NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Senior Pharmacy Technician - Homecare Medicines |
| Reports to | Lead Pharmacy Technician |
| Department(s)/ Location | Locations across Tayside, based in the Pharmacy Department, Ninewells. |
| Number of job holders | 1 |

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| 2. JOB PURPOSE  * To implement and co-ordinate a centralised medicines homecare service, liaising with multi-disciplinary team members, homecare providers and relevant pharmacy staff. * To provide advice and information regarding medicines homecare to a range of stakeholders, including patients and members of the multi-disciplinary team. * To assist with the implementation of new homecare services and identify opportunities for growth. * Accurately dispense, check and issue prescriptions. |
| 3. ORGANISATIONAL POSITION Principal & Specialist Pharmacists & Multidisciplinary teams  Pharmacy IM&T Analyst  Area Pharmacy Office staff  **Senior**  **Pharmacy Technician**  **Lead Pharmacy Technician**    Denotes line manager to all grades below  Professional link |
| 4. SCOPE AND RANGE 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 whilst maximising efficiency in the use of resources. * To provide medicines through systems of quality control, which ensures safe, effective and economic use.  Operational The post holder is required to undertake the centralisation of medicines homecare services. In order to achieve this, the post holder will work closely with staff currently responsible for prescribing and prescription management, such as doctors, clinical pharmacists and specialist nurses. The post holder will maintain and develop databases of patients receiving homecare medicines to ensure that there is a central record for Tayside. The details recorded include patient’s name, diagnosis, prescription, purchase order details and prescription renewal dates, for example. The main therapy areas covered include multiple sclerosis, dermatology, rheumatology, renal and parenteral nutrition.  The post holder will manage patient registrations and prescription requests and respond to queries from patients, staff and suppliers regarding homecare services. The post holder will also participate in meetings with suppliers to review performance and deal with any problems or complaints regarding the provision of medicines homecare.  The post holder will also:   * Maintain records of interventions carried out associated with the patient safety and financial governance aspects of homecare. * Assist with the implementation and management of new homecare services, monitor performance and intervene to resolve issue proactively. * Participate in the audit of services and undertake actions required as a result of audit. * Support effective financial management, working closely with Area Pharmacy Office staff to resolve queries with orders, invoices, deliveries and charges. * Work with colleagues in Finance to ensure that charges for patients non-resident in Tayside are identified and recouped. * Assist with the implementation of actions agreed at the NHS Scotland Medicines Homecare National Governance and Management Group; contribute to the work of this group by providing information and attending meetings when required.   **Professional**  Pharmacy technicians are a professional group of staff forming part of multi-disciplinary teams working to ensure high quality pharmaceutical services. In order to practice as a registered pharmacy technician, professional competence must be maintained through participation in mandatory Continuing professional Development (CPD). The Code of Ethics for pharmacy technicians must be adhered to so that standards of professional conduct are maintained. |
| 5. MAIN DUTIES/RESPONSIBILITIES will include most or all of the following:  1. To receive prescriptions from consultants, nurses, clinical pharmacists and other healthcare colleagues, prioritise urgency of supply and ensure that requests are sent to the homecare provider in a timely manner, linking with colleagues in the Area Pharmacy Office to ensure that official purchase orders are raised appropriately. 2. To receive and process new patient registration forms from consultants, nurses, clinical pharmacists and other healthcare colleagues and ensure these are sent to the homecare provider in a timely manner. 3. To maintain accurate records in a central database of all homecare patients, registrations, prescriptions and purchase orders plus any other relevant patient specific information. 4. To maintain records of all interventions carried out associated with the patient safety and financial governance aspects of homecare and provide reports to line manager on a monthly basis. 5. To assist in the monitoring of medicines homecare services by facilitating patient surveys, reporting patient numbers and expenditure and participating in meetings with suppliers. 6. To liaise with the Service Delivery Manager and Area Pharmacy Office staff with regards to raising formal complaints regarding homecare services as required. 7. To work with the Service Delivery Manager to achieve best practice in medicines homecare management through implementation of policies and procedures. 8. To participate in IT systems testing for homecare software and associated programmes, as required. 9. Dispense and accuracy check individual in-patient, outpatient and discharge prescriptions which may include cytotoxics, clinical trial medicines, controlled medicines, named patient/unlicensed medicines and/or extemporaneous items, adhering to Standard Operating Procedures (SOP’s). 10. Improves the patient’s journey through working closely with patients and healthcare staff at ward level. 11. To contribute to the development, review and implementation of standard operating procedures and ensure the safe and effective delivery of technical services through the use of these standardised procedures. 12. To ensure the safe and secure handling of medicines on a personal level as well as monitoring and guiding others involved in the process. 13. Resolves discrepancies and problems with supply to ensure continuing availability of medicines for patients, in accordance with SOPs. 14. Carries out routine pharmacy computer system management duties, including the maintenance of files, patient and prescription details. 15. To participate in and contribute towards Performance Development Review and Continuing Professional Development. 16. To assist in training of staff and to supervise/check their work as appropriate, following Standard Operating Procedures. 17. Organise and prioritise daily workload including allocation of tasks to other staff to ensure supply to patients of their medicines at the required times. 18. Ensure the accurate, timely, safe and secure receipt, storage and distribution of medicines. 19. To deal with queries from patients, staff and visitors and answer the telephone in a courteous manner referring to other staff when appropriate. 20. Assemble medicines for distribution to locations including wards, departments, external hospitals, GP practices etc. 21. Maintain a safe, secure, clean and tidy department whilst complying with health and safety regulations. 22. Undertake the production, filing and archiving of documentation. 23. Attend appropriate educational and training events as required and complete mandatory training. 24. Participate in internal and external audit and review as applicable to meet the needs of the service. 25. Deals with operational issues in the absence of a line manager. 26. To participate in extended hours service provision, weekend working and public holiday rotas.   **Health and safety**   1. All staff must take reasonable care of their own health and safety and that of other persons who may be affected by their actions. 2. All staff must comply with NHS Tayside and Departmental Policies and Procedures at all times and use approved working methods and any personal protection provided. 3. Staff must not in any way interfere with or misuse anything provided for their own safety or protection of others. 4. Staff must report any hazard or unsafe working practice to the appropriate line manager and be aware of emergency procedures. |
| 6. COMMUNICATIONS AND RELATIONSHIPS The post holder:   * Communicates technical pharmaceutical information verbally and in writing to pharmacy colleagues and other healthcare staff. * Discusses relevant aspects of medicines homecare services with internal and external staff, such as patients, homecare providers, specialist nurses, consultants, clinical pharmacists and other pharmacy colleagues, providing and receiving information and dealing with issues as they arise. * May be required to provide counselling for patients and carers regarding the correct use of medicines and may encounter barriers to understanding which they would have to overcome. * Is required to respond to non-clinical, routine and non-routine queries and liaise with patients, carers, pharmacists, nurses and/or other healthcare staff to assist with the provision of seamless patient care, within the pharmacy department and at ward/clinic level and on the phone to patients in the community. * Must have good interpersonal and communication skills and be able to communicate regularly with nursing and medical staff in order to facilitate a high standard of patient care. This may involve trouble-shooting where necessary. * Requires oral and written presentation skills suitable for delivering information and reports in formal and informal settings. * Must communicate effectively in a manner consistent with the professional operation of the department.   The post holder is required to communicate effectively with pharmacy and other healthcare staff including: Within the pharmacy service  * All members of pharmacy staff to ensure effective team working is maintained.  Out with the pharmacy service  * Patients, relatives and carers for routine information and directions. * Nursing staff and healthcare staff from other departments for enquires. * Visitors to the department for routine information and directions. * Retail pharmacies and GP practices/health centres for routine information and enquiries. * Homecare providers, manufacturers of homecare medicines and staff within National Service Scotland National Procurement and other Health Boards. |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB The post holder will be a Pharmacy Technician with previous post qualification experience and:   * Practising registrant of the General Pharmaceutical Council (GPhC) * Recognised Pharmacy Technician Accuracy Checking Qualification   The Post holder must:   * Possess a working knowledge of Standard Operating Procedures and can demonstrate an understanding of how pharmacy links with other healthcare professions * Be able to demonstrate an understanding of good practice in medicines homecare management * Possess good IT skills including an ability to manage large databases/spreadsheets * Be willing to undertake any further relevant education and training * Possess a working knowledge of health and safety systems * Maintain standards of professional conduct ensured by compliance with the code of ethics for pharmacy technicians * Be able to demonstrate effective communication and interpersonal skills * Have experience of workload prioritisation and organisation of staff and resources |

ESSENTIAL ADDITIONAL INFORMATION

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| 8. SYSTEMS AND EQUIPMENT  The post holder may be required to use the following equipment and systems on a daily/weekly basis Equipment & Machinery  * Fax machine/Photocopier/Scanner/Printer * Computer * ARX Pharmacy Robot (as superuser) * Telephone * Kick stools * Calculator  Systems  * Microsoft packages, particularly Excel * NHS Tayside Data Protection Policy * NHS Tayside Information Governance Strategy and Policy * eKSF * NHS Tayside Health and Safety Policy * Departmental policies and standard operating procedures * Performance Development Planning and Review * Paging system * NHS e-mail and Intranet system * Pharmacy computer and reporting systems * Electronic data collection system * Electronic Discharge Documents * Incident reporting system * Quality management system   **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. |
| 9. PHYSICAL DEMANDS OF THE JOB The post holder will encounter the following:   * Standing or sitting for long periods of time while carrying out activities to deadlines. * Frequent periods of concentration required when performing checks on dispensed items where an undetected error could result in serious patient harm. * A high degree of speed, accuracy and attention to detail is expected in all duties. * Concentration for up to three hours is required on a daily basis whilst dealing with homecare prescriptions, registrations and records. * Exposure to VDU/repetitive data entry. * The post holder will be required to receive a Hepatitis B vaccination due to patient contact while carrying out clinical technical duties at ward level. * Direct contact with patients regarding homecare supplies, some of whom may be physically or emotionally distressed, or aggressive. * The need to use tact and diplomacy when dealing with staff and patients/relatives or when there are barriers to understanding. * Occasional exposure to toxic pharmaceutical materials. * Direct environmental risk with exposure to body fluids & foul smells when working at ward level.   The post holder may occasionally be exposed to verbal aggression when dealing with patients, staff and visitors  Some duties are performed in areas where there are strict guidelines in place to ensure the health and safety of patients and staff. These duties may require to be carried out in various ward areas with a variety of patient groups, having direct contact and communication with patients, which may cause distress to some staff.  The post holder may be required to deal with sensitive information regarding patients and process the information in a sensitive and confidential manner. |
| 10. DECISIONS AND JUDGEMENTS The post holder is expected to work independently with minimal supervision in accordance with Standard Operating Procedures and needs of the service, using initiative to deal with non-routine matters. A line manager is available to refer to for information and advice.  The post holder prioritises and co-ordinates daily workload, this may involve solving problems which arise and includes contacting other healthcare professionals.  The post holder maybe required to deal with issues in the absence of the line manager, using judgement to evaluate when to seek further advice.  Short term objectives are reviewed every three months and in accordance with Personal Development Performance Planning Systems. |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Working with existing managers and staff within various therapy areas to implement a centralised homecare service. * Rectifying problems through communication with nursing/medical staff, pharmacy colleagues and suppliers to ensure a high quality service is provided for patients. * To maintain constant concentration and accuracy during the supply of medicines. * Meeting the priorities and demands of working in a busy department through effective teamwork with flexibility to respond to the needs of the service. |
| 12. JOB DESCRIPTION AGREEMENT This job description will be reviewed in partnership according to the needs of the service  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** | Senior Pharmacy Technician – Homecare Medicines |
| **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** | Euan Kennedy |
| **Contact No.** |  |
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| **Staff Representative** |  |
| **Contact No.** |  |