

NHS Grampian

Job Description

SECTION 1

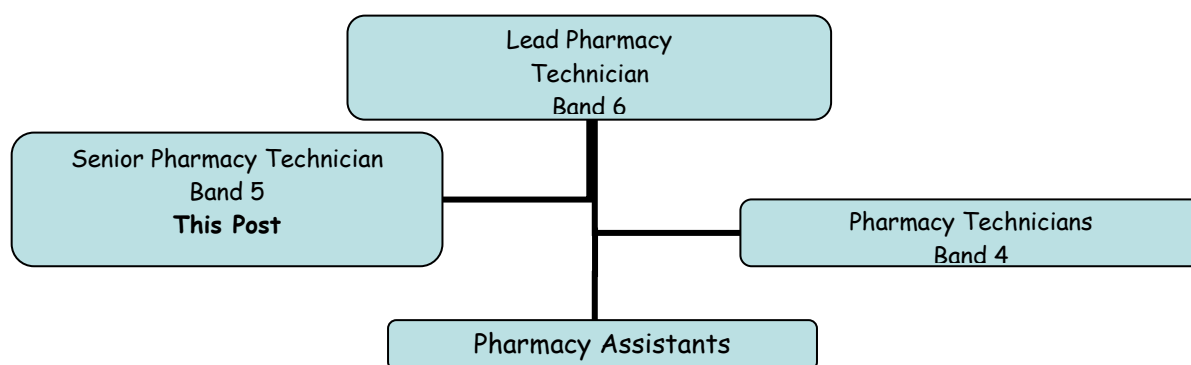
JOB IDENTIFICATION

Job Title:	Senior Pharmacy Technician
Department(s):	Pharmacy
Location:	Royal Cornhill Hospital
Hours:	37 hours per week
Grade:	Band 5
Salary:	£30,229 - £37,664 per annum
Contract:	Permanent

1. JOB PURPOSE

- The post holder will work as part of a small team involved in the safe and accurate supply of medicines to wards and departments at Royal Cornhill Hospital and to individual in-patients and out-patients by way of dispensed medicines. The post holder will be actively involved in all aspects of the dispensing process including final accuracy checking.
- The post holder will deputise for the Band 6 Lead Pharmacy Technician in his/her absence, assuming responsibility for the day to day organisation of the dispensary workload and technical support to wards and also for co-ordinating the dispensing and supply of clozapine to both in-patients and out-patients in Grampian.
- The post holder will contribute to the provision of an efficient clinical pharmacy service within Royal Cornhill Hospital by providing ward based technical support to clinical pharmacists at ward level.

2. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

Mental Health & Learning Disability Services

Royal Cornhill Hospital (RCH)

Approx. 250 in-patient psychiatric beds for Adult Mental Health, Older Adult Mental Health (functional illness & dementia), Forensic (acute and rehabilitation), Intensive Psychiatric Care Unit, Rehabilitation, Eating Disorders Service, Brain Injury and Learning Disabilities.

Also on site – Clozapine Clinic, Trauma Centre, Substance Misuse Service, Clinical Psychology Department, Psychotherapy Department including Therapeutic Community, Depot Clinic and ECT Suite.

Off site

2 Hostels – total of 18 beds (Forensic and Rehabilitation).

Child & Adolescent Mental Health Service (Links Unit, City Hospital).

The Dispensary at RCH dispenses prescriptions (pass, discharge, self-administration of medicines & out-patient) and supplies medicines to wards. It is the registered pharmacy for co-ordinating blood sampling and dispensing of clozapine for both in-patients and out-patients in Aberdeen city and Aberdeenshire.

5. MAIN DUTIES/RESPONSIBILITIES

1. **Participate in the work of the Pharmacy Department to ensure the safe, efficient, timeous and cost effective supply of medication to patients ensuring compliance with Health and Safety and Medicines Legislation. This involves:**
 - Dispensing pass, self-medication and discharge prescriptions for in-patients and outpatient prescriptions This involves:
 - Prioritising workload to ensure most urgent prescriptions are dealt with first.
 - Computer generating accurate labels.
 - Accurately dispensing and labelling medication, providing patient information leaflets and information cards as appropriate.
 - Computer generating charts for patients, if appropriate to help aid compliance, which provides them with information on their medicines including how and when to take them.
 - Filling compliance aids, if appropriate.
 - Where patients' own medicines are being used, checking they are suitable for use (as per Standard Operating Procedure).
 - Liaising with clinical pharmacists if problems occur with prescriptions i.e. ambiguous, incomplete.
 - Liaising with clinical pharmacists when instalment prescriptions need renewed to ensure continuity of treatment.
 - Undertaking the final accuracy checks of dispensed prescriptions which have been clinically checked by a pharmacist and dispensed by other members of the department. The final accuracy check will confirm:
 - Dispensing meets prescription specification
 - Dispensed medicine is correct including drug, form, strength and quantity
 - Label is correct including: drug name, form, strength, quantity, patient's name, directions and warnings
 - Instructions on the label are clear and easy to understand
 - Label meets all recommended legal requirements
 - Overall quality of the dispensing is suitable to leave the department
 - Additional labels and patient information leaflets are issued
 - All signatures and documentation is complete
 - Participating in the dispensing and supply of clozapine for both in-patients and outpatients. This involves:
 - Accessing the SCI store to obtain blood results for patients when urgent analysis is required and entering this information on the Clozapine Patient Monitoring Service (CPMS) database.
 - Accessing the CPMS database to check current blood status of patients.
 - Checking satisfactory blood results obtained before supplying clozapine to patient. This is a mandatory part of the product licence.
 - Keeping accurate records of all clozapine dispensed against satisfactory blood results.
 - Liaising closely with clinical pharmacists and Clozapine Clinic staff and alerting them if any potential problem arise either with blood sampling or clozapine supply.
 - Providing medication counselling as appropriate to patients collecting medication from the dispensary.
 - Checking drug orders which have been prepared ready for dispatch to wards/clinics by pharmacy assistants. Processing drug orders as appropriate, fast tracking supplies urgently required.
 - Generating daily requisitions for supply to the dispensary, ensuring that items received from ARI are checked against the delivery note and that the distribution department ARI, are advised of any discrepancies in order that they may be rectified.
 - Participating in routine daily stocktaking investigating and rectifying any stock misbalance. It is essential that adequate stock levels are maintained in the dispensary and that balances are correct to minimise the risk of having no stock of an urgently required drug which could potentially have serious consequences for patient care.
 - Dealing with telephone and face to face enquiries regarding the availability, safe storage & supply of medicines.
 - Processing returned medication for credit or destruction as appropriate.
 - Complying with legal and other requirements relating to the purchase, supply, use, safe custody and destruction of drugs within the pharmacy and in other areas of the hospital.
 - Acting on drug alerts generated by the Scottish Office, recalling defective medicines. Immediate action may be required depending on the level of the drug alert.

- Contributing to the tidiness and safety of the working environment adhering to local and national health and safety policies.
- Working under the direction of the lead pharmacy technician the post holder is required to develop, review, update and implement standard operating procedures for both dispensary and ward based activities for pharmacy staff.
- Participating in the audit of existing and newly implemented systems and guidelines to improve and develop service provision.

2 Providing technical support to wards and clinics to ensure safe, economical and efficient medicines management at ward level. This involves:

Supporting clinical pharmacists with medicines reconciliation on admission and discharge by:

- Assessing the suitability and quality of patients' own drugs for use on the wards and for discharge.
- Checking individual patient's drug kardexes against patient's own medicine (brought into hospital) and highlighting any discrepancies to the clinical pharmacist.
- Highlighting any prescribing issues identified on individual patient's drug kardexes such as unclear prescriptions, non-formulary items or unusual doses or times of administration and informing the clinical pharmacist.
- Ordering any non-stock medicines required from pharmacy. Fast track supplies urgently if required. This is essential to ensure continuity of therapy.
 - Ensuring that medicines, which are only available from ARI, are ordered well in advance of discharge. Additional time must be allowed when ordering a medicine, which is not normally stocked at ARI.
 - Returning any non-stock medicines no longer required to pharmacy for credit.
- Monitoring ward drug usage, updating ward drug stock profiles and requisition forms liaising with the clinical pharmacist as appropriate to minimise drug wastage.
- Ensuring appropriate stock rotation is carried out at ward level, removing excess stock for credit and short dated stock re-utilisation.
- Ensuring wards are storing medicines in suitable cupboards, to maintain conditions appropriate to the nature, suitability and stability of the product concerned.
- Checking emergency drug supplies held in certain wards throughout the hospital are:
 - Clearly identified.
 - Maintained at the agreed level.
 - Stock required in an emergency is replaced as soon as possible.
 - Appropriate stock rotation ensuring no stock has expired.

Performing 3 monthly controlled drug checks on ward.

3 Deputising for the Lead Pharmacy Technician. This involves:

- Planning and organising the routine workload of the dispensary.
- Organising the day to day activities of technical and support staff in the dispensary and wards, assigning duties compatible with grade and experience.
- Management of clozapine dispensing and supply ensuring compliance with mandatory licensing requirements relating to the blood monitoring and dispensing of this drug. This includes:
 - Co-ordinating the routine dispensing of clozapine.
 - Checking the CPMS Database for routine blood results and be responsible for ensuring appropriate action is taken if blood results are unobtainable or unsatisfactory. This involves liaising with relevant staff (e.g. CPN, practice nurse, phlebotomist, medical staff, clinical pharmacist) to arrange for urgent blood sample(s) to be taken and analysed locally and then entering the result onto the CPMS database for verification.
 - Communicating with GP practice staff regarding blood sampling within the GP practice for outpatients in Aberdeenshire and co-ordinating the dispensing and transport of clozapine to the GP surgery to ensure continuity of supply.
 - Liaising closely with Clinical Pharmacists and/or Clozapine Clinic staff regarding new patients, patients discontinuing treatment, changes in frequency of routine blood sampling, abnormal blood results obtained and clozapine dosage changes.
 - Maintaining an up to date local database for clozapine patients. This includes relevant patient details, clozapine patient number, consultant psychiatrist, clinical pharmacist, key worker and emergency contact

telephone number in case the patient requires to be contacted in an emergency. All patients on clozapine must be readily contactable in case abnormal blood results are obtained and need to be acted on urgently.

4 Taking the lead role in the ordering and supply of medical gases for wards / departments at Royal Cornhill Hospital. This involves:

- Ordering medical gases ensuring agreed minimum stock levels are maintained.
- Communicating with suppliers to resolve any issues which may arise concerning the supply of medical gases including organising the return of faulty cylinders.
- Completion of the monthly return sheet stating how many cylinders have been supplied to RCH and how many have been returned to supplier and forwarding of the form to the Finance Department.
- Reviewing and update pharmacy department Standard Operating Procedures for the ordering and supply of medical gases.
- Regular monitoring of wards to ensure storage complies with local guidelines.

5 Participating in education and training both within the pharmacy department and at ward level. This involves:

- Providing training for technicians, pharmacy assistants and pharmacists on dispensary procedures and processes.
- Developing and delivering training packages for nursing staff on the safe handling and storage of medicines and also on risk management relating to the administration of medication.
- Supporting technicians undertaking Dispensary Checking Technician courses and also student pharmacy technicians and assistants undertaking S/NVQ training.
- Planning and undertaking medicines related audits, analysing and interpreting results, providing feedback and suggesting and implementing changes in practice where appropriate.
- Undertaking continuing professional development in order to keep pharmaceutical knowledge current and ensure best practice and comply with the requirements for mandatory registration on the pharmacy technician register.

6. SYSTEMS AND EQUIPMENT

- Pharmacy JAC system- All dispensing activity and stock control
- Microsoft Office - Word SOPs, compliance charts
- Excel – tables, charts
- Access – database management
- PowerPoint - presentations
- Email – communication
- Internet and intranet – communication, Patient Information Leaflets
- Miscellaneous office equipment – fax, photocopier, phone
- CPMS database for clozapine patients (information, blood monitoring and dispensing database)
- Access blood results for clozapine patients (i.e. SCI store)
- Word – reports, procedures, tables

7. DECISIONS AND JUDGEMENTS

- The post holder works unsupervised in the dispensary and at ward level in accordance with Standard Operating Procedures referring to pharmacists and / or lead pharmacy technician as appropriate.
- Prioritises and organises own workload taking into account the demands of the pharmacy department and also taking heed of the timing of nurses drug rounds and multidisciplinary clinical meetings to gain access to the drug kardexes.
- When deputising for the lead pharmacy technician prioritises and organises the dispensary workload ensuring timeous dispensing of prescriptions.

- Arranges the supply and charging of non-stock drugs to wards and departments ensuring adequate levels are maintained to provide continuity of therapy. If a medicine is available only from ARI, the technician has to decide when to order to ensure that there is sufficient supply to cover a possible discharge.
- Reviews drug profiles for designated wards and liaises with the lead pharmacy technician to ensure amendments are made on a regular basis to reflect current prescribing practice and minimise drug wastage.
- Adjusts dates for blood sampling and dispensing of clozapine to accommodate holiday periods for patients allowing maximum flexibility and minimal inconvenience to patient lifestyles.
- Assesses suitability of medication returned from wards for re-utilisation.

