

Pre-Registration Pharmacy Technician

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Western Isles Health Board
The best at what we do

Pre-Registration Pharmacy Technician

Band 4 £27,598 - £30,019 per annum * Percentage of the pay band*

Plus £1,279 Distant Islands Allowance per annum

Fixed Term, Full Time Training Post – 2 years

Are you interested in a career as a Pharmacy Technician?

NHS Western Isles has an exciting opportunity for you to train to be a Pharmacy Technician working towards an SQA diploma in Pharmacy Services. The diploma is completed over 2 years and includes:

- Professional Development Award in Pharmacy Services at SCQF level 7 and
- SVQ in Pharmacy Services at SCQF level 8

The induction for the college course begins on 15th March or 22nd March 2024 with an April start. Candidates must be able to take up post on, or before, these dates.

This is a fixed term, full time training post for 2 years and you will work and learn with the primary care team at Stornoway Health Centre and the hospital pharmacy team at Western Isles Hospital (rotating between these sectors). One day per week is protected study time for virtual college attendance, but to complete this course candidates will be required to undertake some study in their own time.

Previous pharmacy experience would be an advantage, however full training will be provided.

Applicants should possess the following:

- Four National 5 Grades at level A or B or equivalent including English, Mathematics, Biology and Chemistry
- Numeracy skills.
- Communication skills (oral and written).
- Good IT skills
- Good customer care and interpersonal skills

On completion of this fixed term training post, successful qualification in the SQA diploma and registration with the General Pharmaceutical Council, candidates would be able to apply for pharmacy technician vacancies in any sector.

Please note this is a development post, therefore Annex 21 of Agenda for Change applies. The salary is a percentage of the pay band maximum:

- **More than one but less than two years prior to completion of training; 70% of the pay band maximum of the qualified rate;**
- **Up to twelve months prior to completion of training; 75% of the pay band maximum of the fully qualified rate**

For an informal chat on the above posts and how it may suit you, please contact Dr Sue Price (Chief Pharmacist) via 01851 708140 or sue.price@nhs.scot. The successful applicant will be required to register with the PVG Scheme (Protecting Vulnerable Groups Scheme). This post is not eligible for relocation expenses

All NHS Western Isles vacancies appear on the NHS Scotland website: <https://apply.jobs.scot.nhs.uk/> along with a job description. Tha beàrnan-obrach NHS Eilean Siar uile gu léir a' nochdadh air làrach-lìn NHS na h-Alba <https://apply.jobs.scot.nhs.uk/>, còmhla ri dealbh-obrach.

NHS WESTERN ISLES (NHSWI)

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Pre-Registration Trainee Pharmacy Technician

Responsible to: Senior Pharmacy Technician(s), Chief Pharmacist

Department(s): Pharmacy, Western Isles Hospital and Stornoway Health Centre

Job Holder Reference:

No of Job Holders: 1 WTE

2. PURPOSE

1. To undertake training to achieve a recognised accredited pharmacy technician qualification.

The training consists of:

- Recognised accredited training programme that meets the Initial Education and Training requirements set by the pharmacy regulator.
 - Work-based learning according to an agreed training plan over a minimum of two years which meets the time-in-practice requirements of the Initial Education and Training Standard requirements set by the pharmacy regulator.
2. Contribute to the provision of the pharmacy service by assisting with the accurate, safe and secure:
 - Validation, dispensing and issue of prescriptions
 - Supply of a medicine management service
 - Multidisciplinary team working
 - Reflection on practice and professional development
 - Assembly and dispensing of aseptic products (sector dependant)
 - Delivery of local pharmacy services which may include General Practices, community and acute hospitals, intermediate care settings, care homes, patient's homes (sector dependent)
 - Provision of technical community pharmacy services (sector dependent)

N.B In the event of NHS Scotland being placed on an 'Emergency Footing' and or NHSWI declaring a 'Major Incident', or similar critical service demand, the role will be subject to change based on the exigencies of the service and post holder competence.

2.1 JOB SUMMARY

2.1.1 TRAINING

Training is delivered over a 24-month period which includes completing a distance learning programme in the workplace, placements with on-the-job training and home study. The trainee has responsibility for managing their individual training needs. Trainees are allocated one day per week study time. Trainees are expected to spend 4 hours per week of their own time for home study.

Throughout the training programme, pre-registration trainee pharmacy technicians develop skills which progressively allow them to assist in delivering the pharmacy service under supervision. On completion of the training programme the trainee will have completed two years' work experience and be eligible to apply for registration with the pharmacy regulator as a Pharmacy Technician.

Registration will enable the individual to apply for a Pharmacy Technician post.

2.1.2 PHARMACY SERVICES

The post holder is required to participate in the delivery of a range of pharmacy services and perform a variety of skills, in different environments, whilst maintaining pharmaceutical standards and quality. The post holder must be flexible and can move readily between pharmaceutical disciplines and is required to learn and carry out duties relevant to a pharmacy technician.

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:

- A person-centred, safe, efficient, and cost-effective service
- Pharmaceutical care to individuals by optimising the use of medication and ensuring they receive the right medicine, in the right dose at the right time
- Medicines for individuals in a variety of healthcare settings

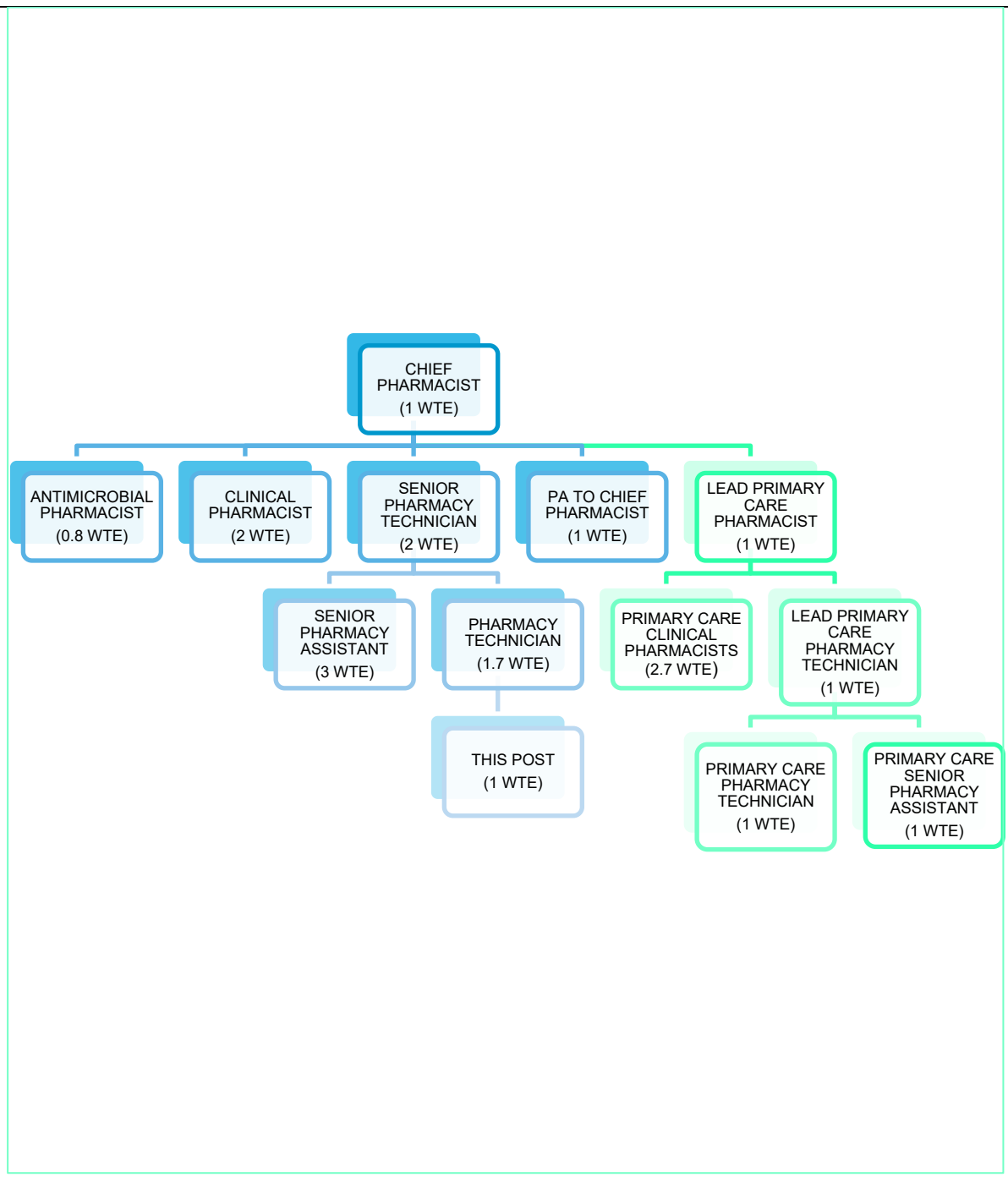
As a member of the team, the post holder will:

- Contribute to the provision of pharmaceutical care to individuals to maximise benefit and minimise risk from their medicines
- Dispense medicines for individual patients
- Undertake final accuracy checking training
- Order pharmaceutical stock

- Participate in the management of medicines

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3. ORGANISATIONAL CHART



4. MAIN DUTIES AND RESPONSIBILITIES OF THE POST

The post holder will require:

- To practice according to the General Pharmaceutical Council's Standards for Pharmacy Professionals.
- To practice according to the policies and procedures for each workplace setting.
- To present oneself in a professional manner including appropriate appearance and behaviour.
- Attend appropriate educational and training events as required.
- Dispense individual prescriptions which may include controlled drugs following standard operating procedures (SOP).
- To undertake final accuracy checking training.
- To participate in the management of medicines for individuals by providing a technical pharmacy service which may include:
 - Medicine compliance assessment.
 - Counselling individuals regarding the correct use of medicines.
 - Responding to non-clinical queries.
 - Liaising with individuals, carers, pharmacists, nurses and/or other healthcare staff to assist with the provision of seamless patient care.
- To ensure the safe and secure handling of medicines on a personal level as well as monitoring and guiding others involved in the process.
- To assist in the safe, effective delivery of technical services through the use of SOP.
- Update and maintain electronic files involving confidential patient information.
- Participate in internal and external audit and review as applicable to meet the needs of the service.
- To deal with queries from patients, staff and visitors and answer the telephone in a courteous manner referring to other staff when appropriate.
- Maintain a safe, secure, clean and tidy working environment whilst complying with health and safety regulations.
- Undertake the production, filing and archiving of requisitions and documentation.

4.1 COMMUNICATIONS AND RELATIONSHIPS

The post holder is required to communicate effectively with regard to their training, and providing and receiving routine information on medicines to and from wards, departments, pharmacy and other healthcare staff including:

- Within the pharmacy service
- Maintain effective communication with all members of pharmacy staff to ensure effective team working is maintained.
- Assessors, expert witnesses, mentors and the Lead Pharmacy Technician for Education, Training & Development for training purposes.

Out with the pharmacy service

- Patients, relatives and carers for routine information.
- Nursing staff and healthcare staff from other departments/services for enquires.
- Visitors to the department for routine information.
- Course tutors, assessors, mentors and internal verifiers to ensure completion of the training programme.

4.2 KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

The post holder must meet **one** of the minimum entry criteria options including:

- Be educated to Skills for Work National 5 in all of the following subjects: English, Mathematics, Chemistry and Biology
- Other relevant academic courses or stand-alone units demonstrating achievement of English, Mathematics, Chemistry and Biology at SCQF Level 5
- Have completed NC Pharmacy Services or equivalent recognised qualification that meets the current Initial Education & Training requirements set by the GPhC
- Be able to demonstrate effective communication and interpersonal skills
- Be able to demonstrate good numeracy and accuracy skills
- Work to achieve a recognised accredited pharmacy technician qualification

4.3 SYSTEMS AND EQUIPMENT

4.3.1 EQUIPMENT & MACHINERY

- Trolleys
- Computer
- Photocopier
- Telephone

- Kick stools and safety steps
- Refrigerators and freezers
- Printer
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- Tablet and capsule counters
- Calculator

4.3.2 SYSTEMS

- NHS Western Isles Health and Safety, Communication, Information Security, and any other relevant policies
- Departmental policies and standard operating procedures
- Electronic patient information systems
- Paging system
- NHS e-mail and intranet system
- Pharmacy computer system
- Electronic Prescribing and Medicines Administration system (HEPMA)
- Environmental monitoring and reporting system

4.4 DECISIONS AND JUDGEMENTS

The post holder:

- Carries out routine duties and uses knowledge of work schedules, medicines and medicines storage to prioritise tasks
- Deals with routine enquiries and refers to a supervisor when appropriate
- Follows SOP
- Short term objectives are set at the beginning of each placement and reviewed on completion of the placement

5. SUPPORTING EVIDENCE

5.1 PHYSICAL DEMANDS OF THE JOB

The post holder will encounter the following:

- A range of activities from accurate manipulations to moving and handling large objects on a regular basis i.e., daily.
- Standing, sitting, or walking for long periods of time while carrying out activities to deadlines.
- Exposure to VDU/repetitive data entry.
- Frequent movement of files and folders required for training purposes, to and from home, work, and college.

5.2 MENTAL EFFORT

The post-holder will require: -

- To work under pressure to meet deadlines whilst dealing with frequent interruptions
- To be accurate. Accuracy is required due to the pharmaceutical components, detail and specific nature of the work undertaken
- To be able to concentrate for long periods of time
- To work within time constraints for the supply of medicine with frequent interruptions to work patterns
- Meeting the priorities and demands of working in a busy healthcare environment as part of a team with flexibility to respond to the needs of the service
- Participating in providing the pharmacy service whilst working towards completion of the pre-registration trainee pharmacy technician training programme
- Managing study time at work and home effectively in order to achieve set targets

5.3 EMOTIONAL EFFORT

The post holder may occasionally be exposed to verbal aggression when dealing with customers, staff and visitors.

5.4 WORKING CONDITIONS

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, patients' homes, general practices and other healthcare environments 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.

6. STANDARD ELEMENTS

6.1 INDUCTION STANDARDS & CODE OF CONDUCT

Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers.

A high level of support, guidance and supervision is essential at the start of the training programme. As the trainee progresses through the course and becomes familiar with the coursework, work-based competencies, pharmacy surroundings, staff they work with and expectations of themselves in the workplace then the level of support, guidance and supervision is decreased.

6.2 CONFIDENTIALITY

Comply with all approved NHSWI Policies and Procedures.

Comply with NHSWI Communication Strategy and Media Strategy.

This involves taking the necessary precautions when transmitting information only disclosing it to those who have the right and need to know it. All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) before disclosing any patient information. All staff must respect confidentiality of all matters that they may learn relating to their employment, other members of staff, patients and their families.

6.3 HEALTH AND SAFETY

Assist in maintaining own and others' health, safety and security.

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory training.
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHSWI attaches the greatest importance to the health and safety of its employees. It is the Board policy to do all that is reasonable to prevent personal injury and hazard to health by protecting staff and others including the public from foreseeable hazards compatible with the provision of proper services to patients. The Board expects its entire staff to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions at work. More detailed information is given in departmental safety policies where appropriate.

Ensure own actions support equality, diversity and rights.

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.
- c) Recognising the need for aids or adaptations.

JOB DESCRIPTION AGREEMENT

I, (Print Name)..... confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: 31.07.2024

NHS WESTERN ISLES

PERSON SPECIFICATION GUIDANCE

FACTOR	ESSENTIAL	DESIRABLE
<p>EXPERIENCE</p>	<p>Previous pharmacy or hospital experience</p>	<p>Experience in storage, supply and stock rotation</p>
<p>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</p>	<p>Nat 5 in ALL of the following subjects:</p> <ul style="list-style-type: none"> • English • Mathematics • Chemistry and Biology <p>or</p> <ul style="list-style-type: none"> • Other relevant academic courses or stand-alone units demonstrating achievement of English, Mathematics, Chemistry and Biology at SCQF Level 5 <p>For example:</p> <p>An NC Applied Sciences at SCQF Level 5 could be accepted for the Biology and Chemistry or NC Pharmacy Services</p> <p>A commitment to achieve PTPT training within the allocated 2-year timescale</p> <p>A commitment to achieving Healthcare Support Workers Inductions Standards in accordance with local policy</p>	

<p>KNOWLEDGE AND SKILLS</p>	<p>Accuracy and numeracy skills with good attention to detail</p> <p>Good spoken English and effective verbal communication skills</p> <p>Effective written communication skills</p> <p>Good IT skills</p> <p>Good problem-solving skills</p> <p>Good organisational skills to complete tasks and objectives timely</p> <p>An awareness and understanding of regulation requirements</p>	
<p>DISPOSITION</p>	<p>Ability to adhere to the GPhC Standards for Pharmacy Professionals</p> <p>Personal qualities align with NHSWI vision, values and aims</p> <p>Can understand and follow written instructions (e.g., SOP)</p> <p>Good time keeping</p> <p>Reliable</p> <p>Understands the importance of confidentiality</p> <p>Awareness of own limitations and the need to seek advice where appropriate</p> <p>Ability to meet emotional demands of working directly with patient</p> <p>Can concentrate whilst under pressure to meet deadlines</p> <p>Motivated to study and complete work to specified deadlines</p>	

OTHER	<p>A willingness to participate in public holidays to meet service needs</p> <p>Flexibility to adapt and respond to changing demands on the service and to work in different sites/environments according to staff rotation and service needs</p> <p>The ability to travel between sites (if relevant for the post)</p>	Driving Licence
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A Place to Live

The quality of life in the Western Isles, particularly for those with families, is outstanding: a safe space to bring up children, stress-free commutes with jaw-dropping views, and the opportunity to stroll along our pristine beaches or explore our dramatic scenery on your days off.

