

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Pharmacy Technician, Higher Level , Dispensary Services
Responsible to (insert job title):	Dispensary Operational Team Lead
Department(s):	Pharmacy Department, RIE
Directorate:	Pharmacy
Operating Division:	University Hospitals Division
Job Reference:	179353
No of Job Holders:	1.0
Last Update (insert date):	December 2021

2. JOB PURPOSE

Supervise the work of the pharmacy technicians and pharmacy support workers in the dispensary to ensure that all duties are carried out effectively and efficiently to meet patient needs. To provide support to Homecare service for Dermatology/HIV/PAEP as required.

Deputise as required for the Dispensary Operational Team Lead by attending meetings in their absence.

Support the Dispensary Operational Team Lead in the monitoring, maintenance and development of the dispensary service.

Deal independently with routine customer enquiries and assist in the resolution of complex customer enquiries.

3. DIMENSIONS

Staffing Responsibilities:

The job holder provides day to day supervision and training for:

Rotational Pharmacists	1.0wte
Pharmacy Technicians	1.0wte
Pharmacy support workers	2.0wte

Financial Responsibilities:

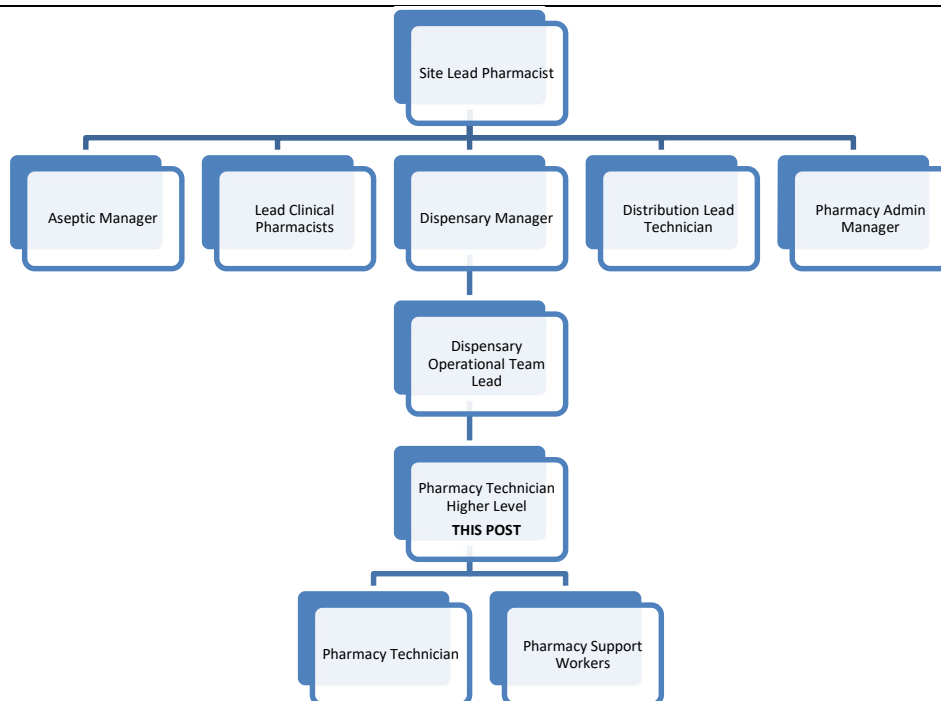
Contribute to the provision of a cost effective service by reviewing and updating stockholdings and minimising waste.

Collate and report statistical, financial and management information as required by the Dispensary Manager.

Professional responsibility for the security of stock within the dispensary.

The Postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The aim of the Pharmacy Service is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:-

to provide pharmaceutical care to individual patients by meeting their particular needs while maximising efficiency in the use of resources.

to provide medicines through systems of quality control which ensure safe, effective and economic use.

The pharmacy dispensary service supports the achievement of the above objectives.

The Pharmacy Department has a major role in the teaching and professional development of Pharmacists and Pharmacy Technicians and other health care staff.

The Pharmacy Department participates in and supports the division's clinical effectiveness programme.

