

1. JOB IDENTIFICATION

Job Title: Pharmacy Support Worker

Immediate Senior Officer: Locality Lead Pharmacist

Department(s): Community Health and Social Care (CH&SC) Directorate

Job Holder Reference: [SLT044PHARM.18](#).

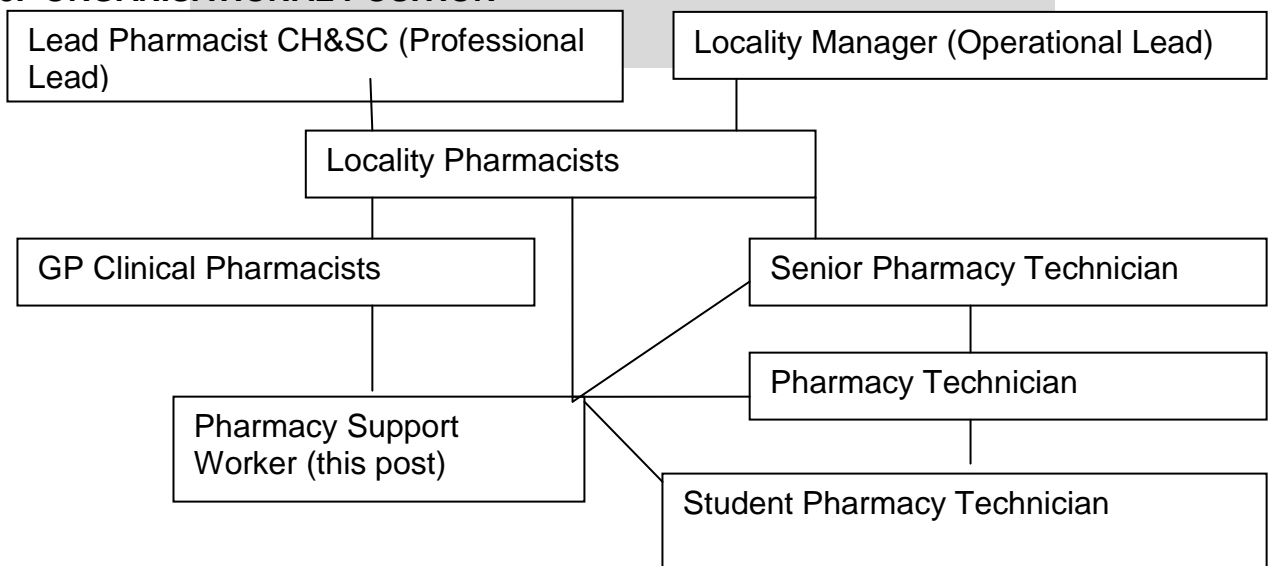
No of Job Holders:

Location:

2. JOB PURPOSE

- To support the CH&SC Pharmacy Team in the delivery of a pharmacotherapy service in GP Practices
- The role will include prescription management within GP practices and provide operational support to the CH&SC Pharmacy Team
- Joint working with other CH&SC colleagues will be routine, as well as with the multidisciplinary and professional teams within GP practices and Community Pharmacies.
- The post holder will work closely with the Communication Department, updating social media and other communication channels as required
- Communication with cottage and community hospitals

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Pharmacy Support Worker role is integral to the day to day functioning of the CH&SC pharmacy team and key to the delivery of the pharmacotherapy service in GP practices.

The post holder will be involved in all aspects of prescription management, from receipt into the practice, issuing a prescription, communication with community pharmacy to how the patient takes their medicines and discards them once finished. Training will be delivered to carry out Level 1 medication reviews which will equip the postholder with the knowledge and skills to identify common problems that often occur within repeat prescribing and knowing which member of the pharmacy team to triage those problems on to for investigation. The post holder will assist in training practice based administration staff on prescription management and with the co-ordination and delivery of pharmacy team led clinics.

This role will work in partnership with GP's and Community Pharmacists as well as staff in GP practices, Care homes, community and cottage hospitals and community pharmacies.