Community spirit is at the heart of the Western Isles. It is close-knit and welcoming, residents are proud of the place where they live and are keen to support young and old. The islands have a strong cultural identity stemming from their distinctive history.

Although the islands are remote, you can still keep connected with the wider world. There are frequent transport links to the mainland via ferries and three island airports – Barra, Benbecula, and Stornoway. The Air Discount Scheme (cheaper flights for islanders) and Road Equivalent Tariff (subsidised ferry fares) ensure transport is affordable. High-speed internet is widely available and allows islanders to stay connected globally.

Local Primary and Secondary Schools provide high quality education with the opportunity to learn through the Gaelic language. There is a network of excellent sport and leisure facilities in the Western Isles with annual cultural festivals and venues with live entertainment.





Key worker housing can be applied for through Hebridean Housing Partnership.

Useful Information

cne-siar.gov.uk Comhairle nan Eilean Siar (Western Isles Council - for more information on Schools, leisure and culture)
visitouterhebrides.co.uk (for more information on our islands and what to see and do)



A Place to Work

NHS Western Isles employs over 1000 staff over a number of sites, including:

- Ospadal nan Eilean Siar (Western Isles Hospital), Stornoway
- Ospadal Uibhist agus Bharraigh (Uist and Barra Hospital), Benbecula
- St Brendan's Hospital, Barra
- A number of GP and Dental Practices across the island chain
- A variety of community-based health services

Being part of a smaller team with a flat management structure provides the opportunity to widen your experience and be involved in a range of planning and decision-making that you might not otherwise experience in a larger setting. Our patients are our community, and there is opportunity to contribute to multi-disciplinary and holistic care to patients and families across healthcare settings.

Support and development are central to NHS Western Isles' ethos, and this involves working in partnership with the University of the Highlands and Islands, NHS Education for Scotland, and other higher education institutions. Our Professional Practice and Learning team will support and advise you on your learning journey. Many opportunities can now be accessed remotely through online learning. Regular clinical training is available and scenario-based learning is available in our recently-installed sim lab.

The Western Isles has a range of employment opportunities in the public and private sector for those that are relocating as a family. Please contact us and we can direct you to vacancies that might be suitable.

All staff are valued equally and we welcome and encourage those from diverse backgrounds to come and work for us.



NHS WESTERN ISLES BENEFITS

Pay

The NHS pay system is known as Agenda for Change (AfC) which applies to all staff excluding medical, dental and executive level managers.

The benefits include a standard working week of 37.5 hours, with pay enhancements to reward weekends, nights and overtime working. This ranges from time plus 88% to time plus 30% depending on your pay band and shifts you work.

Distant Islands Allowance is paid to all staff who live in the Western Isles. This is currently £1,279 per year.

Annual Leave

Annual leave entitlement is 27 working days, rising to 29 working days after 5 years' service and 33 days after 10 years' service. In addition to this, you are entitled to 8 statutory public holidays every year.

Work-life balance

We understand that balancing work and home commitments can sometimes be difficult.

Our policies offer:

- Flexible working including home working
- Paid parental leave
- Paid carer leave
- Paid bereavement leave
- Occupational sick pay scheme

Wellbeing

We recognise that your mental and physical wellbeing is important and we aim to support you in the workplace.

We have a 24-hour confidential helpline to support you and your family through any of life's issues or problems. This includes counselling, family issues, bereavement, financial wellbeing, relationship advice, legal information and more.

NHS Pension Scheme

All new employees will automatically be enrolled in the NHS Pension Scheme, or if you are an existing member your membership will continue.

Key features

- Benefits accrued on a Career Average Revalued Earnings (CARE) basis.
- Normal pension age the same as your State Pension Age.
- Pension accrual rate of 1/54th of pensionable earnings each year.
- Valuable death benefits for your dependents.
- Option to take part of your pension and continue working.

Further information on the benefits of the scheme, can be found at sppa.gov.uk.

Travel & Transport

We participate in the Cycle to Work scheme, enabling you the opportunity to buy a bike tax-free.

Those who need to travel a lot for work will be eligible for a leased car.

Right to Work in the United Kingdom

We will support those that are eligible for a certificate of sponsorship to apply for a work visa. Candidates who require a Certificate of Sponsorship can access further information on the UK Border Agency's new points based system that now governs the way individuals from outside the EEA can work in the UK at bia.homeoffice.gov.uk.

