs.uk

Western Isles Health Board
The best at what we do



Job Advert



Lead Pharmacy Technician (Primary Care)

Band 5 £26,104 to £32,915 per annum
Plus £1,117 Distant Islands Allowance per annum
37.5 Hours per Week
Permanent Post

NHS Western Isles is seeking a Lead Pharmacy Technician who will work within the Primary Care Pharmacy Team to lead on the technical aspects of the primary care pharmacy service across the nine practices within the archipelago, serving a population of approximately 27,000 patients.

The post will involve a varied and interesting range of professional leadership responsibilities, working as part of the primary care pharmacy leadership team to implement the strategic aims of the service.

Applicants must be able to demonstrate excellent planning and organisational skills, as well as attention to detail and the ability to meet deadlines. Excellent written and verbal communication skills along with the ability to problem solve are essential. A commitment to developing and improving services, systems and processes is key.

We are offering an opportunity to live and work in our beautiful and rural island community. You can enjoy amazing outdoor and cultural activities such as kayaking, climbing, hill walking, diving as well as a wealth of traditional crafts and music related pursuits. We are also only a short journey from Glasgow, Inverness and Edinburgh by plane, with twice daily ferry sailings to Ullapool.

For more information on living and working in the Western Isles visit the following sites: www.visitthebrides.co.uk or www.visitouterhebrides.co.uk/. Find NHS Western Isles on Facebook, Twitter @NHSWI.

For an informal chat on the above posts and how it may suit you, please contact Ms Natalie Bowling, Primary Care Pharmacist Lead, Tel 07816116593 or natalie.bowling@nhs.scot

The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses.

All NHS Western Isles vacancies appear on the NHS Scotland website <https://apply.jobs.scot.nhs.uk/> along with a job description.

For any further queries please contact 01851 762000.

1. JOB IDENTIFICATION

Job Title: Lead Pharmacy Technician – Primary Care

Department(s): Pharmacy – Primary Care, Lewis and Harris, Uist and Barra

Job Holder Reference:

