

#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
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| Job Title: Area Pharmacy Technician Specialist - HEPMA & Pharmacy Stock Control System |

Responsible to: Digital Health and Electronic Prescribing Lead Pharmacy TechnicianDepartment(s): PharmacyDirectorate: Pharmacy & PrescribingOperating Division: Corporate ServicesJob Reference:CAJE No: 800-3068No of Job Holders: OneLast Update: March 2023 |

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| 2. JOB PURPOSE |
| The post holder will be the specialist lead for the use and day-to-day administration of the WellSky/CMM Pharmacy stock control and Hospital Electronic Prescribing and Medicines Administration (HEPMA) system for all acute sites within NHS Ayrshire & Arran.

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| * To ensure the safe and effective operation of the WellSky/CMM Pharmacy & HEPMA System within NHS Ayrshire & Arran, using a range of specialist pharmaceutical and IT skills and knowledge.
* To be the system administrator for the WellSky/CMM Pharmacy & HEPMA System, including the provision of out of hours support.
* To develop and prepare management and clinical reports to be used by other practitioners to support clinical practice and performance management.
* To use specialist clinical and technical knowledge to develop and implement digital clinical tools to support clinical staff in acute settings as part of transformation work within the organisation.
* To provide expert advice on all matters relating to the technical aspects of pharmacy digital systems.
* To lead on the training, education and assessment of pharmacy staff, HEPMA super users and support in training future users of the HEPMA PSC system, including the drafting and implementation of user’s guides, videos and Standard Operating Procedures (SOPs) and facilitating focused training sessions.
* To contribute to the ongoing development of the system for the benefit of the service.
* To lead, manage, facilitate and co-ordinate pharmacy technicians and support staff undertaking digital pharmacy/transformation work across NHS Ayrshire & Arran.
* To undertake dispensing/production of medicines and/or accuracy checking of dispensed prescriptions within NHSAA pharmacy departments as required.
* To provide professional leadership for pharmacy technicians, pre-registration pharmacy technicians and pharmacy support workers working within the base Hospital and associated sites

They will be responsible for development, coordination and delivery of education, training and assessment for the WellSky/CMM system for all acute staff using the system in the following areas: * Hospital Pharmacy technical staff
* Hospital Pharmacists
* Hospital Medical staff
* Hospital Nursing staff
* Hospital AHP staff
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| **3. DIMENSIONS** |
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| * All care settings in NHS Ayrshire & Arran including acute hospitals, (wards and clinics), community hospitals, and other community settings including patient’s homes.
* Based in the pharmacy department at Crosshouse/Ayr but may be required to work in other hospital pharmacy departments in NHS Ayrshire & Arran and other areas out with pharmacy on occasion.
* The WellSky/CMM Pharmacy & HEPMA System is the information system that underpins all aspects of the hospital pharmacy service including procurement and distribution, financial management, dispensing and manufacturing. It also underpins the electronic prescribing and administration system used to support clinical practice currently in use across all inpatient areas across NHS Ayrshire & Arran.
* The post leads the clinical evaluation, implementation, roll out and development of the WellSky/CMM Pharmacy System which is installed in all hospital pharmacies within the area (Ayr, Crosshouse and Woodland View Hospitals).
* The post participates in the clinical evaluation, implementation, roll out and development of the WellSky/CMM HEPMA system used to carry out the prescribing and administration of medicines within all inpatient and outpatient areas in NHS Ayrshire & Arran.
* The WellSky/CMM HEPMA system currently has over 4,500 active user accounts and these have to be monitored and maintained in accordance to the requirements of Caldecott and the Data Protection Act 2018.
* The post is based in University Hospital Ayr but has an area wide remit.
* Participates in emergency on call arrangements.
* Links with local stakeholders within primary and secondary care at a board and national level.
* Links with other members of the Digital Pharmacy team and the wider pharmacy department
* Undertakes Accuracy Checking within NHSAA pharmacy departments if required.
* Dispenses medicines for patients within NHSAA pharmacy departments if required.
* Coordinates, supervises and teaches pharmacists, pre-registration pharmacists, pharmacy students and technicians rotating through the digital pharmacy area requiring training.
* May be required to work in all sections of the pharmacy department.
* In addition to the specific responsibilities outlined in this job description, the post holder will be expected to fulfil all of the basic pharmacy technician competencies required as part of registration with the General Pharmaceutical Council of Great Britain.
* The post-holder will be required to act at all times in accordance with medicines and Health and Safety legislation (e.g. Medicines Act 1968, Misuse of Drugs Act 1971, Poisons Act 1972, Control of Substances Hazardous to Health regulations 2002) and professional obligations as outlined in the Standards of conducts, ethics and performance.
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| 4. ORGANISATIONAL POSITION |
| **Professionally accountable to:** Principal Pharmacist – Digital Health and Electronic Prescribing **Managed by:** Digital Health and Electronic Prescribing Lead Pharmacy Technician **Peers:** Specialist Pharmacy Technicians **Manages**: HEPMA Trainer Technicians **Supervisor to:** Pharmacy Technicians (including Higher level), Pre-registration Pharmacy Technicians, Pre-registration Pharmacists and Pharmacy Support Workers whilst working in the relevant area |
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| 5. ROLE OF DEPARTMENT |
| **Pharmacy Directorate Vision:** Meet the pharmaceutical care needs of our population by transforming what we do**Pharmacy Directorate Purpose:** Working together to achieve the healthiest life possible for everyone in Ayrshire and Arran.Pharmacy services will:* Put the person at the centre of what we do, adding value to patient care
* As experts in medicines, support patients at home and in all care settings to manage their health and get the most from their medicines
* Work as an integrated team, linking effectively with wider health and social care teams to meet the pharmaceutical needs of local patients
* Develop systems to improve communication across all settings to improve patient care
* Work at all times within high quality systems for the safe and effective use of medicines, ensuring pharmacy services are fit for purpose
* Collaborate locally, regionally and nationally to reduce duplication and increase efficiency