The department of pharmacy provides services to primary and secondary care centres throughout Lothian. Services include dispensing, aseptic, clinical, radiopharmacy, procurement and distribution, medicines information, medicines management and quality assurance. These services are currently delivered from seven sites: The Western General Hospital (WGH), The Royal Infirmary of Edinburgh (RIE – this includes dispensing service in city centre location i.e. PAEP, Lauriston Building and Chalmers Centre), The Royal Hospital for Children and Young People (RHCYP), St Johns Hospital (SJH), The Royal Edinburgh Hospital (REH), East Lothian Community Hospital (ELCH) and Liberton General Hospital (LIB).

The Department of Pharmacy dispenses over 543,000 prescription items, 686,000 over-labelled packs, 9,300 total parental nutrition bags, 34,000 intravenous additives, 38,000 cytotoxic products, 900 intrathecal products, 11,000 radiopharmaceutical products and processes 55,000 controlled drug orders per annum. The department has approximately 327wte staff.

The combined drug budget for NHS Lothian hospitals is £96.6 million per annum. The budget is not held by the pharmacy service but expenditure against this is monitored and reported on to senior management.

The average monthly stockholding across the pharmacy service is £7.15million with monthly stock value issues of £6.2million. Approximately 152,000 lines are ordered and 995,000 lines are supplied per annum. 492 locations across Lothian are supplied on a weekly basis.

6. KEY RESULT AREAS

Management

1. Supervisory responsibility for dispensary staff on a day to day basis, including workload allocation; advise the Dispensary Operational Team Lead on staffing issues and additional training requirements to ensure an efficient and cost effective service.
2. Undertake personal development, performance review and objective setting processes for pharmacy technicians and pharmacy support workers and participate in recruitment and selection of pharmacy technicians and pharmacy support workers.
3. Undertake all activities within the Quality Standard Framework; contribute to the review of standard operating procedures, worksheets and documentation within the dispensary. Participate in audit (internal and external) of dispensary services and take action as required.
4. Participate in the planning, promotion and subsequent implementation of approved service development.
5. Use technical expertise to resolve complex customer enquiries.
6. Manage resolution of staff issues, for example absence management or conflict when required.

Technical

1. Undertake the final accuracy check and release of inpatient requests, outpatient prescriptions, discharge prescriptions and emergency resuscitation boxes according to the procedures for Pharmacy Dispensary Checking Technicians and accuracy check controlled drug issues by trainees.
2. Undertake professional technical pharmacy activities to support accurate generation of worksheets, labelling, preparation and supply of medication to individual patients within the appropriate legal

frameworks and adhere to the relevant legal and policy requirements surrounding supply of clinical trials and unlicensed medicines.

Education and Training

1. Ensure all pharmacy technicians and pharmacy support workers working in the dispensary are adequately trained according to relevant training plans to ensure that they achieve the required competencies and participate in the training of rotational pharmacists and pre-registration pharmacists.
2. Support training for student pharmacy technicians undertaking the Scottish Vocational Qualification (SVQ) level III in Pharmaceutical services by providing feedback on knowledge and performance to student pharmacy technicians and work based assessors in line with the national standards as defined by the Scottish Qualification Authority (SQA).

Quality

1. Ensure that daily and monthly environmental monitoring is carried out, facilities and equipment are maintained to the appropriate standard by ensuring that equipment servicing is carried out as scheduled and take appropriate action/advice when out of specification results are obtained.
2. Participate in incident reporting: take action where appropriate.
3. Have a working knowledge of all relevant Division and Departmental procedures, policies and standards and ensure that they are applied and maintained in the dispensary.

Physical Resources

1. Maintain medicine stock held in the dispensary and co-ordinate stock management controls which include regular stock holding reviews, annual, rolling and high value stock checks and co-ordinate and manage the ordering and receipt of sundries.

Other Duties

1. To support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role.

Use of Wellsky /JAC pharmacy stock control and dispensing systems

Use of Promatica prescription tracker system

Use of TRAK and NaSH

Use of Microsoft Office for e-mail, internet, word processing for documentation, spreadsheets (management information, statistics).

Use of electronic balances, glass measures, mortar and pestle for extemporaneous dispensing.

