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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Pre-Registration Pharmacy Technician Responsible to: Pharmacy Technician Team Manager/ Principal Pharmacy Technician, Pharmacotherapy at base location  Department(s): PharmacyDirectorate: PharmacyOperating Division: Pharmacy ServicesJob Reference:CAJE No: 800-3392No of Job Holders: variableLast Update: November 2024  |

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| 2. JOB PURPOSE |
| * Undertakes the intensive 2 year in-house Pre-registration Pharmacy Technician training programme to fulfil the range of duties of a Pharmacy Technician.
* Undertakes and successfully completes the education and training associated with the Diploma in Pharmacy Services and SCQF Level.
* Undertakes the duties of a Pharmacy Technician in which the post-holder has been appropriately trained and has been assessed as being competent.
* Assists the Pharmacy Technician Team Manager in the provision of an effective pharmaceutical service to patients and staff in NHS Ayrshire & Arran by performing those tasks within the service that require a high degree of technical expertise.
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| **3. DIMENSIONS** |
| * Rotational post required to work in all areas of the pharmacy department and Primary Care , including distribution, dispensary, aseptic dispensing, GP practices and care homes.
* Required to visit wards within the hospital to assess the requirements for medicines by checking individual in-patient prescriptions against agreed ward stock levels, and to initiate orders for further supplies as part of the medicines top-up service.
* Will be required to work in other pharmacy departments, GP practices and care homes within NHS Ayrshire & Arran on a regular rotational basis and as required
* Required to work in GP practices across one of the Health & Social Care Partnerships (H&SCP) on a regular rotational basis
* Required to visit care homes within designated H&SCP to assist in the medication order process and undertake medication reviews
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| 4. ORGANISATIONAL POSITION |
| **(PLEASE SEE SEPARATE ORGANISATIONAL CHART)****Professionally accountable to:** Director of Pharmacy**Managed by:** Pharmacy Technician Team Manager/Principal Pharmacy Technician, Pharmacotherapy at Base Location**Supervised by:** Principal/Senior Pharmacist or Pharmacy Technician Specialist/ Higher Level in relevant department section.**Peers:** Pre-Registration Pharmacy Technician, UHA/UHC/WV/Primary Care |
| 5. ROLE OF DEPARTMENT |
| The function of the pharmacy service is to develop and deliver integrated patient focused pharmaceutical care, which meets the present and anticipated needs of the population of NHS Ayrshire & Arran in accordance with the Local Health Plan and national strategies. The intention of the service is to link all branches of the profession in order to better co-ordinate pharmaceutical care for patients and members of the public. The focus is on active participation in, and contribution to multi disciplinary, multi professional and multi agency teams in a fully integrated manner. The main responsibilities are :* The development and operational delivery (managed services) of pharmaceutical care across NHS Ayrshire & Arran
* The provision of expert advice on pharmaceutical matters to the NHS Board, Healthcare Directorates, 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 and cost effective prescribing taking into account the clinical needs of individual patients
* The integration of services based on patients and integrated care pathways not boundaries
* The provision of support for the work of the 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.
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| 6. KEY RESULT AREAS |
| **a) Main Duties and Responsibilities***The post-holder is trained in the duties listed below and performs them under supervision until appropriate training has been successfully completed.****Distribution****:** Receives and assesses orders from wards and departments, notifying the appropriate Pharmacy Technician Higher Level or pharmacist of potential problems that may impact on patient care.
* Prioritises the urgency of supply and organises the distribution to wards, departments and clinics to ensure that supplies are available to patients and staff.
* Assesses ward stock requirements as a result of reviews of in-patient medicines prescription sheets to ensure availability of stock on ward.
* Ensures appropriate stock levels of drugs, storage conditions and the monitoring of expiry dates in the emergency room at offsite hospitals.
* Reviews and maintains ward stock lists at regular intervals ensuring that the lists reflect the current needs of the ward.
* Computer inputs, assembles, packs and dispatches orders in accordance with guidelines for lifting and handling and security of stock.
* Inspects returned stock to assess fitness for re-use and updates computer files accordingly.
* Ensures that stock is rotated to avoid expiry of stock in the pharmacy and at ward/department level.
* Releases orders from the robot.

***Dispensary****:** Dispenses prescriptions by assembling individual drug items, preparing direction for use labels and dispensing items in accordance with each prescription prior to final prescription check.
* Receives prescriptions from ward staff and patients and carers, assesses liability for prescription charges (private prescriptions) and logs prescriptions in dispensary via prescription tracking system.
* Handles cash payments where relevant (private prescriptions).
* Manufactures non-sterile medicines that are not commercially available such as ointments and powders from raw ingredients prior to final product check.
* Prepares product information labels and worksheets for repackaging and over-labelling medicines prior to final product check.
* Assembles and replenishes Emergency Kits prior to final checking.

***Aseptic Dispensing****:** Dispenses aseptically prepared medicines for individual patient needs.
* Carries out aseptic manipulations using syringes and sterile devices in order to prepare Chemotherapy, Total Parenteral Nutrition and Intravenous Additives for individual patients, in accordance with standard operating procedures.
* Assembles ingredients and sundries necessary for dispensing individual products.
* Prepares product information labels, worksheets and patient name labels, inspects and labels prepared products prior to final dispensing check.
* Cleans and changes gloves on isolator dispensing cabinet.
* Carries out Environmental Monitoring in the Aseptic Suite using the Quality Assurance equipment in accordance with standard operating procedures.
* Listed in the Intrathecal Register as one of a restricted number of technicians authorised to prepare intrathecal injections.

***GP Practices/Care Homes:***Assist in the delivery of all tasks outlined in General Medical Contract 2018 for Pharmacotherapy Service including:* Medicines reconciliation
* Actioning of acute prescribing requests
* Actioning of hospital immediate discharge letters
* Non-clinical medication reviews
* Medication management advice & reviews within care homes
* Promoting formulary adherence

***Education and Training****:** Undertakes and successfully completes the education and training associated with the Diploma in Pharmacy Services at SCQF level 8
* Undertakes and successfully completes the 2year in-house training programme and the pharmacy training manuals for each work area.
* Undertakes statutory and mandatory training.
* Undertake NES Fundamentals of working in General Practice
* Undertakes Health Care Support Workers training
* Participates in the training of Pharmacy Support Workers and other Pre-Registration Pharmacy Technicians and Pre-Registration Pharmacists.
* Participates in educational and training programmes and other activities to develop own skills as part of commitment to personal development planning.
* Attends and presents at regular departmental training meetings.
* Undertakes audit and research as required.

**b) General Duties*** Actions as appropriate out of stock and non-stock items.
* Receives telephone calls for orders and enquiries.
* Completes and files appropriate documentation in all areas of work.
* Jointly responsible with other pharmacy staff for ensuring that the security of medicines is maintained at departmental level and promoting good practice regarding the security of medicines during transit and at ward level.
* Takes appropriate readings from recording equipment in accordance with standard operating procedures and reports any deviations from the norm.
* Participates in departmental rotation as appropriate to the grade.
* To participate in departmental rotas including weekend, extended hours and public holiday as outlined in the contract associated with this post.
* Maintains safe systems of work in accordance with the Health & Safety Manual, Control of Substances Hazardous to Health regulations and complies with departmental standard operating procedures at all times.
* Contributes to the development of the pharmaceutical service.
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| 7a. EQUIPMENT AND MACHINERY |
| * Operates pharmaceutical isolators and aseptically manipulates fine tool devices to prepare Chemotherapy, Total Parenteral Nutrition and Intravenous Additives for individual patients, in accordance with standard operating procedures.
* Operates IT equipment at ward and departmental level.
* Operates microbiological air sampler and particle counter to measure levels of contamination in the aseptic unit.
* Assembles, operates and cleans equipment used in the preparation of medicines in accordance with standard operating procedures.
* Operates the photocopier and fax machine.
* Uses telephone and paging system.
* Uses robots.
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| **7b. SYSTEMS** |
| * Uses JAC pharmacy computer system, Hospital Electronic Prescribing and Medicines Administration system (HEPMA) and the ChemoCare system to input and retrieve information in connection with duties above and to produce reports.
* Inputs information on JAC computer system which has been generated by self or another party.
* Uses GP practice IT clinical systems and programmes e.g. EMIS, Vision, Docman and EMIS Web
* Uses Microsoft Office computer soft ware for internet enquiries, word processing, labelling, spreadsheets and PowerPoint for presentations to staff.
* Uses Internet, NHS Intranet, eLearning and eMail.
* Uses Prescription Tracking System.
* Uses Prescribing Information System for Scotland (PRISIMS) and Prescribing Information System (PIS) to provide prescribing information and reports to GP practices
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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post-holder is managed by the Pharmacy Technician Team Manager/Principal Pharmacy Technician, Pharmacotherapy* The post-holder is required to work under the direction of the Pharmacy Technician Team Manager/Specialist Technician, Pharmacists and qualified Pharmacy Technicians in each department section.
* The Lead Pharmacy Technician Specialist/Higher Level in each department section or GP practice assigns daily duties.
* Works under supervision but may carry out tasks independently when appropriate training has been successfully carried out.
* Works within standard operating procedures.