The main responsibilities are:* The development and operational delivery (managed services) of pharmaceutical care and pharmacy services across Ayrshire & Arran.
* The provision of expert advice on pharmaceutical matters to the NHS Board, Directorates, Health and Social Care Partnerships, senior managers and prescribers.
* The provision of support regarding the development of Community Pharmacy.
* The implementation of robust clinical, corporate and staff governance systems to minimise risk and assure patient and staff safety and wellbeing.
* The promotion of safe, effective and efficient prescribing taking into account the clinical needs of individual patients and the wider population.
* The integration of services based on patient need.
* The provision of support for the work of the Area Drug & Therapeutics Committees including the provision of educational support to a wide audience.
* Ensuring that all aspects of the managed service comply with all statutory and quality standards.
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| 6. KEY RESULT AREAS |
| **System Support** * To provide a full range of application, end user and system support for the WellSky/CMM Pharmacy & HEPMA System to ensure continuity of service and provision of information in support of the pharmacy service and patient care. WellSky/CMM is a clinically critical system within NHSAA with any unmanaged interruption in availability potentially leading to patient harm.
* Responsible for the routine operation of the WellSky/CMM Pharmacy & HEPMA system, carrying out routine maintenance to maintain continuity and performance of the system and provide management reports at specified intervals to multiple departments.
* To implement policies, SOPs and propose/implement changes to policies/procedures/practice - with impact within and beyond own area. For example changes in design/implementation of WellSky/CMM Pharmacy & HEPMA system impacting on the prescribing and medicines administration practices within the organisation.
* To participate in the electronic prescribing on call rota.

**System Testing** * To participate in the development of complex rigorous local test plans and undertake acceptance testing on new software releases of the WellSky/CMM Pharmacy & HEPMA System, in accordance with the system specifications, local and national requirements. This is a significant aspect of the job, with up to 2 software releases per annum requiring 4 – 6 continuous weeks testing.
* Responsible for planning and organising all testing and daily operation of all pharmacy aspects of the interfaces between the WellSky/CMM Pharmacy & HEPMA System and other local Digital systems (PMS, Orion Portal, etc.).

**System Development** * To participate in the wider implementation and development of the WellSky/CMM Pharmacy & HEPMA System, linking with users and making structured suggestions for the development and improvement of the system to the supplier.
* To represent NHS Ayrshire and Arran on national HEPMA and related groups to contribute to the development and delivery of local and national strategies related to HEPMA.

**Risk Management & Security** * To maintain and update a database of WellSky/CMM users and access rights in accordance with internal and external audit.
* To maintain continuity and disaster recovery arrangements for the WellSky/CMM Pharmacy & Electronic Prescribing & Medicine Administration System, linking with Digital Services to ensure service continuity in the event of system failure, ensuring that the integrity of all Pharmacy servers is maintained.
* To record and investigate system errors or incidents, escalating to Digital Services and / or the system supplier as required, seeking documented closure of any errors to ensure the safe and effective operation of the system.

**Information Management** * To use Business Objects (Crystal Reports), Crystal reports distributor and Intellifront to participate in the development and implementation of a wide range of standard and customised reports and information providing tools to ensure the availability of performance indicators for various aspects of the pharmacy service.
* Facilitates and participates in audit, clinical trial and research activities through use of the WellSky/CMM Pharmacy & Electronic Prescribing & Medicine Administration System and other digital data sets. This work may be external to the pharmacy department (e.g. supporting medical staff in research work relating to the prescription/administration of identified medicines).
* Obtains and collates data from digital systems to draft responses to Freedom of Information requests on behalf of the NHSAA Pharmacy department.

**Education and Training** * To plan and organise the ongoing creation, delivery and co-ordination of complex training for all staff requiring to use all and any elements of the WellSky/CMM Pharmacy & HEPMA System. Including the following staff groups:
	+ Medical staff (prescribing)
	+ Nursing staff (prescribing & administration)
	+ Student Medical & Nursing staff
	+ Allied Health Professionals
	+ Pharmacy (all aspects of pharmacy, prescribing and administration)

**Planning, Organisation, Governance** * Plans and organises complex programmes of work with ability to adjust as required based on needs of the service and/or system users.
* Maintains confidentiality of information at all times in accordance with the Data Protection Act and Caldecott guidance. Acts as first line data guardian ensuring that patient or commercially sensitive information is stored securely and access is limited to authorised officers only.

**Management, supervision and leadership of the Digital Pharmacy HEPMA Trainer Technicians** * Manage, develop and appraise the performance of the Digital Pharmacy HEPMA Trainer Technicians.

**General Duties** * Maintains safe systems of work in accordance with the Safety, Health and Environmental Manual, Control of Substances Hazardous to Health regulations and departmental standard operating procedures.
* Undertakes CPD for personal development, competence and registration requirements and ensure regular updating.
* Jointly responsible with other pharmacy staff for ensuring that the security of medicines is maintained at departmental level and promoting good practice regarding the security of medicines during transit and at ward level.

**Professional Responsibilities*** Participates in the recruitment and selection of trainee pharmacy technicians, pharmacy technicians and support staff and oversee the induction process for new staff
* Assists in evaluating and improving efficiency of technical services including identifying resource requirements and workload capacity and identifying opportunities for change/innovation

**Financial** * Has responsibility for exploring and securing funding opportunities available for pharmacy technicians and technical support staff education and training.
* Record and report funding provision
* Prepare reports on medicines usage (cost) for Finance, Pharmacy Management and other groups as required.

**Audit & Research** * To undertake evaluation and audit through analysis of multiple different datasets to ensure that system standards are consistently maintained and improved through development or training wherever possible.