Use uni-directional air flow cabinets.

Use of Pharmacy Automated Storage System

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

Comply with the Quality Policy of the Hospital Pharmacy Service.

Maintain Wellsky /JAC pharmacy stock control and dispensing systems in liaison with NHS Lothian Information Services Department and Pharmacy System Manager for technical support.

Ensure that the requirements of the Quality System BSEN ISO9001:2008 are met.

Comply with the safe and secure handling of medicines policies.

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The Dispensary Operational Team Lead assigns work on a regular basis. Workload is managed independently with support available when required.

Accountable for own professional actions guided by local policies and procedures and professional code of practice.

Review of performance and objective setting is carried out by the Dispensary Operational Team Lead in accordance with the principles of the Personal Development and Performance Review system.

9. DECISIONS AND JUDGEMENTS

Plans and organises own workload and the workload of the dispensary staff.

The post holder has a degree of autonomy and is responsible for the effective use of own time.

Uses initiative to analyse and deal with matters independently where appropriate e.g. when checking accuracy of dispensed prescription.

Resolve routine customer enquiries and assist in the resolution of complex customer enquiries e.g. compiling information on alternative sources or formulations of medicines during periods of stock unavailability.

Inputs to review and update of procedures as appropriate taking account of any changes to practice.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring that the delivery of the service is safe, effective and efficient and achieves BS EN ISO 9001:2008 quality standards and other quality systems of the department.

Working effectively as a member of multidisciplinary and pharmacy teams whilst continually developing supervisory and management skills.

Prioritising the workload and supporting staff e.g. performance issues.

Adapting the service within a changing NHS.

Contribute to the promotion and development of the dispensary service within limited resources.

11. COMMUNICATIONS AND RELATIONSHIPS

Liaises and communicates in a professional manner with other pharmacy staff and healthcare staff to ensure that an effective service is provided; in one to one and group settings.

May communicate either verbally or in writing with external customers in relation to supply of medicines.

Liaises with the Dispensary Operational Team Lead to support workload planning and service development.

Liaises with staff on a day to day basis when supervising or undertaking performance review.

Communicate with patients in a professional and sympathetic manner when providing advice on the use and supply of medication.

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

Physical Skills and Effort:

Physical:

Standard keyboard skills

Precision skills for weighing and measuring raw materials for the extemporaneous preparation of products.

Manual handling skills for moving stock and equipment as per health and safety guidance e.g. heavy containers.

Long periods of standing or sitting when undertaking dispensing activities.

Mental Effort:

High levels of concentration required when dispensing and final accuracy checking prescriptions, preparing extemporaneous medicines and worksheets. Frequent interruptions to tasks are common, whilst ensuring service delivery times are adhered to.

Emotional Effort:

Occasional exposure to distressing or emotional circumstances when dealing with patient and other customer enquiries and concerns.

Occasional exposure to distressing or emotional circumstances when dealing with staff issues and concerns.

Environmental Conditions:

Occasional exposure to cytotoxic agents when dispensing.

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

NC in Pharmacy Services or equivalent

SVQ III in Pharmacy Services

HNC Pharmacy Services, development and management or equivalent experience.

Pharmacy Dispensary Checking Technician qualification

Registration with General Pharmaceutical Council

Competency based SQA SVQ level III training in Pharmaceutical Sciences is mandatory for all pharmacy technicians to register with the GPhC, and Senior technicians would be involved in supervising training of student pharmacy technicians. There may be a requirement to participate in the complement of Senior Technicians who undertake Work Based Assessor Certificate training in order to maintain the pool of staff who can carry out assessments.

Experience in working within hospital or community pharmacy practice.

Knowledge of technical aspects of pharmacy demonstrating extensive occupational expertise.

Basic dispensing skills including knowledge of national standards.

Safe and secure handling of medicines.

Advanced written and oral communication skills.

Advanced numeracy skills.

Supervision of people and resources including ability to lead and motivate others, assigning and organising work to meet workload/service demands, and ability to work within teams.

Supervision and competency assessment of other team members.

Basic computing and keyboard skills.

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each job holder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: