**JOB DESCRIPTION**

**1. JOB DETAILS**

##### Job Title: Primary Care Pharmacy Technician

**Responsible to: Lead Pharmacy Technician- Primary Care**

**Department(s): Pharmacy**

**Job Reference: UD-BN-PTB-032**

**2. JOB PURPOSE**

To provide technical assistance to the Prescribing Support Team in promoting rational, safe and cost-effective prescribing and use of medicines across the Health and Social Care Partnerships (HSCP) by:

* Working with GP practices, primary care pharmacists and Lead Pharmacy Technician to deliver specific prescribing initiatives.
* Designing and carrying out audit, creating reports, implementing change and providing relevant training to appropriate healthcare staff within primary care.
* Working with care homes to improve medicines management

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**3. DIMENSIONS**

NHS Forth Valley covers a population of nearly 320, 000 residents and includes 54 GP practices, 198 principal general medical practitioners and 34 salaried GPs, 76 community pharmacies and approximately 52 care homes for older people. Primary Care has an annual prescribing budget of approximately £57.6 M for 2017/18.

The post holder works as part of the Area Pharmacy and Prescribing Support Team, which is lead by the Associate Director of Pharmacy for primary care and consists of:

The postholder is responsible for the delivery of a range of technical pharmacy support services in specified GP practices and/or care homes in Falkirk, Stirling and Clackmannanshire.

**5. KEY DUTIES/RESPONSIBILITIES**

**1. General:**

* To collect and collate patient-related prescribing and clinical data from practice computers systems and / or patients’ notes
* Using protocols, identify and highlight areas where patient prescribing management requires intervention and to make relevant recommendations both in practice and in care homes to support reviews related to priority areas
* To create report/letters for GP surgeries detailing work undertaken, outcomes and recommendations e.g. audit, patient data collection and staff training.
* Under direction of the Primary Care Pharmacist, Lead Pharmacy Technician and/or GP, implement agreed prescribing change to ensure high quality and cost effective prescribing.
* Input prescribing data on appropriate databases e.g. prescribing queries and information required for annual GP prescribing targets if appropriate, PRISMS.
* Reporting and analysing data pertinent to work streams.
* Support practices in performing audits related to medicine use and patient reviews in line with Primary Care priorities.
* Using agreed audit tools, facilitate the review of practice repeat prescribing systems and monitor standards with the GP practice team.
* Provide training to practice teams, clinic staff, care home staff and other multidisciplinary staff as appropriate on the safe and efficient management of medicines.
* To develop, write and update standard operating procedures (SOPs) relating to medicines management, in conjunction with the Lead Pharmacy Technician and the Area Pharmacy and Prescribing Support Team.
* Receive and check medicines administration record (MAR) sheets for patients in care homes.
* Ensure that care homes have robust systems in place for ordering medication, stock control, storage of medicines, recording administration which will include liaising with GP practices and community pharmacy.
* Using appropriate guidelines, conduct face-to-face medicine concordance reviews for patients and provide relevant patient education.
* Telephone conversations with relevant patients about their medication in line with agreed protocols

**2. Support safe, effective and economic use of medicines:**

# Using protocols, implement agreed prescribing change to ensure high quality and cost effective prescribing.

* To provide advice to practice staff and care home staff on cost effective prescribing, following agreed guidance.
* To support practices and care home staff with implementation of agreed changes to promote rational and cost effective prescribing

# To develop and deliver training to practice teams, care home staff and other multidisciplinary staff as appropriate on the safe and efficient management of medicines. (E.g. repeat prescribing systems)

* To develop and deliver training to new and existing staff when required, in relation to core aspects of the primary care technician role, in particular care home and administration staff
* To promote integrated working between care homes, GP practices, community pharmacists and other health professionals in relation to medicines’ management.

# To support practice staff in using the practice computer system in relation to prescribing management issues by sharing good practice.

* Assist the Associate Director of Pharmacy and Lead Pharmacy Technician in the implementation, evaluation and monitoring of NHS Forth Valley prescribing support initiatives e.g. therapeutic switches
* Provide support to pharmacists carrying out medication review clinics e.g. follow up to ensure desired outcomes are achieved

**3. Audit and Evaluation**

* Identification of potential areas for audit and design of audit standards in line with current prescribing targets, national and local guidelines
* To manage the audit data collection stage - design, testing integrity and implementation of data collection methods
* Collect, analyse and interpret patient and clinical data from practice computers to facilitate audits
* Following agreed protocols, review and audit practice repeat prescribing systems
* Under the direction of the Primary Care Pharmacist, analyse and present results of audits to multi-disciplinary teams
* Working with the Primary Care Pharmacist and Lead Pharmacy Technician, recommend/gain support for changes/solutions to improve systems and assist in the change management process.
* To contribute to, and assist in the management of annual medicines management target setting. Provide any relevant associated reports that practices may require.

**4. Risk Management and legislation**

* To apply robust practice to support the implementation and delivery of quality standards of care in relation to Health Department Letters (HDLs), SIGN Guidelines.
* To work in a safe and responsible manner in compliance with the Health and Safety at Work regulations.

**5. Information resources**

* Interrogate PRISMS data and analyse the information in order to produce reports.
* Identify outlying practices through PRISMS reports in order to prioritise work and provide feedback to practices on work completed.
* To respond to queries from GPs, healthcare staff, care home staff, patients and other members of staff involved in prescribing management referring to the Primary Care Pharmacist or Area Pharmacy and Prescribing Support Team when appropriate.
* To contribute to the production of newsletters for practitioners on topical issues.
* To prepare regular updates on work undertaken, including cost savings using tools agreed by the Area Pharmacy and Prescribing Support Team.
* To liaise with relevant healthcare professionals to obtain additional routine information with regards to prescribing and results as appropriate.

**6. Communication and Relationships**

* Establish and maintain effective communication pathways with healthcare and social care professionals between care homes, community pharmacy, prescribing support team, medical practices, Health and Social Care Partnerships and Acute Servives if appropriate. .
* To update community pharmacists and care home staff with any changes to patients repeat medication as agreed with the GP practice.
* To visit community pharmacies within the Health and Social Care Partnerships and keep them updated with initiatives and relevant information to ensure a partnership approach to medicines management that promotes seamless patient care.

**7. Planning and Organisation**

* To work autonomously under the direction of the Primary Care Pharmacist and Lead Pharmacy Technician and be responsible for prioritising own workload.
* To recognise professional and personal limitations in all areas of work. And refer to the pharmacist when appropriate.
* To abide by and adhere to professional ethics, standards and guidance.
* To abide by and adhere to NHSFV standards, protocols and guidance.
* To ensure personal and service development by regular self-directed learning and participation in performance development planning.

**8. Other duties**

* To assist in the implementation, evaluation and monitoring of the Forth Valley Formulary in GP practices and care homes.
* To undertake basic drug information searches for GP practices/care homes on an ad-hoc basis when required and present the information obtained in a clear and concise manner.
* To help facilitate patient education and involvement.
* To participate in regular personal development, appraisals and objective setting in line with the TURAS process with the Lead Pharmacy Technician.
* To undertake regular CPD for personal development, competence and registration requirements of the GPhC.
* Maintain confidentiality of information at all times in accordance with the Data Protection Act and Caldecott guidance.
* To carry out any other duties as appropriate, commensurate with the grade.

1. **SYSTEMS AND EQUIPMENT**

### Equipment

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| Laptop / Desktop Computer/Scanners/  Printers | Daily use of Software Applications including   * Microsoft Office (Word/Excel//PowerPoint/Access/ Outlook) * Analysis and reporting of variety of data. Other work related tasks. * Internet/Email * Use e-mail for communication and the internet for searches of publications on SHOW, information on drugs, clinical literature searches, etc. |
| LCD Projector | * For presentations and training |
| Fax Machine | * Sending information and reports as requested |
| Photocopier | * Photocopy of reports and miscellaneous |

**Systems**

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| --- | --- |
| Microsoft Office | * Use Office for generation/ use of word documents, bulletins, Excel Spreadsheets, PowerPoint presentations etc. All used regularly in the production, analysis, interpretation and presentation of prescribing information |
| E-mail and internet/e-library | * Use e-mail for communication and the internet for searches of publications on SHOW, information on drugs, literature searches, etc. * The post-holder should be familiar with the knowledge network. |
| PRISMS Software package | * Prescribing Information Database that holds information on GP Prescribing. Analysis and interpretation of prescribing information. Application used to link and query various data stores. |
| EMIS / other GP systems | * The postholder is expected to be competent in the use of computer systems used in Scottish General Practice, namely EMIS, Scriptswitch, Scottish Therapeutics Utility (STU) tool and other systems when required. |
| General Medical Services (GMS) contract | * Good understanding required |
| Shared folders | * Shared electronic drive for prescribing support service resources e.g. protocols, education & training materials * Specially developed data collection systems recording clinical and prescribing data generated by prescribing support activities e.g. medication review, clinical audit |
| Information Systems | * Responsible for assessing and ensuring validity of information stored in databases and spreadsheets prior to dissemination |

1. **ASSIGNMENT AND REVIEW OF WORK**
   * To recognise personal and professional limitations in all areas of work
   * The postholder is expected to work autonomously using own initiative on a daily basis to prioritise and complete work allocated to them.
   * The postholder will be required to prepare and feedback regular updates on work done, including cost savings, to the Lead Technician for dissemination to named managers and finance colleagues.
   * Working within agreed Standard Operating Procedures (SOPs) and Additional Information Worksheets (AIWS), has responsibility for changes/updates to patient medication records on the medical practice computer system
   * Changes relating to medical practice computer system patient medication records done at discretion of post holder (broad changes agreed with GP staff i.e. removal of repeat drugs which have not been ordered for greater than one year) but post holder judges appropriateness of removal based on knowledge, experience and background knowledge of practice supplied by practice pharmacist
   * To demonstrate professional accountability and responsibility at all times.
2. **COMMUNICATIONS AND WORKING RELATIONSHIPS**

* Good inter-personal skills, with the ability to liaise and influence care home staff, GPs, practice managers and other practice staff
* Discussion and audit of practice repeat prescribing system. Feedback of results and recommendation for change
* Persuasion and negotiation required to gain acceptance and commitment to change systems in light of recommendations set down by audit and prescribing indicators.
* Reporting of audit results and analysis of practice prescribing information
* Communicate complex, sensitive or contentious information effectively to a variety of health professionals.
* To postholder will work effectively with Primary Care pharmacists to provide them with technical support.
* To counsel individual patients and / or carers on their medicines and the use of devices, and to resolve difficulties or sign post accordingly. This may include dealing with difficult or emotional issues.
* Communicate with other members of the pharmacy team including community pharmacy and the Prescribing Support Team on any relevant issues.
* The postholder attends regular departmental meetings to provide and receive information, and to lead on development and monitoring of designated action plans.
* Communication may involve one to one meetings, small group sessions and making presentations to appropriate groups.
* Liaise with GPs, practice nurses, local community pharmacists, interface pharmacist, community nurses, care home staff and hospital pharmacists as necessary to ensure accurate exchange of information/clarification of queries regarding medicines
* Networking to share skills, expertise and to further knowledge of the role.
* Develop and deliver training packages to relevant staff groups

**9a. PHYSICAL DEMANDS OF THE JOB**

* There is a daily need to drive safely to GP practices and care homes
* The post involves sitting for long periods of time using a computer (often greater than 75% of a working day) and using computers in different locations so adaptability is a key component.
* Movement between work bases requires carriage of relevant folders and paperwork on a regular basis from office to car to home and to practices and care homes.

**9b. MENTAL/EMOTIONAL DEMANDS OF THE JOB**

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| Mental Demands: | * Extensive daily use of a PC, working in a practice in an area which is busy and noisy but the post holder must concentrate on the task in hand. Any errors could have serious consequences for patients. * Time management can also be difficult due to competing priorities between GP practices and care homes. * The postholder is required to work independently, take responsibility for all actions, and organise and manage workload. * Concentration for long periods of time is required for the analysis and reporting of prescribing and repeat prescribing information and for reviewing prescriptions, reading patient records, meeting with patients/carers, preparing information for practices and the CHP and participating in meetings. * Prepare detailed reports – including baseline data collection. |
| Emotional Demands: | * The postholder is required to handle sensitive information and negotiations regarding change with GPs and patients. * The postholder has a technical clinical role with responsibility to improve patient care. * Dealing with difficult situations and circumstances, including dealing with practice/care home staff, incidents with upset and defensive staff. * Dealing with people with challenging behaviour and using negotiating influencing and persuading skills. * During concordance reviews, emotional effort may be required when talking to patients about their medications. |

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

Essential

* SVQ Level 3 Pharmacy Services or equivalent, plus an accredited underpinning knowledge programme.
* Minimum 3 year post-qualification experience in hospital, community pharmacy or primary care
* Pharmacy Technician Registration with GPhC
* Experience and knowledge of medicines management
* Has a basic overall understanding of Primary Care Services
* Evidence of ability to work proactively with limited supervision
* Awareness of legislation and good practice related to prescribing, storage and handling of pharmaceuticals
* Demonstrate clinical understanding of medicines use
* Evidence of good analytical skills
* Excellent written and inter-personal skills
* Computer literate with good IT skills
* Experience of audit work
* Basic knowledge of role of Health and Social Care Partnerships (IJBs) in provision of health care
* Able to maintain confidentiality with regards to patient and practice information
* Self motivated and able to use own initiative as appropriate
* Ability to prioritise between conflicting demands
* Portfolio demonstrating competence of previous and current pharmacy practice skills, knowledge and continuing professional development.
* Able to take responsibility for pharmaceutical projects such as audits

**Desirable**

* Experience of project work
* HNC in Pharmaceutical Sciences
* Knowledge of GP practice computers

# DEPARTMENT ORGANISATION CHART

DIRECTOR OF PHARMACY

LEAD PRIMARY CARE PHARMACY TECHNICIAN

**BAND**

**PRIMARY CARE TECHNICIANS**

Direct Line Management Responsibility

Operational Management Responsibility

PRIMARY CARE PHARMACISTS

ADMINISTRATIVE ASSISTANT

Working in Primary Care /GP practices

PRESCRIBING ADVISER/ CENTRAL ADVANCED PRIMARY CARE PHARMACY RESOURCE

PRESCRIBING SUPPORT TECHNICIANS

ADVANCED PRIMARY CARE PHARMACISTS

Associate Director of Pharmacy Primary Care

PRIMARY CARE PHARMACISTS