5. MAIN DUTIES/RESPONSIBILITIES

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Medicines focused role

- with training and working under standard operating procedures:
 - be able to carry out Level 1 medication reviews to patients and become an expert at this in order to deliver training to practice based administration staff
 - set medication review dates and use these to populate pharmacist clinics to ensure all medicines are reviewed
 - review prescription requests coming into practices and triage medication issues to the most appropriate team member
 - to collect and collate patient-related prescribing and clinical data from practice computers and or patient's notes to assist in prescribing support team audits where relevant
 - facilitating set up of serial prescriptions and assisted technology services to patients identified by the team
- In liaison with pharmacy technicians and pharmacists, to inform patients of any changes to their medicines in a professional manner and to have the capacity to support and reassure service users when necessary and to deal with any issues or concerns that may arise within the boundaries of the post

Team co-ordination duties

- organising pharmacists clinics and care at home appointments with service users
- managing pharmacy team email inbox which is used to effectively communicate with all health and social care staff, care providers, GP practices and community pharmacies e.g. to receive referrals for medication reviews or serial prescriptions, be made aware of stock supply issues be point of contact for the pharmacy team while

staff are out e.g. take messages about supply problems, issues with prescriptions and be able to triage the information to the most appropriate member of staff

Community pharmacy liaison

- Assist with set up and roll out of serial prescriptions and assisted technology initiatives
- Assist with medication and prescription enquires and communicate CH&SC Pharmacy team work plan
- Promote Pharmacy First within practices

• Communication

- maintain effective communication pathways between the CH&SC Pharmacy team, GP practices, community pharmacies and the wider Multidisciplinary team
- Communicate drug information in an understandable format (verbal and written) to all interested parties including the patient themselves, paid/unpaid carers, community pharmacies
- Communicate service related information verbally and in written reports to GP practices, pharmacy and locality team colleagues
- Deal with queries and complaints from patients, GPs and other service users in a sensitive and tactful manner to address any concerns/comments following input and negotiate a satisfactory and appropriate outcome or pass on the relevant team member
- Maintain confidentiality of information, including patient specific data and prescribing data, at all times in accordance with the Data Protection Act and Caldecott guidance

Clinical governance

- Develop and maintain an up-to-date and appropriate knowledge in relevant of relevant prescribing policies and protocols
- Contribute to the development and delivery of plans to achieve specific locality aims and objectives

Service Development

- Support the CH&SC Pharmacy Team in developing new and existing prescribing support models which can be effectively delivered by the post holder
- Support the CH&SC Pharmacy Team to enhance Care at Home services to maintain patient independence at home

Other duties and responsibilities

- To carry out any other duties as appropriate with the grade
- Recognise professional and personal limitations in all areas of work while demonstrating professional accountability and responsibility
- Abide by and adhere to professional ethics, standards and guidance
- Ensure personal and service development by regular self-directed learning and participation in performance development planning, appraisals and objective setting

6. SYSTEMS AND EQUIPMENT

Equipment

The post holder will have a working knowledge of Microsoft Office software: Word, Excel, Access and PowerPoint. Use of printers, photocopier, shredder, telephone, laptop, projector, scanner, laminator and guillotine.

Systems

Training will be provided to ensure the post holder can effectively and efficiently work within a range of established systems which underpin the prescribing support service. This includes using the following systems for information analysis and report writing: GP practice database e.g. EMIS PCS, EMIS Web, Vision; STU; QlikView; Citrix;

The post holder will ensure they are appropriately trained if using other equipment.

7. DECISIONS AND JUDGEMENTS

The post holder is required to work within defined operational frameworks and protocols which call upon them to act decisively with some autonomous decision making. A combination of protocol criteria and the postholder's own judgement determines when to defer to the registered pharmacy technician or pharmacists.

Work is carried out in practice under supervision of pharmacists and pharmacy technicians. Changes relating to patient medication records will be carried out at discretion of the post holder only following approval from the GP practice staff, pharmacy technician or pharmacist.

The jobholder will have monthly performance reviews with their line manager however, day to day supervision and guidance on prescribing issues will be obtained by close working with the pharmacy technician and pharmacist team.

8. COMMUNICATIONS AND RELATIONSHIPS

Links are to be formed with:-

- CH&SC pharmacy team – Locality Lead Pharmacists, General Practice Clinical Pharmacist, Pharmacy Technicians
- Locality Manager
- Lead Pharmacist for CH&SC
- General Practitioners, Practice Managers and other practice staff
- Community pharmacists and other community pharmacy staff
- Practice and community based nurses including nurse prescribers
- Pharmacy Technicians, pharmacists and clinicians within secondary care
- Social work staff, paid/unpaid carers
- Service users and their family members

The post holder will communicate with the range of people described above. Information is often confidential and requires to be handled and communicated in a sensitive manner. Overcoming barriers to communication and having an understanding of the wide range of factors that can make communication difficult is a key element of this post. There may

also be occasions when the postholder will be required to challenge current practice and persuade and negotiate with others.

9. PHYSICAL DEMANDS OF THE JOB

Physical

Desk based work predominately in GP practices. Post holder may be required to carry a laptop, files and folders between practices. A computer is used on a daily basis.

Mental

The work requires long periods of concentration when amending patient records, preparing information for practices and participating in meetings. There are regular interruptions from GPs, practice staff, community pharmacists and colleagues to respond to requests for advice, support and to deal with ad hoc requests. Organising several different activities across multiple sites requires considerable planning.

Emotional

The post holder is required to respond sensitively to service users, carers or relatives about concerns around specific changes to their medicines which can be challenging

Environmental

Frequent driving throughout the work day to and from GP practices, Care Homes, service user's homes and community pharmacies to carry out the duties of the post. This can involve significant distances across the region.

The post holder must become an authorised car user

10. MOST CHALLENGING PART OF THE JOB

The jobholder will need to develop report analysis expertise and be able to manage their own time working on more than one project at any one time.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Essential skills

Previous experience in an office environment

- English minimum Standard Grade or equivalent
- Knowledge of medicines commonly prescribed in primary care
- Car driver
- Strong motivation, organisation and prioritisation skills to work independently
- Good negotiating and inter-personal skills to work as part of a team
- Excellent written and verbal communication skills
- Excellent computer skills – Word and Excel
- Stress tolerant
- Adaptable and flexible, open to different systems of working and able to identify potential for progress
- Show willingness to participate in service development
- Able to maintain confidentiality and work in line with NHS D&G confidentiality policy

- Undertake mandatory training requirements in accordance with NHS D&G policy and procedure

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date:



PERSON SPECIFICATION – Pharmacy Support Worker
Band 2

ESSENTIAL	DESIRABLE
<p>QUALIFICATIONS GCSE or standard grade level: Maths/ Arithmetic English</p>	
<p>SKILLS Excellent and accurate word processing/spreadsheet skills. Able to demonstrate leadership and ability to co-ordinate workloads when the need arises. Good communication / organisational skills. Proficient in using Microsoft Office packages, in particular Word, Excel, Access & Power Point Proven ability to use office equipment i.e. PC/laptop and printer, fax machine, photocopier, telephone, shredder, projector and scanner. Be able to work to protocols and procedures Ability to independently travel across locality to access different Health and Social Care sites</p>	<p>Able to work in a small team.</p>
<p>EXPERIENCE Prior experience working in a Health and Social care Environment</p>	<p>Knowledge of Health and Social Care Integration. Experience working in pharmacy or general practice environment</p>
<p>KNOWLEDGE Knowledge and understanding of Microsoft Office software and computer applications. Understanding of the role and responsibility of a pharmacy support worker</p>	<p>Knowledge of General Practice computer software Knowledge of preparing and delivering audit results</p>
<p>PERSONAL Excellent interpersonal and communication. Good time management skills. Thorough, diligent and approachable – with good attention to detail to ensure a high degree of accuracy. Ability to use own initiative – be managed rather than supervised (able to work autonomously), but take instruction when necessary Confidentiality; be able to work in line with NHS Dumfries and Galloway confidentiality policy Flexible and adaptable – willing to cover and assist with workloads. Enthusiastic, motivated and committed. Ability to prioritise and co-operate in meeting targets. Stress tolerant. Able to manage own study needs. Be willing to participate in service development</p>	