

1. JOB IDENTIFICATION

Job Title: Senior Primary Care Pharmacy Support Worker

Immediate Senior Officer: Cluster Lead Pharmacist

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

Job Holder Reference: SLT054PHARM.22

No of Job Holders:

Location:

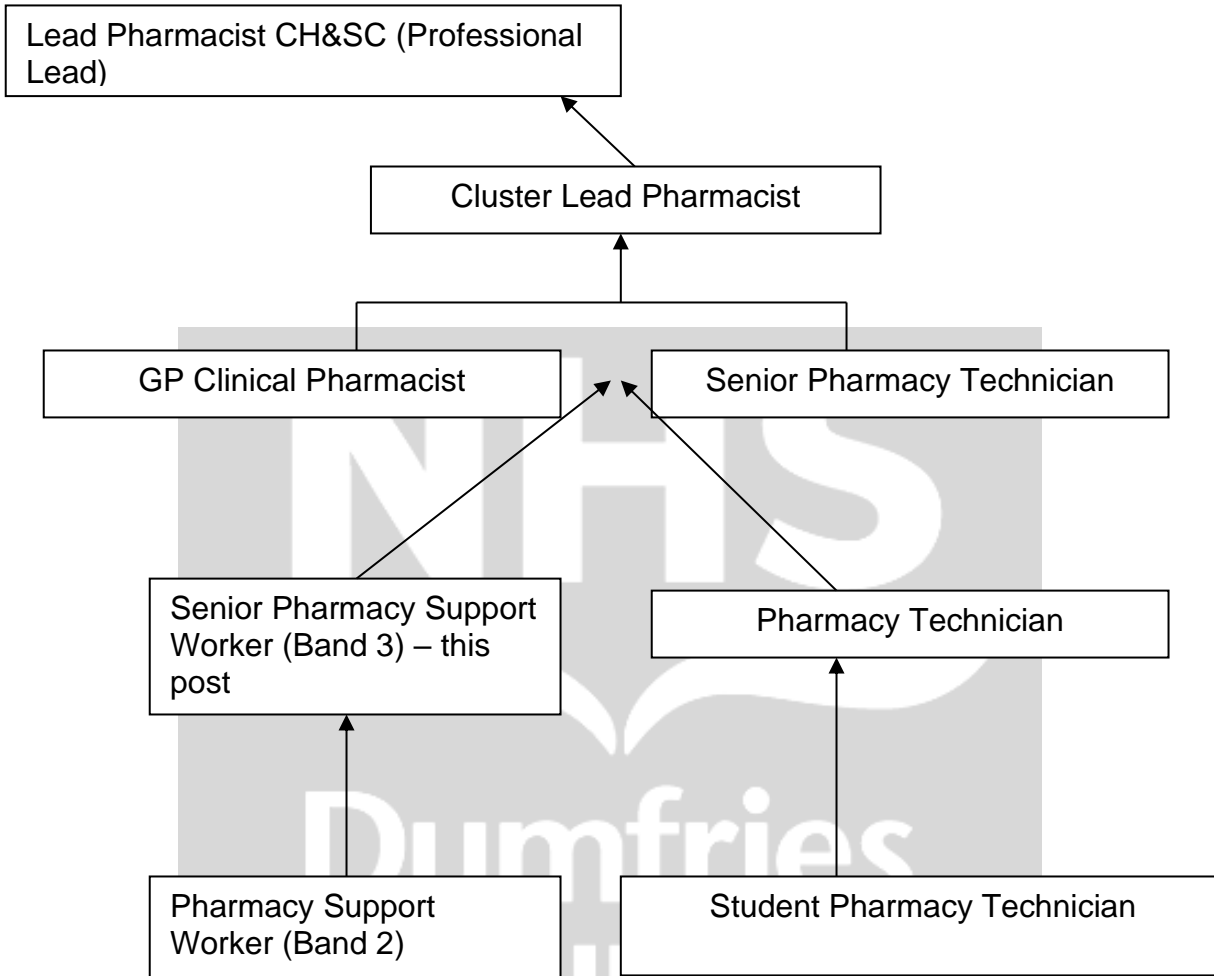
2. JOB PURPOSE

This post holder will work in partnership work with the CHSC Pharmacy Team to deliver Level 1 clinical pharmacy service to this GP practices. Under supervision of a pharmacist or pharmacy technicians this post will carry out key elements of the service that require a moderate degree of technical expertise which have traditionally be done by a pharmacy technicians. In particular, medicines reconciliation and prescription management including issuing serial, repeat and acute prescriptions within the limits of the occupational role.

This role will also help establish a pharmaceutical service to care homes, Home Teams and care at home providers across NHS Dumfries and Galloway that minimises harm, waste and variation, by improving the quality of medicines management, reducing waste and delivering medicine efficiencies.

& Galloway

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Primary Care Pharmacy Support Worker role is integral to the day to day functioning of the pharmacotherapy team and key to repeat prescription management in GP practices.

The Senior Pharmacy Support Worker will take on key non clinical, technical duties which were traditionally carried out by Pharmacy Technicians. This maximises the skill set of the different members of the pharmacy team and demonstrates development of the Pharmacy Support Worker role.

The post holder will work with elderly and vulnerable residents within the locality who have been identified as requiring help with a medication related problem. The aim is to support them to

manage their medicines and facilitate re enablement. This may be particularly pertinent to those people recently discharged from hospital but could also relate to those living at home and having difficulty with their medicines. Following a clinical medication review by the pharmacist this post holder will, within the occupational limits of the role, follow up patients to ensure independence is established and maintained.

The post holder will also help deliver a pharmacy service to Care/Nursing Homes in the region. This will improve the quality of medicines management, reduce medicines waste and deliver medicines efficiencies.

5. MAIN DUTIES/RESPONSIBILITIES

Level 1 clinical pharmacy service focused role

- Deal with medicines related queries suitable to this role or triage these to the most appropriate member of the pharmacy team
- Act as a point of contact for stock and prescription supply issues relevant to community pharmacy/GP practice/patient
- Responsibility for delivery of an efficient serial prescriptions service within GP Practices. This includes liaison with cluster pharmacy team, community pharmacy and GP practice staff to identification of suitable patients, counsel patients, change prescription type, review of Treatment Summary Reports and issue of all prescriptions as per protocol
- In line with the SOP perform Level 1 non clinical medication review on patients. The Level 1 non clinical medication review is a detailed review of the EMIS medication record, past and present, to:
 - Identify and remove of duplicate or similar prescription items
 - Identified and review of duplicate repeat prescription issues
 - Identify and remove of obsolete prescription items
 - Check compliance– identified over/under ordering of medicines
 - Align medication quantities to an agreed number of days
 - Update drugs with missing or ambiguous dose directions
 - Synchronise of repeat prescription item ordering
 - add 'hospital issue only' medication to ensure medication records are accurate
 - Referral will be made to pharmacist/technician if necessary
- Responsibility for management of assisted technology services to patients. This includes identification of potentially suitable patients and review of packages as per protocol
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures make changes to patients' prescription records to facilitate safe, evidence based, rational and cost-effective prescribing
- Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures, undertake non clinical medication review of specific patient groups/individual patients, updating patients' medication records with any changes made

- Under direction of pharmacists/pharmacy technicians and working to standard operating procedures issue acute and repeat prescriptions for supplies of medications to patients
- Under direction of pharmacists/pharmacy technicians and working to standard operating procedures carry out medicines reconciliation of immediate discharge letters and clinic letters. This involves simultaneous detailed non-clinical review of immediate discharge/clinic letters and EMIS medication records to identify changes to patients medication. Accurate data entry is required to add/remove/change drugs or doses to ensure patient has the right medication on their repeat prescription list.
- In liaison with pharmacists and pharmacy technicians, inform patients of any changes to their medicines in a professional manner and to have the capacity to support and reassure patients when necessary and to deal with any issues or concerns that may arise within the boundaries of the post
- To recognise unlicensed/licensed/special/non-formulary medicines and ensure the necessary documentation is completed

Care at home clinical pharmacy service provision

- Support the CHSC Pharmacy Team to enhance Care at Home services to maintain patient independence at home and minimise uptake of formal care packages
 - Receive referrals from home teams, care at home providers, secondary care and CHSC staff for patients to be assessed for their ability to manage their medicines
 - Perform level 1 medication non clinical review for all referrals and patients on Home Team case load to proactively identify potential medicines related problems. Refer any patients needing additional clinical support to Pharmacy Technician or Clinical Pharmacist.
 - Prioritise your appointments based on patient and service needs. Manage the appointment diary for care at home patient reviews, in clinic/domiciliary setting or using remote technology
 - Autonomously undertake assessment of individual's ability to manage their medicines independently and where appropriate encourage re-enablement and follow up as required
 - Authorise to supply and issue monthly care at home prescription requests to ensure cost efficient prescribing and refer to pharmacist or technician for medication review. Process any interim/mid cycle prescription requests. This involves receipt of prescription requests, assembly of all required paperwork to complete task, using EMIS assess suitability of request against medication previously issued to ensure supply is appropriate and accurately issue and print prescriptions as per SOP, carefully cross match requests with what is issued, package request paperwork and prescriptions safely
 - Deal with medication related queries related to care at home pharmacy service and
 - triage to appropriate member of the pharmacy team if necessary
 - Assist with the review of care at home medication ordering between care providers, general practice and community pharmacy
 - Promote cost effective use/ordering of medicines within care homes to reduce medicine waste
 - Promote the use of assisted technology to help patient's maintain their independence to live safely in their own homes
 - Support Informal carer to continue in their role reducing the need for formal care service for medication support.
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- Provide education and training to other health and social care professionals regarding how patients can be supported to manage their medicines independently.

Care/Nursing Home clinical pharmacy service provision

- Support the CHSC Pharmacy Team to deliver a pharmaceutical service to residents of Care/Nursing homes in the region
- Receive referrals from home teams, care home and CHSC staff for patients to be assessed
- Perform non-clinical level 1 medication review for residents to proactively identify medication issues. Refer any patients needing additional clinical support to Pharmacy Technician or Clinical Pharmacist
- Authorise to supply and issue monthly care at home prescription requests to ensure cost efficient prescribing and refer to pharmacist or technician for medication review. Process any interim/mid cycle prescription requests. This involves receipt of prescription requests, assembly of all required paperwork to complete task, using EMIS assess suitability of request against medication previously issued to ensure supply is appropriate and accurately issue and print prescriptions as per SOP, carefully cross match requests with what is issued, package request paperwork and prescriptions safely
- Inform care homes and community pharmacist of any changes to medicines
- Review use of homely remedy policy
- Deal with medication related queries related to care/nursing home residents and triage to appropriate member of the pharmacy team if necessary
- Autonomously carry out regular visits to the care home to advice on medicines management, including storage of medicines. Assess and physically rotate stock levels at agreed timeframes to ensure accordance within agreed levels, minimising waste but ensuring availability. Removal and return unnecessary or outdated stock from Care/Nursing homes and request replacements when necessary. Investigate stock discrepancies.
- Assist with the review of care home medication ordering between care home, general practice and community pharmacy
- Provide information and education to residents and their carers'
- Provide education and training to other health and social care

Community pharmacy liaison

- Assist with medication and prescription enquires and communicate locality pharmacy team work plan.
 - Promote Pharmacy First within practices
 - Support with medicines supply problems to ensure alternatives can be sourced for patients
 - Enhance relationships with Care at Home providers and Care/Nursing homes by improving between service providers. This may involve identification of efficient ways of working
 - Ensure adherence to CHSC Specials prescription policy to ensure cost efficient prescribing
 - Prompt communication when changes are made to a patient/residents medication
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- Work with community pharmacies to identify methods to maintain patients independence and manage serial prescription service

Service Development

- Support the CHSC Pharmacy Team in developing new and existing prescribing
- support models which can be effectively delivered by the post holder
- Support the CHSC Pharmacy Team to enhance Care at Home services to maintain patient independence at home
- Support the CHSC Pharmacy Team to enhance service provision to Care/Nursing Homes

Audit and Evaluation

- Autonomously perform non clinical level 1 medication reviews
- Perform Level 1 and 2 prescribing audits
- Use Emis Web to organise caseload and record all relevant data.
- Collate audit data, evaluate against key outputs.
- Provide relevant data and reports when required, to key stakeholders.
- Analyse and present results of audits to multi-disciplinary teams.
- Identify and recommend changes to improve systems and assist in the change management process.
- Analyse feedback from people and their carers' around their experience and confidence in the service.
- Provide qualitative and quantitative evaluation of the service.

Other

- To train and assist with assessment of band 2 pharmacy support workers undertaking NES framework and local competency assessments

6. SYSTEMS AND EQUIPMENT

Equipment

The post holder will have a working knowledge of Microsoft Office software: Word, Excel, Access and PowerPoint, outlook 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. MS TeamsAnd NHS Near me

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

The post holder will remain up-to-date and skilled in the use of assisted technological advances available to patients in the locality.

7. DECISIONS AND JUDGEMENTS/ASSIGNMENT AND REVIEW OF WORK

- Work autonomously using own initiative on a day-to-day basis
- The post holder should be able to work along with minimal supervision after training
- and is expected to use their own judgement to deal with routine enquires and escalate to Pharmacy Technician or Pharmacist
- The post holder will be able to work with minimal direct supervision after training and work in accordance with SOPs, Local Guidance, The Health and Safety at Work Act, COSHH and legal requirements including Data Protection Act and Caldecott guidance
- Supervise others within defined SOPs and make judgements on competency of others
- 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
- Undertake a lone working assessment on an annual basis
- The post holder will be required to prepare and feedback regular updates on work done, to the line manager for dissemination to appropriate managers and directors.

8. COMMUNICATIONS AND RELATIONSHIPS

Links are to be formed with:-

- CH&SC pharmacy team –
- Lead Pharmacist for CHSC
- 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
- Home Team co-ordinator
- Service users and their family members
- Care/Nursing home staff and residents

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 post holder will be required to challenge current practice and persuade and negotiate with others.

Information may be given and received orally, in writing, electronically, telephone, or face to face.

9. PHYSICAL DEMANDS OF THE JOB

Physical

- Travel throughout locality in a safe and timely manner on a daily basis.
- Daily requirement to sit for a substantial proportion of the working day whilst using computer for updating spreadsheets /reports /analysing and interpreting data etc.
- Moving and rotating stock from shelves and cupboards.
- Moving and Handling of stock/orders
- Potential exposure to toxic pharmaceutical materials

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 for advice, support and deal with ad hoc requests
- Organising several different activities across multiple sites requires considerable planning. Ability to prioritise workload and meet deadlines when working on complex audits and reviews.
- Working in a hub environment with constant interruptions and still maintain a high standard of work with the ability to switch from one task to another at short/immediate notice
- Care at home work requires post holder to work independently as lone worker in
- Patient's home.

Emotional

The post holder is required to respond sensitively to service users, carers or relatives about concerns around specific changes to their medicines. It can be challenging to communicate changes to distressed/angry patients/carers and require negotiation and de-escalation skills. .

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. Potential exposure to unpredictable conditions in patient's own home and to unpleasant odours in some care settings.

The post holder must become an authorised car user if pool cars are to be used.

10. MOST CHALLENGING PART OF THE JOB

- Maintaining accuracy and attention to detail when working on medication reviews, amending patient records and processing prescription requests
- Direct contact with patients who may be physically or emotionally distressed or aggressive both in person and over telephone
- Be able to have effective communications with a wide range of individuals both internal and external to the HSCP
- Keep up-to-date with changes to SOPs/guidance documents
- Have ability to be flexible and change duties as short notice.
- Providing ad hoc cover for other PSW staff when required
- Work with minimum supervision while managing time effectively and prioritising workload to meet sometimes unpredictable workload.
- Maintaining up-to-date knowledge of the pharmacy service and the wider NHS organisation in order to deal with any enquiries effectively
- Maintaining patient confidentiality

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

- English and Maths or a science as a minimum at Standard Grade/National 4/5
- Scottish Vocational Qualification in Pharmacy Services at SCQF Level 6 (or working towards)
- Experience of working in a Pharmacy/Health and Social Care setting
- Ability to deal effectively and professionally with the public, face-to-face and on the telephone
- Experience dealing with the public
- Excellent attention to detail
- Awareness of law and good practice related to prescribing, storage and handling of pharmaceuticals
- Knowledge of medicines commonly prescribed in primary care
- Car driver, or ability to travel across locality
- 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 and ability to learn new systems
- 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
- Demonstrate commitment to continuing professional development

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Head of Department Signature:

Date:

Date:



PERSON SPECIFICATION – PSW Band 3

ESSENTIAL	DESIRABLE
QUALIFICATIONS GCSE/standard grade/Nat 4 level: Maths English	



<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 and Excel 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>EXPERIENCE Prior experience working in a Health and Social care Environment Experience working in community or primary care pharmacy Experience mentoring staff</p>	<p>Management/Leadership experience</p>
<p>KNOWLEDGE Knowledge and understanding of Microsoft Office software and computer applications. Understanding of the role and responsibility of a pharmacy support worker in primary care Knowledge of preparing and delivering audit results Awareness of medicines commonly used in primary care</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>	