

JOB DESCRIPTION

JOB TITLE: Pharmacy Technician (Rotational) **GENERIC JOB DESCRIPTION:**

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| 1. JOB DETAILS | |
| Job Title: | Pharmacy Technician (Rotational) |
| Responsible to: | Pharmacy Technician Higher Level |
| Department/Service area: | Pharmacy PPU |
| Directorate: | Corporate Division, Pharmacy and Prescribing Support Unit (PPSU) |
| 2. JOB PURPOSE | |
| To contribute to the day to day running of the department by the allocation of routine tasks to PSW in support of technical activities within the designated sections of PPSU. | |
| Pharmacy Technician (Rotational) may supports areas including dispensing services, supply, stores, clinical trials, MMyMeds (near patient dispensing), aseptic unit and participating in the ward top-up service to designated wards and departments. Delivering training and supervision of Pharmacy Support Workers, Pre-Registration Pharmacy Technicians and Pre-Registration Pharmacists. | |
| 3. ROLE OF DEPARTMENT | |
| The role of NHS Greater Glasgow and Clyde PPSU is to: | |
| <ul style="list-style-type: none">• Ensure that patients derive maximum benefit and minimum harm from their medicines• Provide a single system approach to pharmacy and prescribing policy issues, including integration of systems within pharmacy and prescribing support functions• Support clinicians in their provision of high quality, effective and efficient pharmaceutical care to individual patients at whatever their point of need in their healthcare journey• Provide prescribers and managers with high quality, timeous information, analysis and advice to assist them to deliver effective prescribing management• Ensure that medicines are purchased, stored, dispensed and prescribed as cost effectively as possible | |
| 4. ORGANISATIONAL POSITION | |
| <pre>graph TD; A[Chief Sector Technician Accountable] --> B[Technical Team Leader]; B --> C[Pharmacy Technician Higher Level]; C --> D[Pharmacy Support Worker Higher Level]; D --> E[Pharmacy Support Worker]; C --- F[Pharmacy Technician (This post)];</pre> <p>The organizational chart illustrates the reporting structure. At the top is the Chief Sector Technician Accountable, followed by the Technical Team Leader, then the Pharmacy Technician Higher Level. Below the Pharmacy Technician Higher Level is the Pharmacy Support Worker Higher Level, which is shown in a dashed box. At the bottom is the Pharmacy Support Worker. A separate box for the Pharmacy Technician (This post) is connected to the Pharmacy Technician Higher Level box by a diagonal line, indicating a direct reporting relationship.</p> | |

5. SCOPE AND RANGE

Assist with the supervision of Pharmacy Support Workers. To ensure adherence with departmental standard operating procedures and in-line with NHSGGC policies.

- To respond to requests from wards/departments for supplies of medicines and support technical tasks to ensure they are provided in a timely manner
- To participate in the control of the stock and supply at both departmental and ward level and ensure stock control documentation is completed and stored appropriately.
- To contribute to the delivery of a quality service
- To undertake tasks governed by the pharmacy regulator (GPhC).

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- To participate in the management of stock control systems for medicines including stock checks, stock rotation, expiry date checks and good house keeping of medicines
- To dispense/prepare medicines to wards and departments, including high cost items and clinical trials
- To undertake the training of Pharmacy Support Workers and Pre-Registration Pharmacy Technicians and Pharmacists.
- To check medicine requests as per departmental procedures and ensure appropriate packaging for delivery
- To investigate any stock discrepancies found during stock checking systems, and report findings as necessary
- To identify and liaise with Pharmacy Technicians Higher Level regarding medicine discrepancies
- To follow SOP's including Unlicensed/Licensed medicines, Clinical Trials, Controlled Drugs, Antibiotic Alert Policy and Non-Formulary medicines ensuring that the necessary paperwork is completed
- To co-ordinate the re-call of medicines as per departmental procedures
- To accurately input ward requisitions through pharmacy computerised stock control system and produce picking tickets
- To undertake the purchasing of medicines and sundries
- To participate in the process of returns from wards in line with Standard Operating Procedures, where appropriate
- Support the discharge process by ensuring accuracy and dispensing of clinically checked prescriptions
- To participate in the checking of kardexes to order missing items and communicate findings effectively
- To evaluate and transfer patients medicines from the Patients Own Drug cupboard as well as specifically ordered items from drug trolleys and patient Pharmaceutical care plans to aid seamless patient transfer
- To ensure the daily/weekly/monthly environmental monitoring programme is completed in accordance with departmental Standing Operating Procedures, including fridge/freezer monitoring and recording of air pressures differentials
- To comply with current legislation, code of ethics, conduct and practice relevant to Pharmacy and NHSGGC
- To communicate effectively within the Department and wider organisation
- To undertake and participate in the Boards PDP , KSF process and continual professional development
- To demonstrate activities to new members of staff and participate in their induction
- To participate in weekend/public holiday working in accordance with local arrangements.
- To deal with telephone enquiries as appropriate, gathering information and forwarding to most appropriate member of staff as required
- To ensure required equipment is prepared, clean, ready and in good working order for use as per standard operating procedures
- To check the assembly of the components for the preparation of medicinal products, ensuring they are of a suitable quality and quantity
- Supervision and participate in the over-label/ pre-packing of medicines in line with departmental Standard Operational Procedures
- To manage the routine housekeeping procedures for the robotic system where appropriate
- To refill emergency kits and forward for checking following department procedures
- To undertake reception receipting prescriptions into departmental log, filing of documentation

- To issue and log HPB3 Prescriptions pads as per department procedures
- To participate in the preparation of aseptic dispensing products
- To clean and decontaminate ingredients and consumables, and transfer to clean rooms following the appropriate procedures
- To complete relevant validations regularly
- Generate worksheet and labels using validated computer systems
- To fill liquid nitrogen containers, where appropriate for GPs and Dermatology services
- To ensure that stock/non stock orders for medicines are processed accurately (wholesale and manufacturers)
- To undertake the transmission of orders via phone/electronically
- To undertake the receipt of goods at delivery point, ensuring stock is fit for purpose, and all documentation is endorsed and stored appropriately/securely
- To liaise with suppliers regarding returnable items, damaged goods and queries as required
- To act as PDC Service Lead and escalate as required
- Manage Vaccine Supply/ Campaigns
- To provide information on a limited range of medicines and their use
- To take accurate individual medication histories
- To undertake, after training, statutory ward controlled drug checks
- To adhere to the formulary management policy and safe legal prescribing
- To participate in clinical governance activities, e.g. audit
- To maintain effective communication between ward staff and the pharmacy department
- To provide patient discharge information to community pharmacies as appropriate
- To undertake the routine dispensing and extemporaneous preparation of medicines in accordance with the principles of Good Manufacturing Practice, QA, QC, COSHH, Health & Safety directives, and procedures
- To carry out in-process checks on items prepared by others in accordance with local policies
- To undertake the pre-packing of medicines following departmental procedures
- To complete and maintain mandatory intrathecal training as per current legislation
- To update departmental SOP's/work instructions under the direction of senior technical staff
- To participate in clinical trial activities within the area of work, e.g. dispensary & aseptic.
- To liaise with the Portfolio Pharmacists and Senior Pharmacy Technicians to ensure a consistent clinical trial service is maintained between all sites in NHS GG&C
- To be responsible for ensuring all technical aspects of clinical trials within their remit are managed in accordance with service SOPs including:
 - Dispensing clinical trial material to patients on receipt of a valid clinical trial prescription
 - Maintenance of accountability records (dispensing, returns etc.)
 - Maintenance of clinical trial files and all other computer & written records
 - Temperature monitoring
 - Expiry date monitoring
 - Ordering of clinical trial materials
 - Disposal and destruction of clinical trial materials
- To liaise with Research Staff where appropriate
- To participate in the Pharmacy Clinical Trials Service in accordance with GCP guidelines, The European Directive for Clinical Trials and service standard operating procedures (SOPs)
- To maintain documentation and safe systems of work within the area
- To carry out environmental monitoring, documentation of it and any remedial actions required as appropriate, in conjunction with the Portfolio Clinical Trials team
- To participate in regular audit, collation of documentation and presentation of appropriate workload statistics.

