NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| JOB IDENTIFICATION | Job Title | Pharmacy Support Worker |
| Responsible to | Specialist/Senior Pharmacy Technician |
| Department(s)/Locations | Sterile / Non-Sterile Production, Tayside Pharmaceuticals/NHS Scotland Pharmaceuticals “ Specials” Service |
| Number of Job Holders | 24 |
| JOB PURPOSE  * The production of aseptic, sterile and non-sterile medicines and clinical trial materials * The accurate and safe assembly of products * The weighing of materials, mixing of solutions and accurately making product up to volume. * The setting up filling equipment * The filling and sealing containers, inspecting, labelling and packaging of finished product * To participate in the training of new staff and students | | |
| ORGANISATIONAL POSITION   See attached Organisational Structure | | |
| SCOPE AND RANGE The post holders rotate into teams ranging from one to five, producing a range of 700 medicines.  Annually, one million units with a total value of >£5M are manufactured and sold.  The aim of Tayside Pharmaceuticals is to provide medicines through systems of Good Manufacturing Practice which ensure safe, effective and economic use.  **As a member of the team, the post holder:**   * Undertakes the production, packaging and labelling of aseptic, sterile and non-sterile products and clinical trials materials * May rotate between aseptic, sterile, non-sterile and clinical trials production areas * Participates in the training of new staff and students including all of the workings and assembly of equipment. This would also be demonstrated to any visitors to the department * Carries out the safe disposal of excess in-process material in line with local policy   For the purpose of this job description the term 'medicines' includes injections, eye drops, intravenous fluids, internal and external liquids, creams, ointments, tablets and controlled drugs. | | |

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| MAIN DUTIES/RESPONSIBILITIES **Induction Standards and Code of Conduct:**  Your performance must comply with the national mandatory Induction Standards for Healthcare  Support Workers in Scotland 2009 and with the code of Conduct for Healthcare Support Workers.  **Main Duties:**   * Production, packaging and labelling of aseptic, sterile, non-sterile products and clinical trials materials, including controlled drugs * Accurate selection, weighing and checking of raw materials * Checking of labels and weights for accuracy * Sanitisation and transfer of materials to clean rooms * Area clearance checks prior to and after production of batches * Participate in the training of new staff and students * Inspection of containers for defects, particles and gross contamination * Calibrate mixing bins to ensure the correct quantity can be measured in manufacture * Mixing and making to volume of solutions * Filling and sealing of containers using complex equipment, filters and syringes * Loading of autoclaves and checking autoclave charts * 100% inspection of sterile solutions * Labelling and packaging of containers weighing between 5g-2kg * Carry out the safe disposal of excess in-process materials including controlled drugs and hazardous chemicals * Read and interpret worksheets accurately * Accurate entry of data onto worksheets, charts and log books * Use of touch-screen computer for recording stock used in Emergency Boxes and a computer for printing autoclave charts from sterilisers * Changing into protective equipment and entering clean production areas * Follow good practice guidelines while complying with and adhering to NHS Tayside policies, departmental policies and Standard Operating Procedures at all times * Undertake and maintain a safe, secure, clean and tidy department whilst complying with health and safety policies. * Cleaning and maintenance of the production rooms to Good Pharmaceutical Manufacturing Practice Standards * Attend appropriate educational and mandatory training events when required * Participating in the monitoring of fridge and freezer temperatures * Reporting of faulty equipment and health and safety hazards to production supervisors.   **Sterile Products:**   * Epidural packs * Eye drops * Injections in ampoules * Intravenous infusions * Irrigation solutions * Clinical trials materials   **Non-Sterile Products:**   * Ointments and creams manufactured by hand or machine * Repackaged and over-labelled tablets, capsules and liquids * Manufactured internal and external liquids * Emergency drug boxes for hospital and primary care within NHS Scotland and the Scottish Ambulance Service * Clinical trials materials * Capsules * Suppositories   **Aseptic Products:** where products cannot be heat sterilised, aseptic products are manufactured in higher grade clean rooms to prevent microbial contamination of the products. Sterilisation is achieved by filtration rather than via heat sterilisation.Manufactured products include:   * Eye drops * Injections * Creams * Clinical trials materials   **Clinical trials material:** clinical trials materials can be aseptic, sterile or non-sterile products and the majority of clinical trials are manufactured using the same methods and procedures as above for routine products. On occasions, more complex trials require to be undertaken by experienced, trained staff. In addition to the medicine being manufactured, a placebo (dummy product) is manufactured again according to standard methods and procedures. Particular care needs to be taken to ensure that the product and the dummy are not mixed up. This is achieved by manufacturing, packing and labelling the product and the dummy at different times. |
| 6. COMMUNICATIONS AND RELATIONSHIPSThe post holder will communicate with colleagues on a daily basis to determine each other’s needs with respect to equipment and facilities. Generally this is dictated by the production plan; however changes to the plan may require input from the post holder to the production supervisor  * The post holder is required to report and describe to supervisors the exact nature of problems with equipment and machinery * The post holder will participate in the training of new staff and students including all of the workings and assembly of equipment. This would also be demonstrated to any visitors to the department * The post holder will communicate with estate staff concerning equipment e.g. sterilisers, bottle washer, rota machine, general maintenance and testing * The post holder will communicate daily with Production supervisors, quality assurance staff and management regarding products and problems e.g. insufficient raw materials to make documented batch sizes, differences in appearance of raw materials, errors or machine break downs |

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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB The post holder will undertake a 12 month in-house training programme in order to carry out the full range of duties to carry out the manufacture of in excess of 700 varied and diverse products.   * Training in the manufacture, packaging and labelling of aseptic, sterile and non-sterile medicines and clinical trials materials * Knowledge of Good Pharmaceutical Manufacturing Practice * Knowledge and understanding of Standard Operating Procedures, policies and practices * Understanding of the operation of autoclaves and bottle washer * Equivalent experience to S/NVQ2 * Be committed to achieving the Healthcare Support Workers Induction Standards * High accuracy levels * Manual handling skills * Basic computer skills * Although supervision is available at all times, must have the ability to work unsupervised for short periods of time within the confines of Standard Operating Procedures * Numerical competency to measure weights, volumes, reconcile product yields and labels * Ability to assemble trolleys for fluids and hot air sterilisers against master process records * Ability to check weights/volumes of raw materials accurately * Undertake daily Bowie Dick & Leak Rate tests on the porous load autoclave |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT   **Equipment:**   * Electronic weighing scales * Syringes and needles * Peristaltic pumps * Electric mixers * Tablet counters * Pallet lifter * Ointment tube filling machines * Tablet packing machines * Capsule filling machine * Ampoule filling machine * Intravenous bag filler * Polypropylene bottle filler * Sterilisers * Bottle washing machine * Bag printing machine * Porous load pack sealer * Photocopier * Telephone * Trolleys * Personal protective equipment * Touch-screen computer for data entry and computer for printing autoclave charts * Steam pan * Shrink wrap machines * Vacuum dye bath * Hot air ovens * Light box and Allen viewers * Ampoule filling and sealing machines * Capping machines   **Systems:**   * Standard Operating Procedures – all staff must comply with departmental and NHST policies and procedures at all times, only use approved methods and use personal protection provided * NHS Tayside Health and safety policies – all staff must take care of their own health and safety and that of others who may be affected by their actions * Control of substances Hazardous to Health (COSHH) * Staff must not in any way interfere with or misuse anything provided for their own safety or protection of others * Staff must report any hazard or unsafe working practice to the appropriate line manager or supervisor and be aware of emergency procedures   **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. |
| PHYSICAL DEMANDS OF THE JOB The post holder must carry out duties in accordance with NHS Tayside Manual Handling Guidelines, contained within the Health and Safety Policy.  **Physical effort**   * Heavy trolleys and mixing bins weighing up to 230kg are pushed from room to room on daily basis * up to 280 x 1kg infusion bags are required be filled, weighed and loaded on trolleys per day * Heavy trolleys, boxes and solution bins are pushed and bending and lifting of boxes up to 10kg is frequent and regular daily occurrence * Weighing of raw materials from a 25kg sack * Shrink wrapping tablets and emergency boxes * Up to 4 batches of ointments prepared daily in mixing bowls weighing a total of 24kg each and transferred from scales to steam pan and then to mixer before filling into 200tubs * Lifting, bending and stretching during manufacture of products * Seated or standing for prolonged periods with limited movement * Use of personal protective equipment i.e. suits, masks, gloves and safety glasses must be worn, this can be restrictive when worn for long periods resulting in hot and uncomfortable working conditions * Lifting of gas cylinders * While lifting large containers of hot ointments this needs to be carried out with two members of staff   **Mental effort**   * Intense concentration and accuracy levels are required while checking product and operating machinery to avoid errors and to ensure compliance with standard operating procedures * Product filling and assembly is repetitive * High concentration is required while filling product to ensure the seals are good, volumes are correct, microbiological contamination is avoided and no particles enter the product * Product checking involves careful examination of sterile solutions in light boxes and Allen viewer to detect particles and defects * Concentration is required when checking steriliser charts and logs. Errors and omissions can lead to batches of products being scrapped * Product checking involves 100% examination of ampoules to detect particles, tears and defects * Constant varying interruptions i.e. questions from staff, phone calls, process checks and machinery breakdowns * Care must be taking when moving hot ointments from steam baths; these will be extreme temperatures so caution must be taking * Concentration is required when manufacturing clinical trials materials to ensure that labelling of the drug containers exactly matches labelling of the dummy containers * Additional concentration is required when manufacturing infrequently made/new products  Working conditions  * In order to sanitise materials for use in aseptic production they have to be wiped with isopropyl alcohol which is toxic and involves wearing heavy uncomfortable organic vapour masks * Manufacture of aseptic products requires wearing clean room clothing plus hoods and face masks. This can lead to hot and uncomfortable working conditions. * When making ointments additional protective clothing has to be worn resulting in hot and uncomfortable working conditions   **Hazardous materials are regularly handled, great care must be taken to avoid burns and protective clothing must be worn. These include:**   * Hot distilled water at 80°C – Daily * Potent drugs such as Adrenaline and Morphine – Daily * Piped Gases – Daily * Hot ointments – Daily * Toxic and caustic substances such as Liquefied Phenol and Glacial Acetic Acid – Weekly * Flammable, corrosive material, broken ampoules , syringes and needles * Returned Scottish Ambulance Service Emergency Pouches which may contain used needles and show signs of blood contamination on the Pouch.   **Physical Skills**   * Syringe filling techniques – i.e. preparing products aseptically, care taking to prevent any cross contamination or any air bubbles in syringes * Manual dexterity and good hand to eye co-ordination are required for example when assembling filters, pumps, when sealing ointment tubes by hand and when using syringes to measure small volumes accurately * Manual dexterity and good hand to eye co-ordination are required, particularly to seal ampoules   (sealing ampoules involve setting a gas/air flame to optimum configuration, melting the glass ampoule top and when the glass is at the correct temperature removing the molten tip to give an air tight and an aesthetically pleasing seal)   * Batches of up to 2000 packs of tablets and 1000 packs of liquids require manual capping and labelling, which is a repetitive task |
| DECISIONS AND JUDGEMENTS  * Follows standard operating procedures * Suggests improvements to departmental policies and procedures * Reports problems encountered during production to Supervisors * Inputs into decisions made by Supervisors to re-prioritise workload |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Constant vigilance is required to maintain product quality * Quality of work is monitored, for example number of rejects in a batch and non-conformances * Concentration required when manufacturing clinical trials materials * The post holder is often asked to do multiple tasks by different teams simultaneously * Batches have to be sterilized and produced to deadlines despite frequent equipment break downs. The attendant is responsible for planning the order of batch sterilisation * Meeting the priorities and demands of working in a busy department through effective teamwork with flexibility to respond to the needs of the service * Although supervision is available at all times, to work unsupervised for short periods, within the confines of SOPs |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** |  |
| **Reference Number** |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job-matching panel may wish to seek further clarification on any issues contained within the documents. Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted.

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| **Responsible Manager** |  |
| **Contact No.** |  |
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| **Staff Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| NAME  (BLOCK CAPITALS PLEASE) | SIGNED | POST NO.  (office use only) |
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**Appendix 11**