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| 7a. EQUIPMENT AND MACHINERY |
| * Acts as key holder, performs security checks, sets and deactivates departmental intruder alarm when required.
* Assembles, operates and cleans equipment used in the preparation of medicines in accordance with standard operating procedures.
* Laptop/Desktop computer/Scanners/Printers/Fax
* Server maintenance (shared responsibility with digital services)
* LCD Projector
* Mobile Phone
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| **7b. SYSTEMS** |
| * Frequent specialist administration and use of Electronic Prescribing and Administration systems in use in NHS Ayrshire & Arran.
* Regular use of the digital systems relating to medicines in use in NHS Ayrshire & Arran.
* Involved in the development of Electronic Prescribing systems to enhance patient safety and care.
* Frequent specialist administration and use of the pharmacy stock control computer system to input and retrieve information in connection with clinical and dispensing practice and to develop and produce management reports. Regular specialist use of data query/reporting tools (i.e. Crystal reporting, CRD, Business Intelligence and Intellifront).
* Regular use of Microsoft Office computer software for email and internet enquiries, word processing of reports and policies, producing spreadsheets of management information and statistics and PowerPoint for presentations to staff.
* Specialist use of the TMSi Pharmacy Patient Tracking system.
* Uses robotic system.
* Specialist use of the Hospital Pharmacy robotic systems.
* Uses Datix incident reporting system to record incidents in line with local policies.
* Use of organisational and national IT systems including eExpenses, learnpro and TURAS appraisal system.
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post-holder is managed by the Digital Health and Electronic Prescribing Lead Pharmacy Technician.* Has freedom to work autonomously (within NHS Ayrshire and Arran and professional policies) to achieve objectives agreed with the Digital Health and Electronic Prescribing Lead Pharmacy Technician.
* As a highly specialist post, workload will be largely self-generated, influenced by organisational policy, local and national strategies, digital system capabilities and patient/service user needs.
* Plans and prioritises workload of direct reports, carries out performance reviews.
* Accountable for own professional actions and outcomes - guided by legislation, national and local protocols, local formulary, lead clinicians and peers. Fulfil the role of a Final Accuracy Checking Technician in accordance with local SOPs as required.
* Will plan and prioritise own workload as directed by the Digital Health and Electronic Prescribing Lead Pharmacy Technician or service needs.
* Accountable for personal decisions taken regarding pharmacy technical service and individual patients.
* The Digital Health and Electronic Prescribing Lead Pharmacy Technician carries out formal performance review meetings for this post.
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| **9. DECISIONS AND JUDGEMENTS** |
| * The post-holder will be expected to exercise their own discretion on how to provide the service taking account of local and national policies and to seek line management support as required.
* Assists in reviewing and developing new policies and procedures in relation to Digital Pharmacy.
* The post holder is responsible for organising his/her priorities, managing his/her own time, making independent judgements and using specialist technical knowledge to ensure all aspects of the technical service are delivered within agreed policies and procedures in compliance with medicines legislation.
* Responsible for carrying out PDRs and PDPs in accordance with NHS A&A policies and corporate and departmental objectives.
* Plans and prioritises own workload.
* The post holder will be expected to assist the Principal Pharmacist – Digital Health and Electronic Prescribing, in developing the service taking into account the needs of the service users, in accordance with published guidance and building on their own experience.
* Demonstrates professional accountability and responsibility. Respects patient confidentiality and works within the boundaries set down by the Data Protection Act and Caldecott guidance.
* The post-holder is expected to anticipate problems/needs and resolve these in a proactive, independent manner. To interpret and analyse complex facts or situations to make comparison of options available, to meet requirements for the pharmaceutical technical service.
* The post holder is expected to evaluate published evidence for best practice and formulate local implementation plans based on evidence and experience.
* Arranging for planned downtime for essential maintenance.
* Investigation and resolution of complex clinical and digital system problems.
* Post holder will decide on the capability and fitness to practice of staff undertaking training. Any issues would be escalated to their line manager for action.
* Uses judgement when answering enquires from own knowledge or when to seek further advice.
* Whilst not directly holding a budget, the post holder will influence how resources are used to meet identified need, particularly relating to technical staff recruitment and associated skill mix adjustments. Post holder will be required to sign of ah-hoc orders for supplies including uniforms, sundries and stationary.

