# FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

##### Job Title: Medicines Management Pharmacy Technician

**Responsible to: Lead Pharmacist Formulary and Medicines Management**

**Department(s): Pharmacy**

**Job Holder Reference: RV-BN-PHAR-30-03**

#### No of Job Holders: 2

**2. JOB PURPOSE**

To provide technical assistance to the Medicines Management Team in promoting

rational, safe and cost-effective prescribing across NHS Forth Valley.

**3. ORGANISATIONAL POSITION**

#### SEE APPENDIX 1

**4. DIMENSIONS**

The postholder will provide technical support to the Medicines Management Team. The Lead Pharmacist Formulary and Medicines Management will assign specific projects and the postholder will occasionally work in collaboration with members of other Pharmacy teams within NHS Forth Valley

**5. KEY DUTIES/RESPONSIBILITIES**

1. **Activity**

* To extract data and analyse prescribing patterns at Health Board, Health and Social Care Partnership, Practice and Individual Prescriber level and prepare prescribing reports where appropriate.

### To update and maintain the Forth Valley Community Pharmacy and Forth Valley Intranet and Internet sites and prompt others to provide any relevant information for inclusion.

* To review and update of the Forth Valley Formulary on websites , prescribing systems and the pharmacy stock control system.
* To support the development, introduction and review of prescribing projects across Forth Valley pertinent to Pharmacy.
* Respond to prescribing queries.

### The dissemination of Drug Alerts/Drug Safety Messages to other Forth Valley health service colleagues and maintain associated records.

* To liaise with finance colleagues to ensure processes are in place for robust management of Patient Access Schemes/Primary Care Rebate Schemes and therefore maximising rebates

### To take, relevant action in relation to reports from external bodies e.g. Information Services Division Reports “Pay and Report”, and “Scottish Medicines Consortium Recommendations”. This will include retrieval of information, manipulation of data.

* To develop and review Standard Operating Procedures (SOPs).
* Tracking the Scottish Drug Tariff, Patient Access Scheme register and National Procurement outputs to keep abreast of any changes in medicine prices and highlighting any changes to the Medicines Management Team.
* The development of prescribing newsletters/bulletins as relevant to own area
* To collate and manage any specialist drug forms received into Prescribing Support mailbox from GP Practices if based in primary care
* Review and maintain information relating to medicines shortages.
* Produce various flow charts and diagrams if required.
* If required, approval of unlicensed special requests from Community Pharmacies and maintain the database of records if based in Primary Care
* Responsible for the maintenance of IT systems and databases such as Scriptswitch, Specials, Pharmacy Prisms/PIS reports, Rx Info of the Scriptswitch profile with the Medicines Management Team.
* Using WordPress for maintaining the relevant pharmacy Internet/ Intranet sites.
* Support the department with the induction of new staff and trainees aligned to roles and responsibilities.
* Demonstrate activities to new members of staff as necessary.
* Provide training to other members of the pharmacy team and other healthcare professionals.
* Undertake any in service training within the Department where appropriate
* To undertake other duties as identified by Lead Pharmacist Formulary and Medicines Management or the Director of Pharmacy which are relevant to own job role

1. **Policy and Service**

Adhere to local board policies and procedures, including Health & Safety at Work and COSHH regulations referring to the appropriate senior member of staff when necessary.

Comply with current legislation, code of ethics, conduct and practice relevant to the pharmacy technician profession.

1. **Business Planning**

To provide data and reports for Business Planning.

1. **Service Development**

To participate in benchmarking of pharmacy services and suggest any new ways of working which could improve the quality of services and maximise use of resources.

To identify service deficiencies and advise the Lead Pharmacist Formulary and Medicines Management.

1. **Resource Management**

To effectively manage your own time.

To be responsible for personal safety and security and for personal use of organisational resources.

1. **Risk Management**

To ensure that the risk to patients and staff in the provision of pharmaceutical care and services is minimised, by carrying out and reporting on risk assessments and preparing and implementing associated action plans and to report medication and other incidents.

1. **Research; Education & Training**

The postholder will be responsible for continuous audit of all relevant databases and systems and will lead on any quality improvement projects specific to own area

1. **Quality and Audit**

To comply with the quality policy and ensure that the specific requirements of quality assurance are met.

To undertake clinical governance activities including audits of prescribing data to identify opportunities for improving quality and cost effectiveness.

1. **SYSTEMS AND EQUIPMENT**

### Equipment

* Daily use of a computer.
* Computer packages used within the job include standard Microsoft Office packages particularly Word, Excel, Outlook and Access.
* Regular use of Microsoft teams for meetings and communication.
* Use of the Telephone.
* Use of printer, photocopier and scanner (MFD)

### Systems

* Creating and populating databases and maintaining records.
* Using PRISMS® , RxInfo modules, HMUD and other systems in Primary Care or Acute setting, as necessary, to obtain prescribing information, co-ordinating and aiding in the production of reports and the dissemination of information to various multidisciplinary teams.
* Working with Patient Information System (PIS) via PRISMS data.
* Scriptswitch
* GP prescribing systems
* Pharmacy Stock Control System, Homecare Module, HePMA, eForms

1. **ASSIGNMENT AND REVIEW OF WORK**

The post holder will be responsible for organising their own work on a day-to-day basis, to work on their own initiative and to respond to the tasks delegated by the Lead Pharmacist Formulary and Medicines Management and occasionally the Director of Pharmacy.

A work plan in conjunction with personal development plan is agreed and reviewed with line manager

The post holder has responsibility to develop the work plan and is expected to use initiative, resolve problems and manage their own time effectively

The work of the postholder will be appraised regularly and will have an annual TURAS appraisal.

1. **COMMUNICATIONS AND WORKING RELATIONSHIPS**

**Internal Communication**

The post holder will be expected to communicate regularly by telephone, emails, personal contact or in writing and present complex data information to various stakeholders in Primary Care or Acute depending on work setting:-

* Director of Pharmacy.
* Associate Directors of Pharmacy
* Prescribing Support Pharmacy Team
* Medicines Management Team
* Pharmacy Procurement Team
* Medicines Homecare Pharmacy Team
* Pharmacotherapy Pharmacy Team
* Pharmacy Administration Staff
* Other healthcare professionals relevant to service.
* Acute & Specialist Services Pharmacy Team
* Information Services colleagues

The postholder attends regular departmental meetings to provide and receive information, and to lead on development and monitoring of designated action plans.

**External Communication**

The post holder will be expected to communicate regularly by telephone, email personal contact or in writing with various stakeholders in Primary Care or Acute depending on work setting:-

* Health Service staff from other Health Board Areas
* General Medical Practitioners
* Practice Managers and other Primary Care Health staff
* Community Pharmacy staff
* National Procurement Pharmacy Team

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

* The physical skills needed for the job include keyboard skills.
* The physical effort needed for the job includes sitting for long periods of time using a computer and occasionally the ability to carry a laptop.

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

* The mental demands of the job include high personal standards, pride in work ,good quality observational skills and attention to detail, willingness to learn and meet new challenges
* The emotional demands of the job include the ability to deal with a wide range of people across the health service, industry and occasionally members of the public. Honesty, discretion knowing personal capabilities and willingness to learn.
* Prolonged periods of concentration when looking at prescribing data, exel spreadsheets/database.

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

1. Must have a Pharmacy Technician Qualification such as an SVQ 3 and a relevant checking qualification or SVQ 4/5 in Pharmaceutical Sciences.
2. Must be a Pharmacy Technician who is registered with the GPhC
3. Has knowledge and understanding of the different sectors in pharmacy and how they fit together
4. The jobholder must be able to demonstrate self-motivation, problem solving skills and be able to use own initiative.
5. Good working knowledge of IT packages including MS Office Word, Excel etc.
6. The jobholder must be able to demonstrate that they have excellent communication skills and be able to receive, understand and clearly present information.
7. Able to demonstrate that they can plan and prioritise work to meet agreed targets and timescales.
8. Undertake statutory training provided.
9. Committed to maintaining professional competence, identifying and meeting continuing professional development needs.
10. Awareness of drug budgeting principles within NHS Scotland
11. Awareness of purchasing processes in community pharmacy and hospitals.
12. Must have knowledge of medicines management including relevant legislation
13. Must be willing to work towards further professional qualifications if desired
14. Must be able to demonstrate knowledge of audit and quality improvement
15. Must be educated to degree level or be able to demonstrate equivalence

**10.Analytical and judgement skills**

This postholder will be utilising various IT systems to analyse patient and prescribing activity data to a high standard

**11.Responsibility for patient/client care**

Provides pharmacy service including information on medications and prescribing to GPs, Community Pharmacies, Primary Care Teams and other healthcare providers dependant on which sector the role is based in.

**12. Planning and organisational**

Take on the role of Professional Secretary for New Drugs and Formulary which involves sending out new SMC advice to the appropriate clinicians, managing the proformas and updating the relevant database. Preparing agendas/minutes etc for the meetings.

**13.Freedom to Act**

**The post holder is an automous practitioner who works withing their own scope of practice and to the standards required by the GPhC and works within medicines management action plan protocols**

**. JOB DESCRIPTION AGREEMENT**

**Job Holder’s Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

# DEPARTMENT ORGANISATION CHART

Operational Services Manager (Professional Lead for Pharmacy Technicians)

Associate Director of Pharmacy

**Medicines Management Pharmacy Technician(s)**

**LeadLead Pharmacist Formulary & medicines management and Medicines Management**

**Director of Pharmacy**

**Medicines Management Pharmacy Technician(s)**

**LeadLead Pharmacist Formulary & medicines management and Medicines Management**

**Director of Pharmacy**