8.COMMUNICATIONS AND RELATIONSHIPS

- Maintain good open channels of communication with pharmacists to provide a high level of service for inpatients / outpatients and wards and departments.
- Communicate with staff at ARI to order drugs, deal with discrepancies in orders, enquire about supply problems and issues concerning the JAC dispensary system.
- Communicate with outpatients and carers who come to the dispensary to hand in prescriptions and to collect medication. The post holder must be aware of the problems patients with mental illness may have in understanding their illness, accepting the need to take medication and difficulties they may have in understanding and retaining information about their medication. At all times staff must be aware of the need for extreme sensitivity and the potential for unpredictable behaviour. Speaking to patients who are confused, aggressive or agitated and/or relatives can be stressful and emotionally demanding.
- Communicate closely with nursing staff providing information, advice and support relating to the availability, supply, and storage of medicines and also on issues relating to the dispensing of pass and discharge prescriptions including the use of patients' own medication.
- Communicate with phlebotomists to facilitate appropriate blood monitoring for clozapine patients.
- Liaise with community psychiatric nurses, care managers and support workers when problems are identified with blood results and / or the supply of clozapine for outpatients.
- Communicate with GP practice receptionists and nurses to discuss clozapine supply issues and relay current blood status of clozapine patients.
- Communicate with the clozapine patient monitoring service regarding issues relating to the supply of clozapine.

9. PHYSICAL DEMANDS OF THE JOB

- Non sedentary. A certain amount of lifting and handling of boxes will be required. Long periods of standing are required.
- Occasionally drug packages, boxes or crates may have to be moved or carried.
- Intense concentration is required as interruptions are frequent and work patterns are unpredictable. Prevention of potential drug misadventures or incidents is a constant pressure. The post holder may have to respond to urgent telephone calls, which require immediate action.
- The requirement for constant awareness of surroundings due to the potential for unpredictable, agitated or aggressive behaviour in patients with mental illness.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Organising and prioritising own workload responding to urgent prescriptions for both inpatients and outpatients, taking into account the limited space available, in order to maximise efficiency and minimise risk.
- Maintaining concentration while dispensing prescriptions when there are frequent interruptions from the telephone, other members of staff (ward and pharmacy staff) and outpatients.
- Co-ordinating the dispensing of clozapine against blood results. Patients with enduring mental illness may lack insight or have chaotic lifestyles, which can result in non-attendance either for blood sampling or collection of clozapine. Without blood sampling or when there has been a break in medication of more than 48 hours treatment must be discontinued and re-titrated as appropriate.

There is therefore constant pressure to respond to any potential for non-attendance or non-compliance in-order to minimise risk in this vulnerable patient group.

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

Qualifications and Professional Skills

- SVQ Pharmacy Services Level 3 with accredited underpinning knowledge programme (or equivalent)
- Accredited Checking Technician qualification
- Professional registration with The General Pharmaceutical Council
- Mandatory Continuing Professional Development to maintain fitness to practice

Experience:

- Broad previous post registration experience relevant
- Experience of medicines management and ward based practice

Knowledge:

- Knowledge of existing guidance on safe & secure handling of medicines
- Basic clinical knowledge

Specialist Skills:

- Good communication skills
- Planning/time management skills
- Self motivated
- Good problem solving skills
- Able to work in a busy demand led service, to have the ability to work well under pressure by prioritising and managing time effectively

Miscellaneous skills:

- IT skills including knowledge of Microsoft Word, Excel and PowerPoint

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PERSON SPECIFICATION

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. Shortlisted candidates **MUST** possess all the essential components as detailed below.

POST/GRADE: Senior Pharmacy Technician /Band 5

LOCATION/HOSPITALS: Royal Cornhill Hospital

WARD/DEPARTMENT: Pharmacy

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Certificated Pharmacy Technician – SCOTVEC, BTEC or equivalent (SVQ 3) with accredited underpinning knowledge programme • Accredited Checking Technician Qualification • Registration with The General Pharmaceutical Council 	
Experience	<ul style="list-style-type: none"> • Practising pharmacy technician with previous experience • Knowledge of legal requirements and guidance relating to the dispensing, supply, handling and storage of medicines 	<ul style="list-style-type: none"> • Previous hospital experience • Previous mental health experience • Experience using JAC • Experience of medicines management and ward based practice
Special Aptitude and Abilities	<ul style="list-style-type: none"> • Good IT skills • Accurate dispensing skills and ability to follow written procedures • Ability to work under pressure whilst maintaining accuracy and attention to detail • Problem solving skills • Excellent literacy and numeracy skills • Ability to communicate effectively both verbally and in writing. 	

Disposition	<ul style="list-style-type: none"> • Self motivated • Adaptable • Dependable • Confidence to work independently 	
Physical Requirements	<ul style="list-style-type: none"> • Good general health for working in hospital wards. • Able to stand for prolonged periods 	Able to lift weights up to 15kg
Particular Requirements of the Post	<ul style="list-style-type: none"> • Pleasant manner when dealing with people including patients and carers coming to the dispensary • Good time management 	