No of Job Holders: 1 WTE

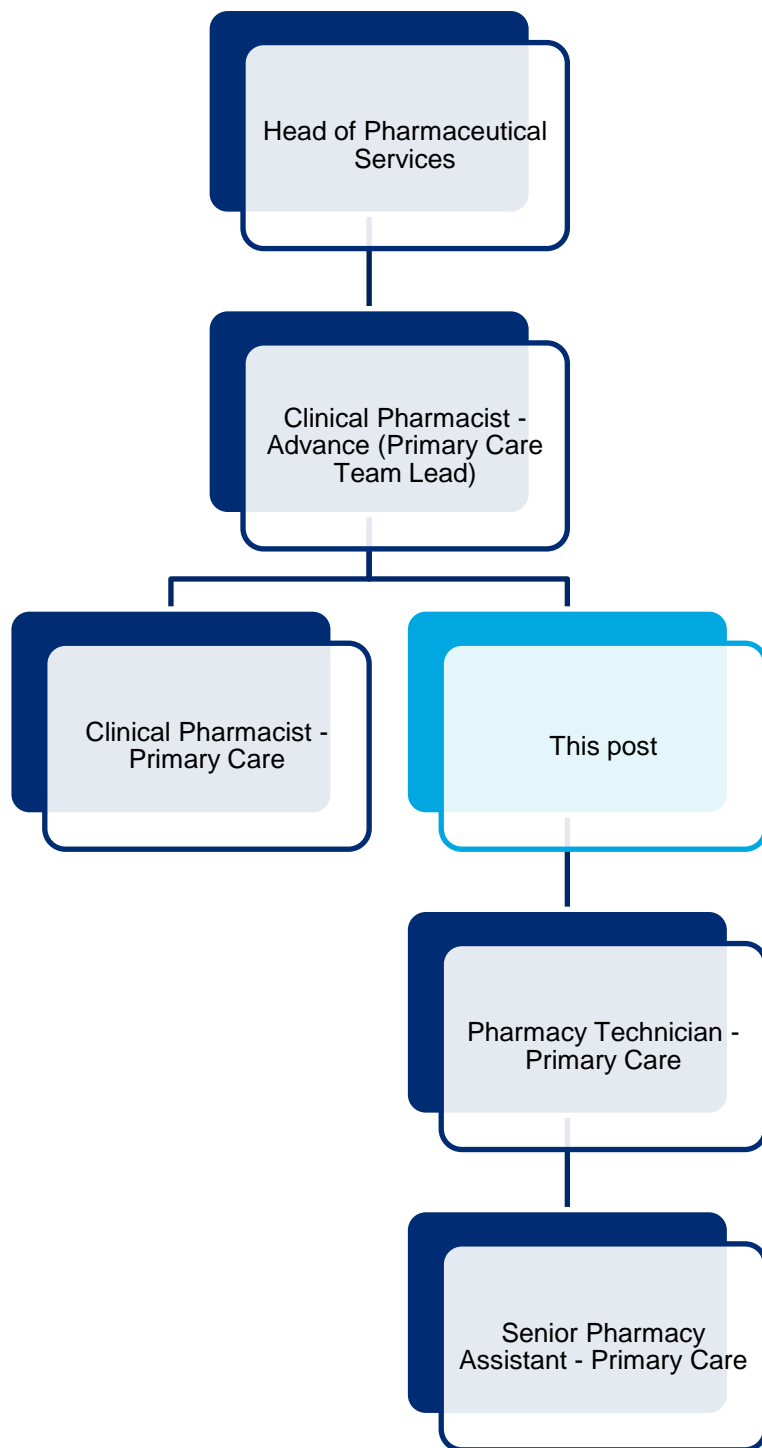
2. PURPOSE

1. To work as a member of the Primary Care Pharmacy Team to provide a safe, efficient and effective pharmacy service within Primary Care. The post holder will work with, and under, the supervision of the lead primary care pharmacist to provide input to GP practices, Community Hospitals and other care settings e.g. Primary Care Emergency Centres, working routinely with a range of health and social care professionals and staff to promote high quality, evidence based and cost effective prescribing.
2. The function of NHS Western Isles Primary Care Pharmacy Service is to develop and provide integrated patient-focused pharmaceutical care, which meets anticipated needs of the population of NHS Western Isles in accordance local and national strategies. The intention of the service is to link all branches of the profession in order to better co-ordinate pharmaceutical care for patients and members of the public.
3. The post holder will play an important role participating in the development of the Pharmacy Team through supporting the development of services to, primarily, GP practices, care homes and community hospitals in line with Prescription for Excellence and the Pharmacotherapy Service.

2.1 JOB SUMMARY

1. The post holder will facilitate high quality, efficient care around medications to the population of the Western Isles whilst minimising the risks inherent in Pharmacy.
2. To provide expert advice on all pharmaceutical and medicines management matters to the Primary Care Pharmacy team and health and social care professionals.
3. To implement agreed robust clinical, corporate and healthcare governance systems to minimise risk and assure patient and staff safety and well being.
4. To provide integrated, connected, collaborative (primary, community and secondary care) patient centred pathways and clinical systems that will provide effective and efficient health. In turn, improving and enabling quality assured care to every person through ensuring safe, evidence based, rational and cost-effective provision of medicines and appliances.
5. To provide operational support for all GP Practices in NHSWI in delivering the pharmacotherapy services.
6. To augment the clinical pharmacy team based in Western Isles Hospital, Uist and Barra Hospital and St. Brendan's Hospital supporting them, when required, with emergency cover.
7. Contribute to the development and implementation of prescribing and medicines management strategies in high quality, safe and cost effective prescribing.
8. To monitor and provide advice on evidence based, rational, cost-effective prescribing to ensure the efficient and effective use of primary care prescribing.
9. It is essential that the post holder can use initiative and work independently within an agreed framework.
10. To lead and support the development and training of future pharmacy technicians in the NHSWI primary care service

