# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Pharmacy Support Worker – Pharmacotherapy**

**Responsible to: Lead Pharmacy Technician – Primary Care**

**Department(s): Pharmacy, Primary Care**

**Hours per week:**

**Salary:**

**Job Reference: RV-BN-HSS-21-09**

**2. JOB PURPOSE**

A Pharmacy Support Worker (Primary Care) / Pharmacotherapy Assistant will work closely with the Primary Care Pharmacy Team assisting with the delivery of the Pharmacotherapy Service in NHS Forth Valley

You will assist in the collection and collation of information, input of data and other similar tasks using standard operating procedures to support the pharmacist and pharmacy technician in their role.

Some of the key elements are:

* Supporting pharmacotherapy activities using standard operating procedures e.g Level 1 medication reviews
* Assisting in the promotion of cost-effective prescribing
* Supporting with the organisation of tasks for the Cluster pharmacy team
* Working to standard operating procedures to document changes to patient records.
* Receiving referrals for medication reviews or serial prescriptions for onward referral to the pharmacist/pharmacy technician.
* In partnership with pharmacy team and GP practice colleagues, to discuss any improvements to practice prescription (acute and repeat) processes.
* Organising pharmacist’s clinics and care at home appointments with patients.
* Acting as a point of contact for stock supply issues relevant to the practice.
* Acting as apoint of contact for the pharmacy team, on areas such as supply problems, issues with prescriptions.
* Triaging requests for medications and information to the most appropriate member of staff.

**3. ROLE OF THE DEPARTMENT**

The post holder will work as part of the Area Pharmacy and Prescribing Support Team, which is led by the Associate Director of Pharmacy for Primary Care and Community Pharmacy Services.

The post holder will assist in the provision of support on a range of pharmacy services specific to GP practices and/or care homes in Falkirk, Stirling and Clackmannanshire.

**4. SCOPE AND RANGE**

The post holder will assist in aspects of prescription management, from receipt into the practice, communicating with practice staff, pharmacy team colleagues, community pharmacies and any other relevant healthcare professionals pertinent to the task. In addition, the post holder will assist with medicines management tasks under the direction of a pharmacy technician.

This role will work in partnership with GP’s, administration staff, GP practice staff, care home, community hospital and community pharmacy staff.

**MAIN TASKS, DUTIES AND RESPONSIBILITIES**

**Team co-ordination duties**:

* To receive referrals for medication reviews or serial prescriptions and support the communication around stock supply issues.
* Act as a point of contact for the pharmacy team e.g. take messages about supply problems, issues with prescriptions and be able to triage the information to the most appropriate member of staff.

**Medicines focused role**:

* Facilitate the set up of serial prescriptions and assisted technology services to patients identified by the team. This may include identification of potentially suitable patients subject to an agreed protocol.
* With training, and working under standard operating procedures :
  + Setting medication review dates and use these to populate pharmacist clinics to ensure appropriate medicines are reviewed
  + Reviewing prescription requests coming into practices and triage medication issues to the most appropriate team member
  + Collecting and collating patient-related prescribing and clinical data from practice computers and or patient’s notes to assist the team.
* Under the direction of pharmacists/pharmacy technicians and working to standard operating procedures make changes to patients’ repeat prescription records. The post holder would be directed to make specific changes e.g. inactivating one medicine and replacing with another.
* Work under the direction of pharmacists/pharmacy technicians and working to standard operating procedures, update patients’ medication records with any changes made. This would include:
  + Removal of duplicate or similar repeat prescription items.
  + Review of duplicate repeat prescription issues – reviewing repeat prescriptions that have been reissued within three days of original prescription.
  + Removal of obsolete repeat prescriptions that have not been ordered within a specific time period e.g. one year
  + Compliance check - a review of an individual patient’s repeat medicines list to identify if there are items which have not been ordered, ordered infrequently or which have been over-ordered.
  + Alignment of repeat prescription item quantities to a set number of days supply - at an individual patient level, a review of the repeat prescription items to identify if there is a mismatch in the number of days supplied e.g. a mix of 28 and 56 day items.
  + Synchronisation of repeat prescription item ordering, bringing the medication order dates into line.
  + Review of medication that is supplied external to the practice e.g. hospital issue only medication to ensure these are correctly identified in patient records.
  + A review of a patient’s suitability for serial prescriptions as part of the Medicines Care and Review service and refer to the pharmacists/pharmacy technicians.
* Under direction of the pharmacists and pharmacy technicians, inform patients of any changes to their medicines in a professional manner and to have the capacity to support and reassure patients when necessary and to deal with any issues or concerns that may arise within the boundaries of the post and refer onwards to the most appropriate person in the team if necessary.
* Run reports using the Scottish Therapeutics Utility (STU) Tool and other data sources to identify specific patients, patient groups and to generate reports. Collect, collate and manipulate this data to be presented to pharmacy and GP practice staff

**Care** **Home**

* Assist with the review of care home medication ordering between care home, general practice and community pharmacy
* Ensure storage conditions of medicines within care homes are adequate
* Assist in promoting cost effective use/ordering of medicines within care homes to reduce medicine waste

**Community pharmacy liaison**

* Assist with the set up and roll out of serial prescriptions and assisted technology initiatives.
* Assist with medication and prescription enquires and refer to the appropriate healthcare professional. Assist with the promotion of Pharmacy First within practices.

**Communication**

* Maintain effective communication pathways between the Pharmacy team, GP practices, community pharmacies and other colleagues.
* Communicate service-related information verbally and assist in the written reports to GP practices, pharmacy and locality team colleagues.
* Communicate drug information in an understandable format, verbal and written, to all interested parties, including patients, carers and community pharmacies.
* Assist the pharmacy team with queries and complaints from patients, GPs, and other service users in a sensitive and tactful manner to address any concerns/comments and negotiate a satisfactory and appropriate outcome or pass on to the relevant team member.
* Maintain confidentially, including patient specific data and prescribing data, at all times in accordance with the Data Protection Act and Caldicott guidance.
* Attend and participate in multidisciplinary meetings and working groups e.g. Pharmacy Team and GP practice meetings.

**Clinical governance**

* Assist in the response to Drug Recalls, safety alerts and medication shortages by running searches on GP Practice electronic patient record systems for patients affected.

**Others**

* To carry out any other duties as appropriate with the grade
* Recognise personal limitations in all areas of work while demonstrating responsibility
* Abide by and adhere to NHS Scotland Healthcare Support Worker Mandatory Induction Standards and HCSW Code of Conduct
* Ensure personal and service development as directed by the Lead Pharmacy Technician by attending appraisals and objective setting.

**Service Development**

* Support the Pharmacy Team in assisting with the development of new and existing prescribing support models which can be effectively delivered by the post holder

**EQUIPMENT AND MACHINERY**

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The post holder will utilise the following resources on a regular basis:

* Laptop, desktop computer, scanners, printers and fax machines
* Daily use of software applications, including Microsoft Office;Internet/Intranet;email for communications and internet searches of publications; information on drugs; clinical literature searches, etc.; the use of PRISMS/PIS, Scottish Therapeutic Utility Tool GP Clinical IT system(EMIS, EMIS Web, DOCMAN)

The post holder will also be required to have advanced, accurate keyboard skills to ensure that patients’ records are precisely correct, with little to no margin for error.

**SYSTEMS**

Training will be provided to ensure the post holder can effectively and efficiently work within a range of established systems which underpin the prescribing support service.

This includes using the following systems for information to assist analysis and report writing:

GP practice database e.g. EMIS PCS and EMIS Web; STU, Docman

The post holder will ensure they are appropriately trained if using other equipment.

**DECISIONS AND JUDGEMENTS**

The post holder is required to work within defined operational frameworks and protocols, which call upon them to act decisively with some autonomous decision making and problem solving.

A combination of protocol criteria and the post holder’s own judgement of when to defer to the pharmacists/pharmacy technicians.

Analyse and decide when appropriate to investigate medicine supply issues

Work is carried out in practices or hubs under supervision. Changes relating to patient medication records will be carried out only following approval from the GP practice staff, pharmacists/pharmacy technicians.