The post holder is professionally accountable for their own actions |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Balancing available resources with the demands of different pharmacy staff and section heads with conflicting priorities, taking into account available skill mix due to staff shortages.
* Managing changes to established processes and ways of working, including challenging assumptions regarding traditional roles, and supporting staff through these changes. This will require excellent interpersonal and communication skills to motivate staff, including persuasion and negotiation skills when managing conflict and difficult situations, or challenging the work practice of other staff, including more senior staff.
* Plans, prioritises and manages own diverse workload across several sites.
* Resolution of problems with staff where there can be barriers to understanding or challenging and behavioural issues.
* Supporting a wide range of diverse clinical users, including (but not limited to): Pharmacy staff, Medical Staff (Consultants to Junior Doctors) and Nursing staff.
* Dealing with unpredictable situations errors / incidents / unplanned downtime of digital systems including WellSky/CMM.
* Delivering complex training to a wide range of staff where there can be barriers to understanding, challenging and behavioural issues.
* Ensuring that staff rotas are arranged to enable trainees and qualified staff to gain the required experience for registration with the General Pharmaceutical Council and to meet their development needs.Making difficult decisions and judgements in the day to day operational aspects of the job, anticipating problems and taking reasonable steps to resolve issues on own autonomy (within competence to do so).
* Analysing and responding appropriately to complex situations and complex information obtained or received.
* Introducing digital solutions into clinical practice.
* Maintaining and developing knowledge and skills of self and all other technical and pharmacy support staff (with regard to both professional competencies and digital systems).
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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| In support of our core purpose of working together to achieve the healthiest life possible for everyone in Ayrshire and Arran we are committed to a culture that is Caring Safe and Respectful. The post holder is required to work collaboratively in a safe, caring and respectful way.In addition:* The post holder will be required to both receive and provide and receive highly complex and sensitive information to a wide range of people in a range of different settings.
* Given the complexity/sensitivity of information involved the post holder will need to be aware of and overcome barriers to communication with different staff groups and patients/carers.
* The post holder will be required to communicate and negotiate directly with software suppliers. Such exchanges may involve providing and receiving complex information to enable a satisfactory resolution.
* The post-holder requires excellent interpersonal skills to motivate staff and communicate with a wide range of people. Negotiating and influencing skills are also required to manage change effectively and to put forward the pharmacy perspective to the technical team.
* Providing specialist complex advice on a frequent basis to healthcare professionals on medicines management, including presentation of information to both individuals and large groups.
* Communicates highly sensitive/ contentious information where co-operation is required through tact, diplomacy, motivation, negotiation and training with all members of the multidisciplinary team including senior nursing and medical staff to provide an expert level knowledge within area of expertise and to implement electronic prescribing of pharmacy services.
* Teaching, presentation and mentoring skills, at local and national level, are necessary to fulfil the role of developing and supporting staff in an often stressful and changing environment.
* The post-holder will present at training sessions and seminars in relation to the provision of the education & training service
* Active contribution as a member of the National Pharmacy Technician Group (Scotland).
* Plans and implements national pharmacy technician related strategies.
* Communicates with other members of the pharmacy department, particularly the pharmacists and technicians responsible for providing dispensing services, to implement procedures to ensure the safe and economic provision of medicines to wards.
* Communicates effectively using persuasive, motivational, negotiating and training skills as required in a manner in keeping with the professional operation of the department.
* Information received and communicated will often be complex and/or sensitive, including the need to interpret data in a rapidly changing environment.
* The post holder is required to exercise a high degree of empathy and understanding with users.

**Internal Communications*** Director of Pharmacy
* Associate Director of Pharmacy
* Operational Services Manager
* Chief Pharmacy Technician
* Principal Pharmacists
* Consultant Physicians
* Consultant Surgeons
* Junior Doctors
* Nursing Staff
* Nursing Management
* Allied Health Professionals
* Patients and their carers
* Other pharmacists, technicians and support staff
* Digital Services colleagues

**External Communications** * General Practitioners
* Community Pharmacists and other healthcare workers in primary care
* Pharmacy staff in other Health Boards
* Health and Social Care Partnerships
* Staff in associated hospital and Ayrshire Hospice
* WellSky/CMM – Application and Technical support services, and account manager
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT / SKILLS:** * Computer keyboard skills used daily for the input and manipulation of data within multiple systems.
* Lifting and handling skills used occasionally to lift and move boxes and containers.
* Driving for local, regional and national meetings.
* Frequent extended periods seated in a restricted position whilst working at computers within the department.
* Standing for periods of time to perform checks on dispensed prescription items or manufactured products.
* High level of accuracy required in all aspects of pharmacy practice e.g. dispensing, clinical pharmacy skills.

**MENTAL EFFORT / SKILLS:** * Frequent periods of prolonged concentration required when carrying out complex calculations, report creation or sensitive data entry/review.
* Frequent periods of prolonged concentration required where work pattern is unpredictable when reviewing prescribed medicines, counselling patients or performing checks on dispensed items where an undetected error could result in serious patient harm.
* The post holder will be required to work at computers for long periods of time.
* Requirement to concentrate continuously and apply mental attention at all times.
* A high degree of speed, accuracy and attention to detail is expected in all duties. Lapses in concentration while carrying out maintenance work with WellSky/CMM has potential for significant patient harm.
* Tasks are frequently interrupted to deal with queries or requests for advice that have to be dealt with immediately.
* Time management can be subject to tight timescales, diverse pressures and demands from a wide spectrum of personnel.
* Ability to prioritise.
* Keeping up to date with knowledge base.

**EMOTIONAL EFFORT / SKILLS:** * Intermittent direct contact with patients, some of whom may be physically or emotionally distressed, aggressive or suffering from serious or terminal disease.
* Needs to be able to act rationally under pressure in HEPMA “system down” scenarios. Need to be able to rationally prioritise immediate and ongoing patient care and system recovery, whilst also communicating with clinical staff under pressure.
* Regular direct contact with other healthcare staff in professionally sensitive situations requiring tact and diplomacy.
* Frequent requirement to negotiate with senior pharmacists regarding their requirements and the staff available. Conflicting demands and pressures from individuals and groups.
* Frequently interrupted for advice.
* Manage impact of staff shortages within Digital pharmacy team.

**WORKING CONDITIONS:** * Occasional exposure to verbal abuse
* Occasional indirect/direct patient contact involving exposure to environmental risk at ward level.
* Potential exposure to toxic pharmaceutical materials.
* Infrequent direct patient contact involving exposure to environmental risk at ward level.
* Frequent use of visual display units.
* Frequent direct patient contact involving occasional exposure to environmental risk/communicable diseases at ward level.
* Occasional lone working
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
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| **Qualifications**:Works to degree level with specialist knowledge of Pharmacy Education and Training acquired through additional training:* SQA National Certificate in Pharmaceutical Sciences or equivalent.
* SVQ Level 7 – Pharmacy Service or equivalent.
* SQA Higher National Unit – Final Accuracy Checking Pharmacy Technician.

Registered member of General Pharmaceutical Council Evidence of continuing professional development and revalidation* HNC/BTEC Pharmacy Services Development and Management or equivalent
* Must possess a Final Accuracy Checking qualification in Dispensary and/or Aseptic
* The post holder will have significant experience in a hospital setting and knowledge of all areas of pharmacy practice.

**Experience:** **Essential*** Significant technical pharmacy experience, with relevant experience as a Pharmacy Technician Specialist/Higher level.
* Moderate to advanced arithmetic skills.
* Experience in using electronic prescribing and administration systems, pharmacy stock control systems and general IT.
* Tutor for technicians and Pharmacy Support workers undertaking further qualifications.
* Proven experience to work autonomously.
* Proven experience of working as part of a team, in a pharmacy and a multi-disciplinary environment.
* Experience of developing and delivering education and training.
* Evidence of continuing professional development.
* Computer literate with knowledge of information technology in relation to HEPMA and Pharmacy Stock control systems.

**Desirable** * Evidence of leading /managing staff or projects.
* Experience in teaching, education and training.
* Experience with standard report writing tools (e.g. Crystal reports).

**Other Job Requirements** * Full UK driving licence
* Flexibility to work out with core pharmacy hours including weekends and public holidays
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