3. ORGANISATIONAL CHART



4. MAIN DUTIES AND RESPONSIBILITIES OF THE POST

4.1 CLINICAL PHARMACY PRACTICE

The post-holder will: -

- Work in multidisciplinary teams comprising of pharmacy colleagues, GPs, nurses and nurse practitioners, allied health professionals, social care staff, healthcare assistants and administrative staff.
- Work with, and under, the direction of primary care clinical pharmacists to undertake core and additional services of the Pharmacotherapy Service.
- Support all members of a GP practice team to promote prescribing which is safe, evidence based, efficient, rational and cost-effective and in line with local and national guidelines and NHS Highland/Western Isles formularies.
- Collect, collate, interrogate and manipulate prescribing data from a number of sources, e.g. ScriptSwitch, PRISMS and Scottish Therapeutics Utility for use in audits and to create reports and spreadsheets.
- Identify outlying prescribing practice between different GP practices in order to prioritise work and provide feedback to prescribers.
- Work with GP practices to review prescribing systems and processes, to improve the efficiency and safety of systems and processes.
- Facilitate robust reviews of processes e.g. monitoring of high risk medicines.
- Recommend/gain support for changes to improve systems and processes.
- Contribute to the development and implementation of policies, procedures, protocols and guidelines on the use of medicines for multidisciplinary teams. This includes monitoring and evaluating adherence to policies and guidelines across all clinical therapeutic areas and settings in which medicines are used.
- Respond in a timely manner to issues such as Drug Recalls, safety alerts, medicines shortages and changes to guidance.
- Support GP practice staff in using practice computer systems in relation to prescribing management by having expert knowledge and sharing good practice and ideal systems.
- Assist in the implementation, evaluation, and monitoring of NHSWI prescribing support initiatives and medicines management projects e.g. prescribing efficiencies plan, including therapeutic switches to medicines and appliances.
- Promptly and efficiently answer queries from a range of health and social care professionals, using a variety of reference sources, presenting information obtained in a clear and concise manner.
- Ensure appropriate onward referral of urgent issues to a Pharmacist.
- Attend and participate in multidisciplinary meetings and working groups e.g. practice clinical meetings and ward rounds/huddles.

4.2 DIRECT CLINICAL PHARMACY SERVICE TO PATIENTS

The post-holder will: -

- Provide clinical pharmacy services commensurate with competence to patients in a range of primary care settings e.g. GP practices and community hospitals (if applicable) to ensure safe, evidence based, rational and cost-effective use of medicines. Contribute to, implement and monitor medicine related decisions for individual patients as part of a multidisciplinary team.
- Respect patients' dignity, wishes and beliefs and involving them in decision making around their health and treatments, obtaining appropriate consent.
- Undertake medication reviews for individual patients, appropriate to individual competence, to ensure that medicines prescribed are evidence based, rational, safe and cost-effective.
- Proactively identify any actual or potential medicines related issues. Outline and make recommendations to Pharmacists on optimising treatments for individual patients e.g. changing formulations, monitoring requirements etc to meet the needs of individual patients.
- Any intervention, consultation with a patient or review of their medicines will be documented accurately in the patient's notes.
- Assess patients' pharmaceutical care needs to facilitate effective patient education/training/counselling, including advising on the provision of any compliance aids required.
- Conduct face-to-face medication concordance reviews for patients and provide relevant patient education and counselling.
- Advise patients, carers and healthcare staff on issues relating to patients' medication regimens and changes to prescribing.
- Liaise with pharmacy and other health and social care staff as needed to ensure that the pharmaceutical care of patients is optimised.
- Facilitate communication and liaise across a patient's care journey e.g. secondary care, community pharmacy and social care, determining what means would best support a patient, and their carers, to manage their own medicines as much as possible.
- Ensure that information and patient counselling is provided according to a patient's and/or their carer's needs to ensure that patients can manage their own medicines as much as possible and to help patients get maximum benefit from their medicines whilst minimising harm. This includes explaining why medicines have been prescribed, their actions, possible adverse effects and how to maximise benefit.

4.3 MANAGEMENT AND SUPERVISION

The post-holder will: -

- Daily supervision of pharmacy technicians within their area of responsibility to ensure technical activities are delivered and coordinated.
- Assist in the selection and recruitment of technical staff and additional pharmacy staff as appropriate.
- Ensure work practices are regularly reviewed, audited and updated.
- Write and revise Standard Operating Procedures (SOP) and other documentation as appropriate for areas of responsibility.

- Manage, analyse and inform Lead Pharmacist of any problems, issues or deficiencies within area of responsibility.
- Participate in in-service education and training of technicians, student technicians, pre-registration pharmacists and other staff to keep them updated with changes to practice and legislation.
- Responsible for the regular production of reports of clinical service activity, audit and financial information relating to NHSWI medication usage.

4.4 MEDICINES RECONCILIATION

The post-holder will: -

- Undertake medicines reconciliation using appropriate information sources e.g. EMIS, Immediate Discharge Letters, clinic letters, Emergency Care Summary, patient's own medicines and liaising with community pharmacy etc at the care interface.
- Confirm an accurate and up-to-date medication regimen is documented and assess any compliance issues.
- Liaise with relevant colleagues e.g. Pharmacist, nursing and care home staff to resolve any discrepancies.
- Make clinical recommendations on changes to medication regimens/prescribing to relevant clinical pharmacist.
- Amend patients' medication records in GP practice(s) in line with the SOP and within individual competency.

4.5 PRESCRIPTION MANAGEMENT

The post-holder will: -

- Action prescription requests where appropriate for authorisation by a prescriber.
- Clarify ambiguous prescriptions to avoid medication errors.
- Review and advise upon improvements to prescribing systems within GP practices, ensuring systems are robust, waste is minimised and standards related to the pharmacy service are met.
- Identify and implement initiatives to minimise medicines waste, evaluating and reporting on outcomes.
- Work with dispensing GP practices, as appropriate, to improve dispensing systems and processes and assist practices in developing and implementing good dispensing practice through SOPs and risk management.
- Facilitate communication between Community Pharmacy Contractors, Care Homes and GP Practices in relation to prescribing and medicines supply to help ensure care homes have robust systems in place for medicines stock management.

4.5 OTHER AREAS OF PRACTICE

The post-holder will: -

- Take on audit development in collaboration with other professionals, plan, develop, organise and undertake audits to assess prescribing practice and prescribing systems making recommendations as to where improvements or efficiencies could be made.
- Work with multidisciplinary teams to facilitate change.
- Identify potential areas for audit and design of audit standards in line with local and national work streams and priorities.

- Manage audit data collection, analysing and interpreting patient and clinical data to facilitate audit, presenting audit results verbally/written.
- Generate reports to monitor the impacts of change and feedback on outcomes.
- Participate in the monitoring and evaluation of local and/or national protocols and guidelines.
- Participate in service development and quality improvement in primary care.

4.7 EDUCATION AND TRAINING

The post-holder will: -

- Proactively participate in own continuing education and development in order to maintain and develop competencies, including attending courses, conferences and in-house training programmes.
- Participate in CPD in order to comply with the revalidation requirements for registration with General Pharmaceutical Council (GPhC).
- Supervise, train, and provide feedback to less experienced technicians, Pharmacists and students on all aspects of the technicians' role.
- Assist in developing and delivering training to multidisciplinary teams (including nursing and GP practice staff) in relation to safe, effective and cost effective prescribing and application of good medicines governance.
- Participate in peer review and share working practices with colleagues both to ensure a consistent approach and for the advancement of other members of the pharmacy team.
- Contribute to local bulletins and information on prescribing and pharmaceutical matters.

4.8 CLINICAL GOVERNANCE


The post-holder will: -

- Support work to ensure urgent Drug Recalls and safety alerts are communicated rapidly within GP practices and community hospitals e.g. Medicines and Healthcare products Regulatory Agency (MHRA) warnings.
- Maintain confidentiality of information at all times in accordance with the Data Protection Act, General Pharmaceutical Council standards and Caldicott guidance.
- Be aware of the Medicines Act 1968, the Misuse of Drugs Act 1971 and other relevant legislation with respect to the storage, supply and recording etc of medicines and controlled drugs, assisting pharmacists and other professionals in ensuring legislation and best practice is adhered to across all sectors of primary care.
- Keep up-to-date with current practice pertaining to prescribing and medicines topics relevant to role.
- Document and report on work using existing systems and processes.
- Monitor the safe and secure handling of medicines, providing guidance on required improvements, if necessary.
- Assist in the development of local guidelines and protocols.

