**Job Description**

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| 1. **JOB IDENTIFICATION**

**Sco6-5654N** | Job Title | **General Practice Pharmacy Assistant, Band 2**  |
| Department(s)/Location | **Dundee, Perth & Kinross and Angus**  |
| Number of Job Holders | **Various** |
| 1. **JOB PURPOSE**

The post holder will: * Work in GP Practices and /or Pharmacy Hub to assist pharmacists and pharmacy technicians to undertake routine tasks to support safe, evidence based, rational and cost-effective prescribing. Some of these tasks may require a degree of technical expertise e.g. non clinical medication review.
* Be a point of contact for pharmacists and pharmacy technicians, taking messages and being able to triage enquiries and information to the most appropriate member of staff.
* Be required to discuss the use of medicines with patients and people over the phone.
* Following standard operating procedures, coordinate the collection of information, input and analyse data for audit and reporting, update clinical records as appropriate and collate patient specific information.
* Support review of effective and efficient systems and processes, including training other staff.
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| 1. **ORGANISATIONAL POSITION**
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| 1. **SCOPE AND RANGE**

The NHS Tayside Pharmacy Service employs approximately 290 members of staff comprising Pharmacists, Pharmacy Technicians, Pharmacy Support Workers, Pharmacy Assistants and Administrative and Clerical staff.The Pharmacy Service is responsible for managing and delivering integrated Primary, Community and Secondary Care Services.NHS Tayside has a patient population of approximately 416,000, with an associated prescribing budget of approximately £120million across Primary and Secondary Care. This post contributes to the management of practice prescribing budgets.There are 64 General Medical Practices and 92 Community Pharmacies.  |
| 1. **MAIN DUTIES/RESPONSIBILITIES**

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers.1. Work in partnership in multidisciplinary teams comprising consultants, GPs, nurses and nurse practitioners, allied health professionals, social care staff, healthcare assistants and administrative staff.
2. Be a point of contact for pharmacists and pharmacy technicians, taking messages and being able to triage prescribing and medicines related enquiries and information to the most appropriate member of staff.
3. Run searches using GP Practice electronic patient record systems e.g. Vision or EMIS to identify specific patients, patient groups and to generate data for reports. Collect and collate patient related prescribing and clinical data.
4. Run reports using the Scottish Therapeutics Utility (STU) and other data sources to identify specific patients, patient groups and to generate reports. Collect, collate and manipulate this data to present to pharmacy and GP practice staff.
5. Work under the direction of pharmacists/pharmacy technicians and working to standard operating procedures, contribute to non-clinical medication review of specific patient groups/individual patients, updating patients’ medication records with any changes made. This would include:
* Removal of duplicate or similar repeat prescription items.
* Review of duplicate repeat prescription issues – reviewing repeat prescriptions that have been reissued within three days of original prescription.
* Removal of obsolete repeat prescriptions that have not been ordered within a specific time period e.g. one year
* Compliance check - a review of an individual patient’s repeat medicines list to identify if there are items which have not been ordered, ordered infrequently or which have been over-ordered.
* Alignment of repeat prescription item quantities to a set number of days supply - at an individual patient level, a review of the repeat prescription items to identify if there is a mismatch in the number of days supplied e.g. a mix of 28 and 56 day items.
* Correction of repeat prescriptions that have missing or ambiguous dose directions
* Record medication that is supplied external to the practice e.g. hospital issue only medication to ensure these are correctly identified in patient records.
* A review of a patient’s suitability for serial prescriptions as part of the Medicines Care and Review service.
1. Assist with the setting up and roll out of serial prescribing as part of the Medicines Care and Review service.
2. Support GP practices to promote Community Pharmacy services to patients and appropriate signposting of patients to alternatives services.
3. Following clinical review, aid the medicines reconciliation process using appropriate information sources e.g. Immediate Discharge Letters, clinic letters to inform patients’ clinical medication records, ensuring an accurate and up-to-date medication regimen is documented.
4. Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures make changes to patients’ repeat prescription records to facilitate safe, evidence based, rational and cost-effective prescribing. The post holder would be directed to make specific changes e.g. inactivating one medicine and replacing with another.
5. Record any information added to patients’ records clearly and accurately.
6. In liaison with pharmacists and pharmacy technicians, inform patients of changes made to their medicines in a professional manner and to have the ability to reassure patients and deal with or refer appropriately any issues or concerns that arise, according to the post holder’s competence.
7. Highlight potential clinical issues identified as part of the non-clinical medication review to an appropriate member of clinical staff e.g. pharmacy technician or pharmacist.
8. Respond to Drug Recalls, safety alerts and medication shortages by running searches on GP Practice electronic patient record systems for patients affected.
9. Word processing confidential correspondence e.g. letters to patients advising of changes to medication.
10. Support pharmacists and pharmacy technicians to undertake review of systems and processes in GP practices to improve the safety and efficiency of systems and processes.
11. Undertake data and information collection for audits and use this data and information to inform reports. This could include auditing patients’ records for information including:
* Allergies and medicines sensitivities
* Blood results, biochemistry and other clinical monitoring results
1. Generate and collate information and data on prescribing statistics, indicators and trends through running routine reports, commonly using PRISMS (Prescribing Information System for Scotland) and other data sources.
2. Run routine and ad-hoc reports e.g. from PRISMS, prescribing indicators and finance reports and disseminate to pharmacy and GP practice staff. Manipulate data and information from these reports.
3. Attend and participate in multidisciplinary meetings and working groups e.g. Pharmacy Team and GP practice meetings.
4. Contribute to the delivery of education and training for members of the GP practice team in relevant topics such as audit reports, efficient systems and processes.
5. Carry out all duties and responsibilities professionally and in line with statutory, legal and ethical obligations.
6. Develop and maintain up-to-date and role appropriate knowledge of prescribing, medicines and relevant legislation, policies and procedures.
7. Prioritise own workload.
8. Comply with all organisational and departmental policies and procedures.
9. Undertake any other reasonable tasks appropriate to the role, under the direction of primary care clinical pharmacists/pharmacy technicians or pharmacy team leads.
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| 1. **COMMUNICATIONS AND RELATIONSHIPS**