 A review of performance will be carried out by the Pharmacy Technician Team Manager/Specialist Technician or nominated Pharmacy Technician Specialist /Higher Level.The job description will be reviewed in collaboration by management and post-holders. |

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| **9. DECISIONS AND JUDGEMENTS** |
| * Makes judgements on urgency of supply and prioritisation of assigned duties.
* Makes judgements on whether requests for ward supplies are appropriate or should be referred to the appropriate technician for further investigation.
* Makes judgements on whether an enquiry should be answered directly using own knowledge and skills, or should be referred.
* Recognises personal and professional limitations in all areas of work.
* Respects patient confidentiality and work within the boundaries set down by the data protection act and Caldecott guidance.
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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * Adapting to the complex variety of work within the different areas of the pharmacy department to be able to assist professional staff where necessary.
* Developing the knowledge and physical skills of a qualified pharmacy technician.
* Coping with time pressures resulting from bed management crises and others to ensure that the appropriate pharmaceutical supplies are available to users of the pharmacy service when they are required.
* Influencing GP practice staff and care home staff in the promotion of high quality, evidence based and cost effective improvements in prescribing practice.
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| **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.* The post holder is required to communicate with other members of the pharmacy department to promote an effective and efficient pharmacy service.
* Liaises with staff in wards and departments to resolve supply issues and answer simple enquiries.
* Communicates effectively in a manner in keeping with the professional operation of the department.
* Communicates with patients and staff regarding prescriptions, information of expected waiting times, prescription charges and further supplies, either in person or by telephone including where there may be communication difficulties.
* Communicates with medical, pharmacy and nursing staff when appropriate and feedback any changes to medication.
* Updates community pharmacists and care homes with any changes to patients repeat medication whilst on rotation in GP practice.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT / SKILLS:*** Computer keyboard skills used daily for long periods.
* High level of hand-to-eye co-ordination required during aseptic preparation. Aseptic manipulation skills/technique, validated 3-monthly.
* Periods of physical constraint sitting in a restricted position when working in an isolator cabinet in the Aseptic suite and generating labels using the JAC computer system
* Manual dexterity used daily.
* Frequent periods of physical constraint to generate labels using the JAC computer system.
* Frequent standing for periods of time in a restricted position to repackage medicines, dispense prescriptions and dispatch orders.
* Lifting and handling skills used frequently for short periods to lift, move and load boxes and containers some of which will be over 15 kilos. Includes the transport of medicines to be returned to pharmacy that are no longer in use at ward level.
* There is a regular need to drive safely to GP practices and care homes within the organisation.
* Movement between work bases requires carriage of relevant folders, paperwork and possibly laptop on a regular basis from work placements to home.

**MENTAL EFFORT / SKILLS:*** Frequent periods of concentration when dispensing items for prescriptions and for aseptic dispensing.
* 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.
* Under direction during training calculates doses for critical care areas e.g. for chemotherapy, Total Parenteral Nutrition for adults and neonates, ITU and paediatrics.
* Extensive daily use of a PC whilst working in GP practice may be carried out within an area which is busy and noisy but the post holder needs to concentrate on the task in hand. Any errors could have serious consequences for the patient.

**EMOTIONAL EFFORT / SKILLS:*** Occasional direct contact with patients, relatives and carers collecting prescriptions, some of whom may be physically or emotionally distressed, aggressive, and terminally ill or who may have mental health disorders.
* The post holder is required to handle sensitive information with GPs and patients with due consideration
* The post holder may have to deal with patient and / or GP enquires or complaints whilst in GP practice
* The post holder has to manage communication with a wide variety of hospital/GP practice/care home and community pharmacy staff

**WORKING CONDITIONS:*** Occasional exposure to toxic pharmaceutical materials.
* Frequent direct/indirect patient contact involving exposure to environmental risk at ward level.
* Required to work in areas where the temperature is uncontrolled.
* Occasional exposure to verbal abuse.
* Regular VDU use.
* Occasional unpleasant odours from wards or care homes.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post-holder is required to undertake the Diploma in Pharmacy Services and successfully complete the appropriate SCQF level 8 and complete these qualifications within two academic years from commencement. **Qualifications:** Four National 5 Grades at level A or B or equivalent including English, Mathematics, Biology and Chemistry **Experience:**Essential – Full driving licenceNumeracy skillsCommunication skills (*oral and written*)Good customer care skillsGood IT skills***Desirable*** S/NVQ Level 2 transferrable units**Knowledge**:*Desirable* - Knowledge of the technical aspects of pharmacy. *Desirable -* Knowledge of pharmacy policies and procedures.Desirable – Knowledge of NHS Ayrshire & Arran Pharmacotherapy Service.*Desirable**-* Knowledge of NHS Ayrshire & Arran policies and procedures.*Desirable -* Knowledge of relevant national standards, guidelines and regulations. |