4.9 GENERAL REQUIREMENTS

The post-holder will: -

- Fulfil the continuing professional development and revalidation requirements of the GPhC and ensure maintenance and development of competency to practice as a pharmacy technician.
- Ensure continuous registration with the GPhC.
- Establish and maintain effective communication between all other health and social care professionals and pharmacy colleagues.

- 
- Participate in the development and future needs of the Pharmacy team as a whole, in order to provide a flexible, high quality service, through maintaining a positive attitude towards development of the post and the team.
 - Maintain a broad understanding of pharmacy services across all sectors of the profession.
 - Understand and appreciate legal and best practice requirements and the risks associated with the safe and secure handling of all classes of medicines.
 - Carry out all duties and responsibilities professionally and in line with statutory, legal and ethical obligations.
 - Prioritise own workload.
 - Maintains database/work-plan of own activity and outcomes of work undertaken, providing regular report to line manager.
 - Carry out any other duties as appropriate, commensurate with the grade.



5. SUPPORTING EVIDENCE

5.1 PHYSICAL DEMANDS OF THE JOB

The post-holder will require:-

- Key board skills with a requirement for accuracy (daily).

The post-holder should be able:-

- To travel, due to training sessions/meetings being held outside normal working hours. The post holder is required to drive safely between multiple locations.
- To sit in a restricted position for a substantial proportion of the working day whilst reviewing patient notes and using a computer for producing reports/analysing and interpreting data etc.

5.2 MENTAL EFFORT

The post requires:-

- Frequent requirement for prolonged concentration of 3-4 hours at a time, meetings, interpreting prescribing data, writing reports, attending presentations, developing and implementing protocols, and working within time constraints.

The post-holder will:-

- Investigate and resolve complaints, and complex and sensitive personnel management problems. Balancing the conflicting demands from a range of stakeholders.
- Be able to recall accurate information and use their knowledge to make effective and safe clinical decisions.

The work is not predictable as priorities change at very short notice, according to the needs of the service/management.