The need for good interpersonal and communication skills is essential including written, electronic, verbal presentation skills both formal and informal.The post holder will:* Understand and appreciate the confidential and sensitive nature of information being communicated and will exercise tact and diplomacy at all times.
* Work within a multidisciplinary GP practice environment with GPs, nurses, practice managers and practice administrative and support staff etc, communicating with all of these staff grades to discuss prescribing and medication for individual patients, review systems and processes and to provide training.
* Communicate effectively with patients and their carers, on matters relevant to the role.
* Establish and maintain regular communication with other primary care pharmacy teams, attending team meetings and working collaboratively with colleagues to share ideas, develop standard ways of working etc.
* Communicate with colleagues in secondary care and community pharmacy to gather information to support the resolution of prescribing or pharmaceutical care issues.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

**E = Essential, D = Desirable****Knowledge*** Required to have a good standard of general education, including 3 subjects at National 5 level (or equivalent) including English, and Maths at National 4 level, or equivalent. (E)

**Experience*** Experience of dealing with the public (E)
* Experience of working in an administrative role (E)
* Experience of working in the NHS or a healthcare environment (E)

**Skills*** Excellent keyboard skills (E)
* Experience of using Microsoft Office Programmes (including Word, Excel, PowerPoint), e-mail, ability to use and search internet (E)
* Good numeracy skills (E)
* Effective time management skills (E)
* Good interpersonal skills (E)
* Good communication skills – written, oral and listening (E)
* Good concentration and prioritisation skills i.e. ability to get tasks complete on time (E)
* Ability to display tact and diplomacy in various situations (E)
* Maintain confidentiality and discretion at all times (E)
* Ability to work individually and as part of a team (E)
* Flexibility and adaptability in an ever-changing environment (E)

**Other*** Ability to travel between work locations across the locality and to local and area meetings (E)
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| 1. **SYSTEMS AND EQUIPMENT**

 The post holder will utilise the following equipment:* Laptop and desktop computers
* General office equipment e.g. telephone, printers, scanners etc.

The post holder will utilise the following systems:* Standard Microsoft Office packages, NHS email, intranet and internet search facilities
* Electronic clinical systems – GP practice clinical and document management systems, SCI store
* Prescribing analysis databases and statistical tools – e.g. PRISMS and Scottish Therapeutics Utility

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **PHYSICAL DEMANDS OF THE JOB**

**Physical demands**Prolonged use of computer work, using a variety of VDU and computer workstations.Frequent requirement for sitting or standing for substantial periods of time.Multi-site working, ability to travel between different locations across the NHS Tayside area and transporting paperwork between different work locations.**Mental demands**Prolonged periods of concentration requiring concentration and accuracy at all times when reviewing and making changes to patients’ records, recording and manipulating data and inputting into reports.Managing and prioritising own workload with frequent interruptions.Meeting deadlinesTraining other members of staff e.g. practice administrative staff**Emotional demands**Working with patients and their carers with a wide range of medical conditions including palliative care. Patients may be distressed or confused and may be demanding or aggressive.Exposure to confidential information.**Environmental demands**Required to use VDU equipment for prolonged periods of time. |
| 1. **DECISIONS AND JUDGEMENTS**

The majority of the post holder’s work is determined by standard operating procedures and following guidance and protocols. The post holder will have to act decisively within their role and remit. The post holder will have to determine when they need to refer to another member of staff, particularly about clinical issues/decisions related to prescribing and use of medicines for individual patients.Work is carried out under supervision. Making changes to patient medication records will be carried out following approval from a pharmacy technician, pharmacist or appropriate member of GP practice staff e.g. a GP.The post holder will take accountability for their own actions, either directly or under supervision. The post holder will be required to exercise judgement and make on-the-spot decisions regarding their own work. This will include effectively managing their own time and workload.The post holder will alert other team members to issues of quality and risk and make suggestions on ways to improve and enhance the team’s performance. |

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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

Balancing demands for time and for specific pieces of work to be completed within given deadlines.The post holder will have access to confidential information relating to patients and their carers. They will also have access to prescribing information and data. All such information, from any source, is to be regarded as strictly confidential.The post holder will be making alterations to the medication records of individual patients. It is vital that such changes are made clearly and accurately.The post holder will be required to work for prolonged periods requiring a high degree of concentration and accuracy at all times.Manipulating data and information accurately to inform reports and/or to disseminate to colleagues  |
| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each postholder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |