NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION   SC06-570N | Job Title  Responsible to  Department(s)/ Location  Number of job holders | Trainee Rotational Pharmacy Support Worker  Specialist Pharmacy Technician  Pharmacy services across Tayside  Varies |
| JOB PURPOSE  * To undertake training to achieve the education and training requirements of a rotational pharmacy support worker employed within NHS Tayside. The training should start within 3 months of employment and be completed within 12 months. It consists of:   + Training to achieve the role relevant units of a pharmacy support worker qualification recognised by the pharmacy regulator   + Work-based learning to an agreed training programme which meets local training requirements * Trainees will be trained and required to demonstrate competence in the provision of the pharmacy service by assisting with the accurate, safe and secure:   + Dispensing for patients in wards/departments. *See Appendix 1.*   + Packing and supply of medicines to wards and departments.   + Provision of a ward stock management service to wards & departments on several sites.   + Receipt, storage, assembly, distribution and delivery of medicines.   + Production, monitoring & filing of documentation.   + On successful completion of all identified training (after a minimum of 12 months for those with no previous relevant pharmacy training and experience) the trainee will progress to a Rotational Pharmacy Support Worker post. | | |
| ORGANISATIONAL POSITION Pharmacy Support Worker (Rotational and fixed)  Trainee Rotational Pharmacy Support Workers  Pre-registration Trainee Pharmacy Technician  Pharmacy Technician  Senior Pharmacy Technician  Specialist Pharmacy Technician  Line manager to all grades below  Denotes supervision | | |

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| SCOPE AND RANGE **The aim of the pharmacy department is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:**   * To provide pharmaceutical care to individual patients by meeting their particular needs whilst maximising efficiency in the use of resources. * To provide medicines through systems of quality control, this helps to ensure safe, effective and economic use.     A range of services are provided from pharmacy within NHS Tayside. In order to meet the training requirements Trainee Pharmacy Support Workers will be required to travel to, and work from multiple sites within NHS Tayside.  For the purpose of this job description the term 'medicines' includes all drugs, controlled drugs, cytotoxic medicines, intravenous fluids, vaccines, chemicals, medical gas cylinders, contraceptive aids, dietetic products, disinfectants and liquid nitrogen. |
| MAIN DUTIES/RESPONSIBILITIES **Induction Standards & Code of Conduct**  Your performance must comply with the national "Mandatory Induction Standards for Healthcare Support Workers in Scotland 2009" & with the Code of Conduct for Health care Support Workers.  A high level of support, guidance and supervision is essential at the start of the training programme. As the trainee progresses through their 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. Throughout the training programme, trainee pharmacy support workers develop skills which progressively allow them to assist in delivering the pharmacy service under supervision.  To ensure the provision of a high quality pharmaceutical service the post holder under supervision, and in accordance with policies and standard operating procedures, will:   * Carry out the dispensing and labelling of individual in-patient/out-patient and discharge prescriptions which may include cytotoxic and named patient medicines. * Dispensing of controlled drugs, including signing of a legal register. * Carry out a ward stock management service i.e. Ordering and re-stocking of medicines according to ward stock list levels, stock rotation, expiry date checks, carrying out these duties on different sites and locations which may involve travel to and from locations. * The receipt of bulk fluid orders and medicines from suppliers, checking contents against the delivery note then transferring paper work to be accepted. * Assemble medicines on daily basis for distribution to locations including wards, departments, external hospitals, GP practices etc. * Record data as required for monitoring practice against Key Performance Indicators. * Carry out the accurate and safe disposal of redundant medicines and hazardous chemicals as appropriate. * Carry out the accurate, timely, safe and secure receipt, storage, distribution and delivery of medicines to locations including wards, departments, external hospitals, GP practices etc. * Carry out the ordering, receipt and storage of medical gas cylinders/liquid nitrogen from suppliers. * Carry out stock management i.e. re-stocking medicines, stock rotation, expiry date checks and stock balancing. * Communicate any supply difficulties with relevant personnel. * Process orders for medicines by inputting data into the pharmacy computer system, producing delivery notes accurately, ensuring consistency with the order placed and reporting any identified discrepancies. * Process medicines through a pharmacy robotic system. * Record and report any identified errors. * Carry out reception duties in pharmacy. * Deal with queries from patients, staff and visitors face to face or over the telephone or via email, in a courteous manner referring to other staff when appropriate. * Supply Out-patient Prescription pads and ensure accurate records are maintained. * Carry out environmental monitoring including recording refrigerator, freezer and room temperatures, reporting any temperatures outside of agreed limits for safe storage of medicines. * Undertake the production, filing and archiving of documentation. * Participate in performance and development review. * Attend appropriate educational and training events as required. * Maintain a safe, secure, clean and tidy department. * Participate in provision of the portering service. * Carry out the ordering of stationery and sundries. * Participate in weekend, extended hours and public hours rotas/working.   **Health and safety:**   * All staff must take reasonable care of their own health and safety and that of other persons who may be affected by their actions. * All staff must comply with NHS Tayside and departmental policies and procedures at all times and use approved working methods and any personal protection provided. * Staff must not in any way interfere with or misuse anything provided for their own safety or protection of others. * Staff must report any hazard or unsafe working practice to the appropriate line manager and be aware of emergency procedures. |

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| 6. COMMUNICATIONS AND RELATIONSHIPS The post holder is required to communicate effectively and professionally with regard to their training, providing and receiving routine information to and from wards, departments, pharmacy and other healthcare staff regarding the supply of medicines:  **Within the pharmacy service:**   * Maintain communication effectively and professionally either in writing or verbally, providing and receiving information to and from wards, departments, pharmacy and other healthcare staff. * Communicate effectively with training supervisors.   **Out with the pharmacy service:**   * Learning providers for training purposes. * Patients, relatives and carers for directions. * Nursing staff and healthcare staff from other departments for enquires and medicines collection. * Porters and transport personnel regarding the transportation of medicines. * Communicating with patients, relatives, work colleagues, NHS staff/customers or general public whose first language may not be English. * Communicate with patients who may suffer hearing, vision, dexterity issues etc, using appropriate mechanisms available. | |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB The post holder must:   * Have accuracy and numeracy skills to undertake the role effectively. * Possess basic information technology skills. * Undertake training to achieve the role relevant units of a pharmacy support worker qualification recognised by the pharmacy regulator. * Carry out work-based learning to achieve an agreed learning programme which meets local training requirements. * Be committed to achieving the Healthcare Support Workers Induction Standards. * Be capable of understanding and working within SOPs. * Possess the ability to learn and adapt. |

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| 1. SYSTEMS AND EQUIPMENT   **The post holder will be required to use the following equipment and systems on a daily/weekly basis:**  **Equipment & machinery**   * Measuring vessels e.g. conical glass measures * Tablet counting devices e.g. triangles, capsule counters * Tablet cutters * Compliance devices (blister packs) * Pallet trucks/pallet lifters * Trolleys * Pharmacy robotic system * Fax machine * Photocopier * Computer * Telephone * Kick stools * Forklift truck (where applicable) * Refrigerators and freezers * Thermometers * Printer * Portable stairway (where applicable) * Stanley knives * Personal protective equipment * Automated dispensing cabinets * Electric tug   **Systems:**   * NHS Tayside health and safety, communication and information security and any other relevant policies. * Pharmacy stock control and labelling systems. * Departmental policies and standard operating procedures * Temperature monitoring system * Control of Substances Hazardous to Health (COSHH) * Performance and development review * Paging systems, NHS email and intranet systems * PECOs   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| PHYSICAL DEMANDS OF THE JOB **Physical effort :**   * Pushing/pulling loaded trolleys and pallet trucks (Daily 10-30kg) * Lifting, bending and stretching during receipt, storage and assembly of orders/deliveries * Seated or standing for prolonged periods. * Assembling of bulk orders for stock holding units. * While portering all medications and fluids around hospital. * Lifting of Gas cylinders, Bags of salt for renal, boxes of Fluids (Daily 20-90kg) using appropriate equipment   **Mental effort :**     * High accuracy levels required when dispensing medicines including compliance devices. * Attention to detail requires concentration for prolonged periods of time. * Using a computer for labelling medicines and issuing stock. * Complete work within agreed timescales.  Emotional effort:  * Occasional telephone calls from irate staff when medicines are not available when expected. * Ward stock management being carried out in areas with mentally or terminally ill patients. * Staff can be infrequently subjected to verbal aggression from patients or their relatives at dispensary reception hatch or over the telephone. * Staff working in mental health units are required to carry panic alarms for personal safety. * May see prescriptions for individuals known to them. * Frequent indirect exposure to patient’s information whilst dispensing their medicines. |
| DECISIONS AND JUDGEMENTS The post holder:   * Must follow the Standards Operating Procedures that are in place. SOPs are in place for specific processes within Pharmacy to ensure all staff carrying out those processes complete these consistently, accurately, safely and legally. Staff are accountable for their actions or omissions. * Deals with routine enquiries, refers to senior staff when appropriate. * Uses knowledge of work schedules and medicines storage to prioritise tasks. * Participates in formal appraisal of performance annually, with 6 monthly informal reviews with line manager. |

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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Utilising study time in the workplace effectively in order to achieve set targets. * To be consistently accurate in the identification, selection and storage of medicines and their various presentations and formulations. * Responding to urgent/emergency requests for medicines for patients in an accurate and timely manner. * To work within time constraints for the supply of medicines. Meeting the priorities and demands of working in a busy department through effective teamwork with flexibility to respond to the needs of the service * To work unsupervised in specified areas once trained, at all times working within the confines of SOP's |
| JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each post holder to whom the job description applies. |

Appendix 1 Explanation of terms

Traditional & Extemporaneous dispensing

The term ‘traditional dispensing’ refers to the process of issuing, labelling and assembling medicines according to a prescription for an individual patient.  This involves accurate interpretation of the prescription, identification, selection, labelling and packaging of medicines in their various presentations and formulations. Medicines are either retained in their original packaging or re-packaged using measuring vessels for liquids or tablet counting devices to pack down medicines into suitable containers or compliance aids/devices (also known as monitored dose system or MDS)\* depending on the needs of the individual patient*.*All grades of staff have a final accuracy check carried out on all dispensed medicines by an accredited accuracy checking pharmacytechnician or a pharmacist.

\*A compliance aid/device/MDS is a medication storage device designed to simplify the administration of solid oral dose medication such as tablets and capsules.  Such devices can potentially address issues such as difficulty accessing medication and following the regimen due to sight and/or confusion/forgetfulness.

Extemporaneous dispensing is the process of mixing together raw materials to prepare a product according to a pre-determined formula.   This involves accurately calculating and measuring the quantities of ingredients needed, making, packing and labelling the product correctly.  Examples of equipment used during the preparation of an extemporaneous product include weighing scales, syringes and other measuring vessels for liquids and a pestle and mortar.   All grades of staff have a final accuracy check carried out on all extemporaneously dispensed medicines by an accredited accuracy checking pharmacytechnician or a pharmacist.

**Education and Training**

It is a regulatory requirement for pharmacy support staff to undertake training to achieve the role relevant units of a pharmacy support worker qualification (equivalent to S/NVQ 2 level) recognised by the pharmacy regulator.