5.3 EMOTIONAL EFFORT

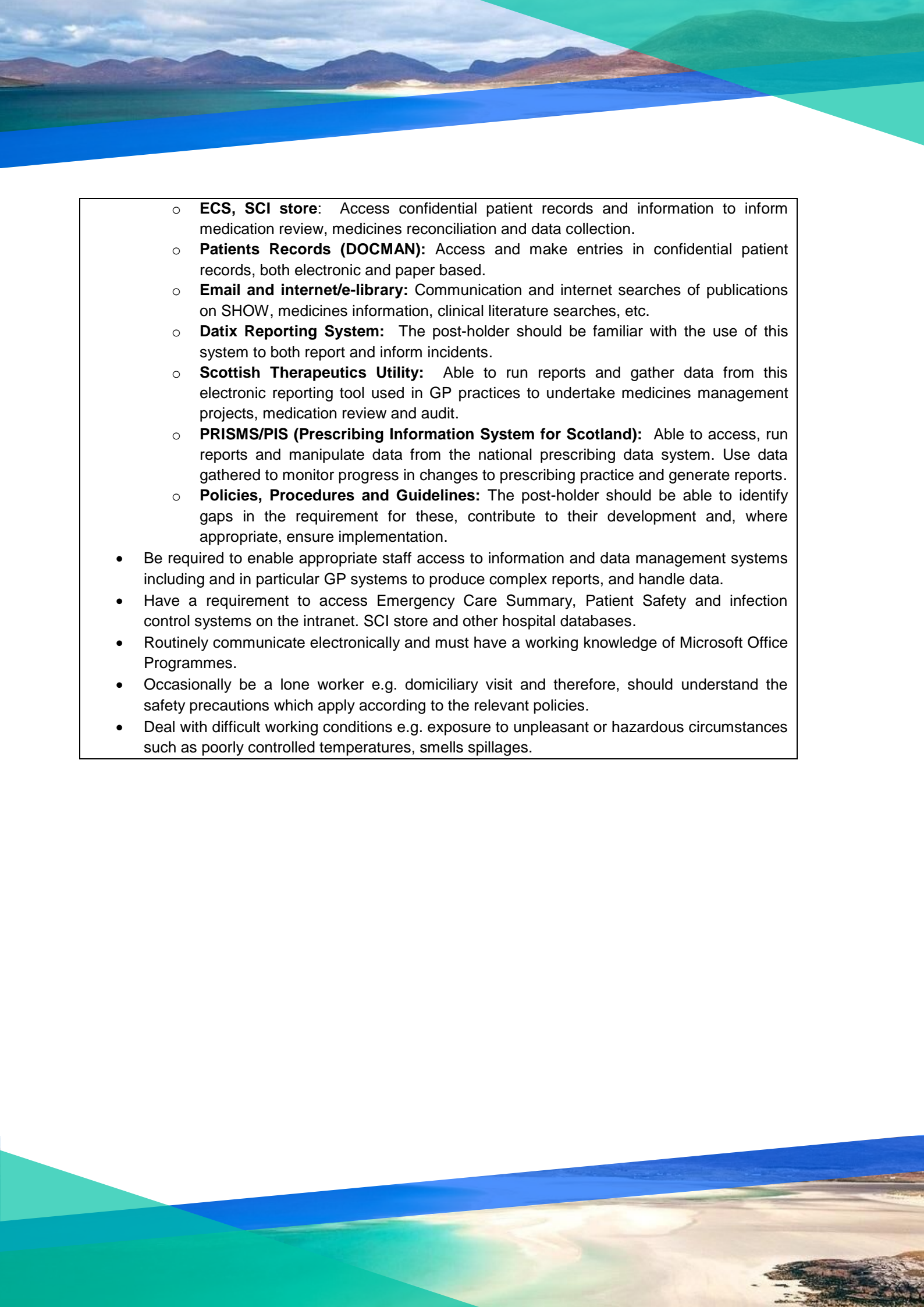
The post-holder will:-

- Require to handle sensitive information appropriately.
- Require to provide feedback on performance assessments to individuals.
- Deal with difficult situations and circumstances, including dealing with practice staff, carers, and family members. There may be instances of distressed, aggressive or demanding behaviours.
- Work to tight deadlines over which the person has no control and is thereby under a degree of pressure.
- Concordance reviews, emotional effort may be required when talking to patients about their medication.
- Have occasional exposure to verbal aggression by patients or family members.
- Deal with drug misadventures and stage 1 informal complaints.

5.4 WORKING CONDITIONS

The post-holder will:-

- Have skills and a good working knowledge of digital and IT systems. The range of IT systems are extensive and include:
 - **Microsoft Office:** Use Office for generation/ use of Word documents, bulletins, Excel spreadsheets, PowerPoint presentations etc. All used extensively in the production, analysis, interpretation and presentation of prescribing information. Teams for communication.
 - **EMIS PCS:** Input information/make changes, in line with protocol, to patient computer prescription records in GP practices.

- 
- **ECS, SCI store:** Access confidential patient records and information to inform medication review, medicines reconciliation and data collection.
 - **Patients Records (DOCMAN):** Access and make entries in confidential patient records, both electronic and paper based.
 - **Email and internet/e-library:** Communication and internet searches of publications on SHOW, medicines information, clinical literature searches, etc.
 - **Datix Reporting System:** The post-holder should be familiar with the use of this system to both report and inform incidents.
 - **Scottish Therapeutics Utility:** Able to run reports and gather data from this electronic reporting tool used in GP practices to undertake medicines management projects, medication review and audit.
 - **PRISMS/PIS (Prescribing Information System for Scotland):** Able to access, run reports and manipulate data from the national prescribing data system. Use data gathered to monitor progress in changes to prescribing practice and generate reports.
 - **Policies, Procedures and Guidelines:** The post-holder should be able to identify gaps in the requirement for these, contribute to their development and, where appropriate, ensure implementation.
- Be required to enable appropriate staff access to information and data management systems including and in particular GP systems to produce complex reports, and handle data.
 - Have a requirement to access Emergency Care Summary, Patient Safety and infection control systems on the intranet. SCI store and other hospital databases.
 - Routinely communicate electronically and must have a working knowledge of Microsoft Office Programmes.
 - Occasionally be a lone worker e.g. domiciliary visit and therefore, should understand the safety precautions which apply according to the relevant policies.
 - Deal with difficult working conditions e.g. exposure to unpleasant or hazardous circumstances such as poorly controlled temperatures, smells spillages.