The jobholder will have regular performance reviews with their line manager however, day to day guidance on prescribing issues will be obtained by close working with the pharmacists/pharmacy technicians.

**COMMUNICATIONS AND RELATIONSHIPS**

Links are to be formed with:-

* Primary Care Pharmacy Team
* Central Prescribing Team
* General Practitioners, Practice Managers and other practice staff
* Practice and community based nurses including nurse prescribers
* Community pharmacists and staff
* Technicians, pharmacists and clinicians within secondary care
* Social work staff, paid/unpaid carers
* Patients and family members

The post holder will communicate with the range of people described above under the direction of the pharmacists/pharmacy technicians. Information is often confidential and requires to be handled and communicated in a sensitive manner. Overcoming barriers to communication and having an understanding that a wide range of factors which can make communication difficult is key.

**PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB**

**Physical**

Desk based work predominately in GP practices or Hubs. Post holder may be required to carry a laptop, files and folders between practices. A computer is used on a daily basis.

**Mental**

The work requires frequent concentration when amending patient records, preparing

information for practices and participating in meetings. There are regular interruptions from GPs, practice staff, community pharmacies and colleagues to respond to requests for advice, support and to deal with incidents. Organising several different activities across multiple sites requires considerable planning. The workload in this post is somewhat unpredictable with interruptions from various stakeholders, meaning the post holder will need to be flexible, versatile, and adaptable to prioritise their workload effectively. Occasionally, the postholder will be required to concentrate on intricate documentation for long periods of time, ensuring, maximum accuracy in the work of updating and analysing patient records.

**Emotional**

The post holder is required to respond sensitively to patients, carers, or relatives about concerns around specific changes to medicines which can be challenging. There may be occasional exposure to distressing or emotional circumstances such as care of the terminally ill or dealing with patients with severely challenging behaviour.

**Environmental**

Travel to other practices or Hubs may be required during the work day.

**MOST CHALLENGING / DIFFICULT PARTS OF THE JOB**

The jobholder will need to assist in the development of report analysis and be able to manage their own time working on more than one project at any one time. The post holder will have access to confidential information relating to patients and their carers. They will also have access to prescribing information and data. All such information, from any source, is to be regarded as strictly confidential.

The post holder under the direction of the pharmacists/pharmacy technicians will be making alterations to the medication records of individual patients. It is vital that such changes are made accurately. The post holder will be required to work for prolonged periods requiring a high degree of concentration and accuracy at all times.

**KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Essential skills:

* Experience to SVQ Level 6 (equivalent to NVQ3) in Pharmacy Services, or a willingness to work towards this qualification.
* Experience of dealing with the public.
* Excellent attention to detail.
* Experience of working in an administrative role. Experience in the NHS or a Healthcare or Pharmacy role is desirable.
* Demonstrate commitment to continuing self-development.
* Good knowledge of medicines commonly prescribed in Primary Care.
* Awareness of law and good practice related to prescribing, storage, and handling of pharmaceuticals.
* Strong motivation, organisation, and prioritisation skills to work independently.
* Good negotiating and inter-personal skills to work as part of a team.
* Excellent written and verbal communication skills (Standard Grade English), showing tact and diplomacy when required.
* Excellent computer skills – Word and Excel and ability to learn new systems.
* Stress tolerant.
* Adaptable and flexible, open to different systems of working and able to identify potential for progress.
* Show willingness to participate in service development.
* Able to maintain confidentiality and work in line with NHS Forth Valley confidentiality policy.
* Adhere to General Pharmaceutical Council (GPhC) standards for pharmacy professionals.
* Undertake mandatory training requirements in accordance with NHS Forth Valley policy and procedures.

**7. DEPARTMENT ORGANISATION CHART**

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|  | Associate Director of Pharmacy  Primary Care |  |  |  |  |  |  |  |  |
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| Lead Pharmacist  Primary Care |  |  |  |  | Lead Technician  Primary Care |  |  |  |  |
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| Pharmacists  Primary Care |  |  |  | Pharmacy Technicians  Primary Care |  |  |  |  |  |
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|  |  |  |  | Pharmacy Support Workers  Primary Care |  |  |  |  |  |
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