7a. EQUIPMENT AND MACHINERY

Responsible for own appropriate use and maintenance of equipment
Equipment used within this job:

- IT equipment, PC/Laptops, Printers,
- Automated storage/delivery systems
- Fax, scan, Photocopier and telephone
- Aseptic equipment including, isolators, clean room clothing, monitoring equipment, laminar airflow cabinet
- Balances, mixing and measuring equipment
- Lifting equipment (ie pallet trucks)
- Moving and handling equipment (ladders/trolleys/barrows)

7b. SYSTEMS

Systems used within this job:

- Computerised pharmacy stock control and manual stock control packages, e.g. controlled drug registers – to produce and complete relevant paperwork for pharmacy issues to wards/departments e.g. Ascribe, Trak, PECOS, Chemocare, clinical trial electronic systems
- Patient information and labelling programme
- E-mail to communicate quickly and effectively on a daily basis
- Microsoft Office including Word and Excel to maintain departmental records
- Internet/Intranet
- Manual records
- ARX/Ascribe Interface – (ARiM)

8. DECISIONS AND JUDGEMENTS

- The postholder supervises the work of others within defined standing operational procedures and work patterns, and make judgements on the competence of others
- Plans own day to day work and the work of others to meet service requirements.
- Assess situations referred by other healthcare professionals and appropriate actions.

9. COMMUNICATIONS AND RELATIONSHIPS

Communicates factual information

- The postholder will communicate with all members of the healthcare team (internal/external stakeholders)
- The postholder will be expected to communicate with patients and relatives by providing information and may need to overcome barriers e.g. cultural differences or where English is not the first language
- The postholder will also support the Department in the induction of new staff and trainees aligned to roles and responsibilities
- The postholder will be expected to communicate effectively in a professional and person centred manner while maintaining confidentiality.

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

| Physical skills | Physical demands | Emotional demands |
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| <p>Working with computers and keyboards</p> <p>Manual handling skills</p> <p>Standard keyboard skills</p> <p>Dispensing skills</p> | <p>Standing for long periods of time</p> <p>When working in ward area, is required to work at benches not always at appropriate height, using patient medicines lockers and talking to patients at bedside which involves bending and poor posture</p> <p>Walking to and from wards and pharmacy a number of times daily, moving heavy pharmacy stock items including infusion boxes, ward drug boxes etc</p> <p>Input of information into Pharmacy Computerised Stock Control system/periods working at VDU</p> <p>Working at heights. Carrying ladders between up to 8 robots when clearing high shelves during a 12hr shift. (Only if PDC is location)</p> <p>Cleaning of specialist pieces of equipment i.e. isolators</p> | <p>Exposure to distressing or emotional circumstances, e.g. dealing with pharmaceutical requirements of terminally ill patients</p> <p>Working to tight deadlines over which the person has no control and is thereby under a degree of pressure</p> <p>Occasional exposure to verbal aggression by patients at reception and complaints.</p> <p>Dealing with distressed staff.</p> |
| Mental demands | Working conditions | |
| <p>High degree of accuracy for picking and supplying of medicines</p> <p>Continuous interruptions from staff requiring clarification of detail around medication or drugs for patients</p> <p>Frequent performance of calculations</p> <p>Frequent long periods at computer – working in a restricted position</p> <p>Concentration required for input of data into IT systems and assembly of medicines</p> | <p>Working within a cleanroom environment – confined /restricted spaces, wearing of protective clothing</p> <p>Exposure to hazardous materials –cytotoxics</p> <p>Excessive Heat/Cold departmental temperatures</p> | |

11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Ensure effective training whilst maintaining the standard of service
- To supervise staff in line with staff governance procedures
- To ensure a safe, timely and efficient distribution of medicines to wards/departments
- To work safely in all aspects of pharmacy work adhering to all health and safety procedures, COSHH and other health regulations.

12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**Essential**

- UK Registered Pharmacy Technician (General Pharmaceutical Council – Reg.Pharm.Tec.)
- Completed current GPhC approved competency and knowledge based qualifications e.g. S/NVQ Pharmacy Level 3 and NC Pharmaceutical Sciences and a qualifying period of work experience.
- Good IT Skills including MS Office Word and Excel
- Ability to communicate in clear spoken English and effective written and verbal communication
- A commitment to participate in ongoing relevant training and Continual Professional Development (CPD)
- Experience of interacting with people in a variety of situations
- Ability to organise daily tasks using own initiative
- Ability to work to set procedures
- Stock management experience
- Ability to work as part of a team

Desirable

- A commitment to achieving an accredited accuracy checking qualification
- Experience of supervising/training/mentoring staff