

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: Electronic Prescribing and Pharmacy Stock Control –System Trainer Technician

Responsible to: Digital Health and Electronic Prescribing Lead Pharmacy Technician

Department(s): Pharmacy

Directorate: Pharmacy & Prescribing

Operating Division: Corporate Services

Job Reference:

No of Job Holders: 1

Last Update (insert date): 20/02/2023 (transfer to new template)

2. JOB PURPOSE

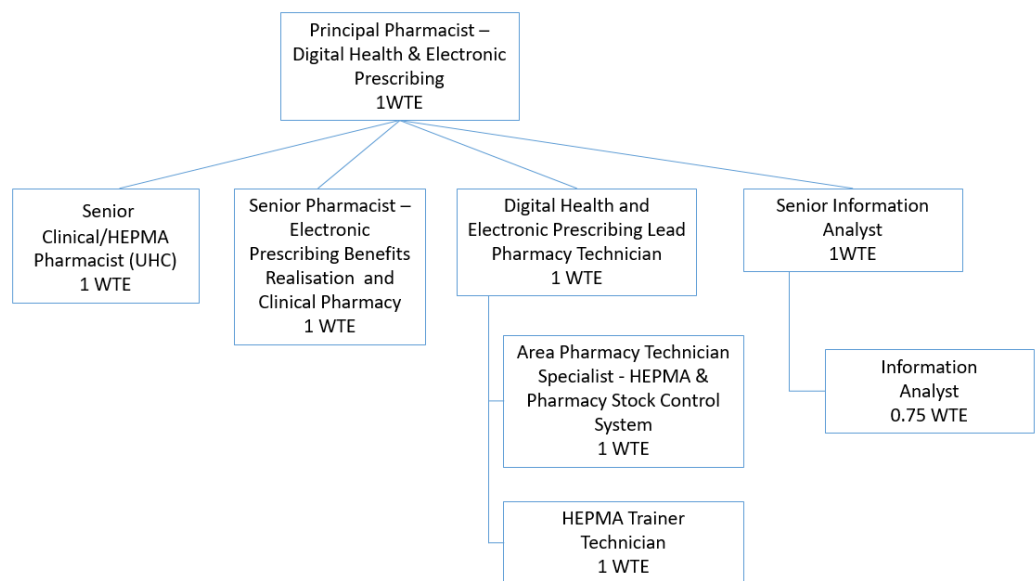
- To organise and deliver training for all user types of the WellSky/CMM Pharmacy and Electronic Prescribing & Medicines Administration System
- To support the safe and effective operation of the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System within NHS Ayrshire & Arran, using a range of pharmaceutical and IT skills and knowledge. The post holder will provide first line advice and support to staff using the system; dealing with both user errors and technical problems - including the provision of out of hours support
- To contribute to the development of the system for the benefit of the service

3. DIMENSIONS

- The WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System is the information system that underpins all aspects of the hospital pharmacy service including procurement and distribution, financial management, dispensing and manufacture. It also underpins the electronic prescribing and medicines administration system used to support clinical practice in use within NHS Ayrshire & Arran
- The post supports the WellSky/CMM Pharmacy System which is installed in all hospital pharmacies within the area (Ayr, Crosshouse, and Woodland View Hospitals)
- The post supports the WellSky/CMM Electronic Prescribing & Medicines Administration system used within Ayr, Biggart, Crosshouse, AWMH, Woodland View, and two Community Hospitals.
- The post is based in Crosshouse Hospital but has an area wide remit
- Participates in emergency on call arrangements for the electronic prescribing system.

4. ORGANISATIONAL POSITION

Pharmacy Digital Health Team



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 well-being.
- 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.

6. KEY RESULT AREAS

System Support

- To provide a full range of application, end user and system support for the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System to ensure continuity of service and provision of information in support of the pharmacy service and patient care.
- To deputise for HEPMA & Pharmacy Stock Control System Administrator in overseeing the daily operation of the WellSky/CMM Pharmacy, Electronic Prescribing and Medicines Administration system when required, carrying out routine maintenance to maintain continuity and performance of the system
- To support in ensuring the safe and effective use of equipment used by the system (PC's, laptops, handheld devices and printers) ensuring that staff are adequately trained for the tasks they are required to undertake.

System Testing

- To carry out and document findings from rigorous local test plans and undertake acceptance testing on new software releases of the WellSky/CMM Pharmacy, Electronic Prescribing &

Medicines Administration System in accordance with test plans developed by the HEPMA team. This is a significant aspect of the job, with up to 2 software releases per annum requiring 4 – 6 continuous weeks testing.

- To ensure that all standard documentation and training materials are compatible with any new software updates

Risk Management & Security

- To follow IT security policy in full, taking responsibility for the security of the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System ensuring that there is no unauthorised access and that the patient confidentiality requirements of Caldicott and the Data Protection Act are fulfilled at all times.
- To support and assist in the maintenance of continuity and disaster recovery arrangements for the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System, linking with the eHealth department to ensure service continuity in the event of system failure, ensuring that the integrity of the main and shadow servers are maintained
- To record and investigate system errors or incidents, escalating to the eHealth departments and more senior members of the HEPMA team, seeking documented closure of any errors to ensure the safe and effective operation of the system

System Development

- To participate in the wider implementation of the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System across NHS Ayrshire & Arran in accordance with the local eHealth strategy, ensuring that all hardware and software is in place and that all training needs are met
- To participate in the development of the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System, linking with users and making structured suggestions for the development and improvement of the system to senior members of the HEPMA team

Information Management

- To use Business Objects (Crystal Reports) and Microsoft Access to access and utilise a wide range of standard and customised reports as required.

Education and Training

- To deliver training for all staff who require to use the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System which will include the following staff
 - Medical staff (prescribing) – during each intake of medical staff and as required for new staff
 - Nursing staff (prescribing & administration) – ensuring that ward based training provided by super users is carried out to the required standard
 - Pharmacy (all aspects of pharmacy, prescribing and medicines administration)
- To attend and present to regular departmental training sessions
- To develop and provide a programme of refresher training to all users as required

General Duties

- Completes and files appropriate documentation in all areas of work.

- 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.
- To participate in departmental rotas as outlined in the contract associated with this post.
- Complies with departmental standard operating procedures at all times. Contributes to the development of the pharmaceutical service.

7a. EQUIPMENT AND MACHINERY

Acts as key holder, performs security checks, sets and deactivates intruder alarm when required.

7b. SYSTEMS

- Uses Adobe Captivate / Articulate Storyline to develop training materials for the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System
- Uses 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 and management.
- Uses Business Objects (Crystal Reports) to access and utilise a wide range of standard and customised reports as required.
- Uses Datix reporting system for reporting and investigating incidents
- Uses and tests a variety of computer peripherals including PCs, laptops, printers, iPads and tablets etc.

8. ASSIGNMENT AND REVIEW OF WORK

The post-holder is managed by the Digital Health and Electronic Prescribing Lead Pharmacy Technician.

- Works independently with minimal supervision against objectives agreed with the Digital Health and Electronic Prescribing Lead Pharmacy Technician.
- Deputises for HEPMA & Pharmacy Stock Control System Administrator in matters of system contingency and user support when required.
- Accountable for own professional practice and outcomes - guided by local protocols, local formulary and procedures.
- Accountable for personal decisions taken regarding the WellSky/CMM Pharmacy, Electronic Prescribing & Medicines Administration System.
- The job description is subject to review by mutual agreement between management and the post holder.

The Digital Health and Electronic Prescribing Lead Pharmacy Technician carries out formal performance review meetings for this post.

9. DECISIONS AND JUDGEMENTS

- The post holder will be expected to exercise their own discretion on how to conduct the majority of the job and to seek clinical or line management support when faced with highly complex issues.
- The post holder is expected to anticipate problems and resolve these in a proactive, independent manner.
- Investigation and resolution of complex system problems
- The post holder is professionally accountable for their own actions

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Supporting a wide range of diverse clinical users : Pharmacy staff, Medical Staff (Consultants to Junior Doctors) and Nursing staff
- Dealing with unpredictable situations errors / incidents / unplanned downtime
- Training a wide range of staff where there can be barriers to understanding, challenging and behavioural issues
- Introducing IT into clinical practice

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 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.
- The post holder will be required to communicate directly with software suppliers. Such exchanges may involve providing and receiving complex information to enable a satisfactory resolution.
- Communicates highly sensitive/ contentious information where co-operation is required through 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 develop and implement electronic prescribing of pharmacy services.
- 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.
- Attends relevant meetings and networks locally, regionally and nationally, representing the department and the profession to contribute to policies and strategies for digital health and electronic prescribing.
- Communicates effectively in a manner in keeping with the professional operation of the department.
- Information received and communicated will often be complex, 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

- Consultant Physicians
- Consultant Surgeons
- Junior Doctors
- Nursing Staff
- Allied Health Professionals
- Patients and their carers
- Other pharmacists and technicians
- 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
- WellSky/CMM – Application and Technical support services, and account manager
- National HEPMA meetings

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

PHYSICAL EFFORT / SKILLS:

- Computer keyboard skills used daily.
- Standing and sitting in awkward positions inputting or retrieving data at patients' bedside, notes trolleys and portable laptops.
- Lifting and handling skills used occasionally to lift and move boxes and containers.
- Standing for periods of time to perform checks on dispensed prescription items or manufactured products.
- Walking between wards and the pharmacy on a daily basis.

MENTAL EFFORT / SKILLS:

- 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.
- 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.
- Tasks are frequently interrupted to deal with queries or requests for advice that have to be dealt with immediately.
- Ability to prioritise

EMOTIONAL EFFORT / SKILLS:

- Frequent direct contact with patients, some of whom may be physically or emotionally distressed, aggressive or suffering from serious or terminal disease.
- Regular direct contact with other healthcare staff in professionally sensitive situations.
- Conflicting demands and pressures from individuals and groups.

WORKING CONDITIONS:

- Potential exposure to toxic pharmaceutical materials.
- Frequent 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.

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

This post is unusual as it requires a sound knowledge and understanding of pharmacy systems and working practices plus an understanding of information systems used to support pharmacy practice and hospital prescribing.

The nature of this requirement is normally met by registration as a pharmacy technician or a pharmacist, plus personal development and experience within information technology to degree level or equivalent

	Essential	Desirable
Qualifications		
Registered with General Pharmaceutical Council of Great Britain - including evidence of RPSGB mandatory CPD	√	
SQA National Certificate in Pharmaceutical Sciences	√	
SVQ Level 3 – Pharmacy Services.	√	
SQA Higher National Unit – Dispensary Checking Technician	√	
HNC in Pharmaceutical Sciences		√
Full driving licence.	√	
Experience		
Experience in service provision, development and project management	√	
Experience in training and developing staff	√	
Knowledge		
Required to demonstrate a high level of pharmacy knowledge, skills, technical reasoning and judgement.	√	
Required to demonstrate an advanced level of pharmacy information systems and their application to clinical practice	√	

Strong technical knowledge of PC operating systems	√
Understanding of the requirements of the Data Protection Act and Caldicott	√
Requires moderate arithmetic skills.	√
Critical Leadership behaviours	√
• Working in partnership	
• Learning and developing	
• Caring for staff	
• Improving performance through team working	
• Communication effectively	
• Improving quality	
• Achieving results	