6. STANDARD ELEMENTS

6.1 CONFIDENTIALITY

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it. All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

6.2 HEALTH AND SAFETY

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHSWI attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

JOB DESCRIPTION AGREEMENT

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

Job Holder's Signature:

Date:

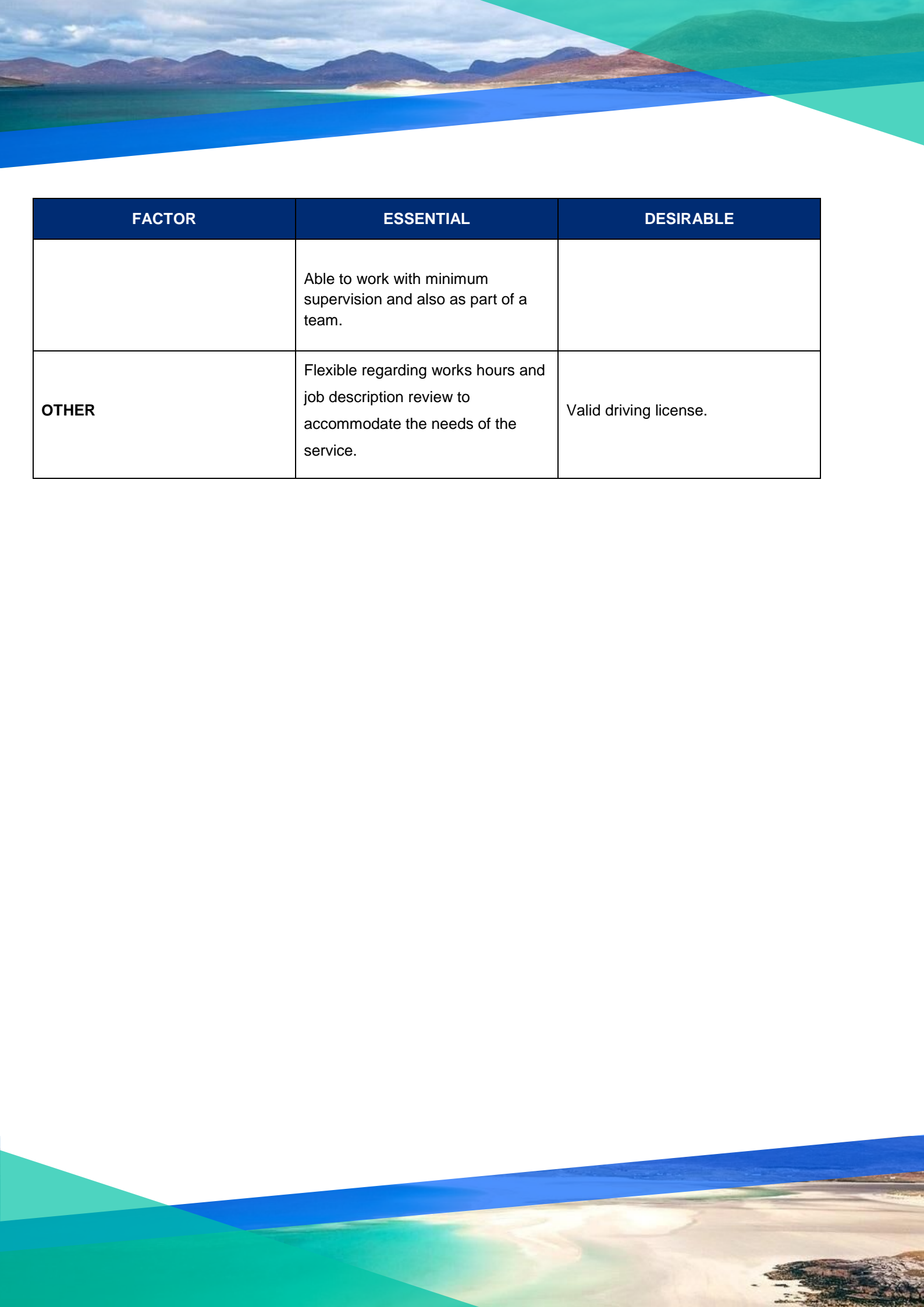
Head of Department Signature:

Date:17/09/20

PERSON SPECIFICATION GUIDANCE

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	<p>Minimum 3 years relevant post qualification experience in Community Pharmacy, Hospital or Primary Care.</p> <p>Experience of audit work.</p>	<p>Experience of work involving clinical trials.</p> <p>Staff supervision and training.</p> <p>Working through change.</p>
QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS	<p>Pharmacy Technician, SVQ3 or BTEC in Pharmaceutical Sciences.</p> <p>Pharmacy Technician Registration with General Pharmaceutical Council.</p> <p>Evidence of continuing professional development self-study.</p>	<p>Additional qualification in checking dispensed prescriptions.</p> <p>Medicines Management qualification at NVQ3/BTEC level.</p>

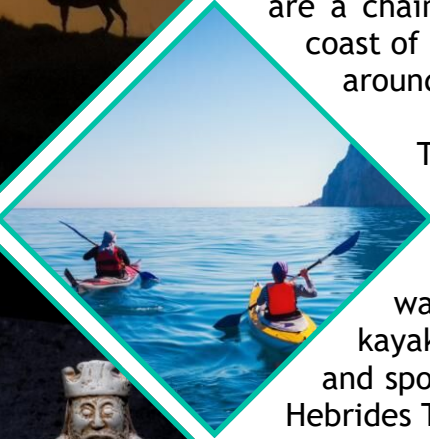
FACTOR	ESSENTIAL	DESIRABLE
KNOWLEDGE AND SKILLS	<p>Demonstrate clinical understanding of medicines use.</p> <p>Involvement in the development and implementation of standard operating procedures</p> <p>Knowledge of relevant current legislation, national and local policies and procedures.</p> <p>Evidence of ability to work proactively with limited supervision.</p> <p>Able to maintain utmost confidentiality.</p> <p>Strong inter-personal and organisational skills.</p> <p>Self-motivation and self-reliance, with ability to work both independently and as part of a multi-disciplinary team.</p> <p>Ability to work on own initiative.</p> <p>Ability to work flexibly and autonomously.</p> <p>Ability to prioritise workload between conflicting demands.</p> <p>Willingness to undertake work that is innovative.</p> <p>Excellent written and verbal communication skills.</p> <p>Commitment to ensuring high level of quality in all work undertaken.</p> <p>Computer literate with good IT skills.</p>	Familiarity with EMIS system.
DISPOSITION	<p>A pro-active approach.</p> <p>Self-motivated.</p> <p>Positive attitude to change.</p> <p>Maintain a good working relationship with staffs.</p>	



FACTOR	ESSENTIAL	DESIRABLE
	Able to work with minimum supervision and also as part of a team.	
OTHER	Flexible regarding works hours and job description review to accommodate the needs of the service.	Valid driving license.



The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.



Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.



The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer them.

Links

visitouterhebrides.co.uk
welovestornoway.com
hebrides-news.com
hebrideanhousing.co.uk
cne-siar.gov.uk

About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

Stornoway—Western Isles Hospital (Ospadal nan Eilean Siar)

Benbecula—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

Barra—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

Web

wihb.scot.nhs.uk

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

coronavirus.wi.nhs.scot



Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

Stornoway Airport—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

Benbecula Airport—Glasgow, Inverness, Stornoway

Barra Airport—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



Links

Ferry Travel:
calmac.co.uk

Air Travel:
loganair.co.uk

Car Hire:
carhire-hebrides.co.uk
lewis-car-rental.com

Air Discount Scheme:
airdiscountscheme.com