#### Form JE 5



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| 1. JOB IDENTIFICATION |
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| Job Title: | Pharmacy Technician |
| Responsible to: | Specialist Pharmacy Technician |
| Department(s): | Pharmacy Department |
| Directorate: |  |
| Operating Division: | Ninewells/PRI |
| Job Reference: | **Sc06-971(REV24)** |
| No of Job Holders: | Various  |

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| 2. JOB PURPOSE |
| To accurately dispense, issue and final accuracy check prescriptions, carry outward technical services and supply medicines to wards/departments and to assist with the organisation of daily workload.To provide advice and information regarding the availability and storage of medicines to pharmacy and other healthcare staff.To train Pharmacy Support Workers, Student Pharmacy Technicians and pre-registration Pharmacists in accordance with standard operating procedures.To aseptically dispense products for Aseptic services. |
| **3. DIMENSIONS** |
| The post holder will contribute to the provision of the pharmacy service by:·      Supporting the wider pharmacy team in providing day to day management of the service.·      Planning and undertaking orientation, induction, training and supervision of pharmacy technicians, Pre-registration trainee Pharmacy Technicians and Pre-registration Pharmacists working in the department.·      Providing a clinical technical service by undertaking the dispensing and final accuracy checking of medicines in accordance with Standard Operating Procedures (SOPs).·      Co-ordinating the supply and delivery of medicines to destinations across NHS Tayside, which may include wards, departments, other hospitals and GP practices.Ensuring appropriate stock management including overseeing the re-stocking of shelves, stock rotation, stock balancing and expiry date checks and maintaining clean and tidy storage areas.·      To lead strategic and operational planning and research within Tayside, and contribution to national strategy with the respect to the medication related needs of the clinical area. ·      Participating in quality control and environmental monitoring. 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. |

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| 4. ORGANISATIONAL POSITION |
| Head of Clinical Pharmacy Lead Clinical Pharmacist Pharmacy Support Worker Specialist Clinical Pharmacist Senior Clinical Pharmacist Pharmacy Technician  |
| 5. ROLE OF DEPARTMENT |
| 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 and to provide medicines through systems of quality control, which ensures safe, effective and economic use. |
| 6. KEY RESULT AREAS |
| Dispense and final accuracy check individual in-patient, outpatient and discharge prescriptions which may include cytotoxics, extemporaneous items and controlled drugs following standard operating procedures. Improves the patients journey through, working closely with patients and healthcare staff at ward level, performing clinical activities including, assessing patients own medicines are suitable for use in hospital, providing sufficient supplies of medicines for in-patient stay and on discharge and supporting the discharge process, to ensure efficient, effective medicine and discharge management.To aseptically dispense products including total parenteral nutrition and cytotoxic agents, working with minimal supervision within SOPs.To carry out agreed environmental monitoring.To ensure the safe and secure handling of medicines on a personal level as well as monitoring and guiding others involved in the process.Provide a clozapine monitoring and supply service for community and hospital-based patients. Liaise with other healthcare professionals to ensure blood monitoring is taking place. After training, enter/retrieve patient information and blood results from the Electronic Clozapine Patient Monitoring Service (ECPMS).To maintain effective control of pharmacy stock through reconciliation and on-going expiry and stock level checks, including controlled drugs, investigating and correcting stock discrepancies in accordance with Standard Operating Procedures.Ensure the accurate, timely, safe and secure receipt, storage and distribution of medicines.Assemble medicines for distribution to locations including wards, departments and external hospitals etc.Resolves discrepancies and problems with supply of goods to ensure continuing availability of medicines for patients, in accordance with SOPs. E.g. Incorrect item supplied, incorrect quantity supplied, item missing from order, to-follow items required for patients. To assist in training of staff and to supervise the work of student pharmacy technicians, pharmacy support workers and other staff as appropriate, following Standard Operating Procedures.To contribute to the production and implementation of standard operating procedures (SOP’s) and assist in the safe, effective delivery of technical services through the use of these SOP’s.Up-date and maintain electronic files involving confidential patient information following standard operating procedures.To participate and contribute towards Performance Development Review and Continuing Professional DevelopmentAttend appropriate educational and training events as requiredTo assist in organisation and prioritisation of the daily workload.Participates in internal and external audit and review as applicable to meet the needs of the service.To deal with queries from patients, staff and visitors and answer the telephone in a courteous manner referring to other staff when appropriate.Record and retrieve incoming and outgoing workload information on the electronic data collection systemMaintain a safe, secure, clean and tidy department whilst complying with health and safety regulations.Undertake the production, filing and archiving of requisitions and documentation.To participate in weekend working and public holiday rotas.**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.*To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.* |
| 7a. EQUIPMENTAND MACHINERY |
| * Trolleys
* Fax machine
* Computer
* Photocopier
* Telephone
* Electronic data collection equipment
* Kick stools
* Refrigerators and freezers
* Air sampler
* Laminar airflow cabinets, isolators
* Pressure gauges
* Weights, measures, balances, syringes & needles
* Printer
* Calculator
* Tablet & capsule counter
* Personal protective equipment
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| **7b. SYSTEMS** |
| * NHS Tayside Health and Safety, Communication and information security and any other relevant policies
* Departmental policies and standard operating procedures
* Performance Development Review
* Paging system
* NHS e-mail and Intranet system
* Pharmacy computer system
* Electronic data collection system
* Electronic Clozapine Patient Monitoring System

**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. |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| 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, which ensures safe, effective and economic use.OperationalThe post is rotational and therefore the post holder is required to participate in the delivery of a range of pharmacy services and perform a variety of skills, in different environments, whilst maintaining pharmaceutical standards and quality. The post holder must be flexible and have the ability to move readily and competently between pharmaceutical disciplines. The post holder is required to carry out duties in the pharmacy dispensary, aseptic (sterile unit), store and also at ward level. The post holder will contribute to the delivery of one or more of these services:* Aseptic services with an annual workload of:

 Approximately 34,000 items per annum* Dispensing services with an annual workload of:

 Approximately 176,000 items per annum* Medicines Management and Distribution of Medicines – number of items supplied per annum:

 336,000As a member of the team, the post holder will: * Dispense and final accuracy check medicines for individual patients
* Receive and distribute medicines within the Pharmacy Department while assisting with stock control
* Participate in the management of medicines at ward level
* Participate in Quality control and environmental monitoring

**Professional**Pharmacy technicians are a professional group of staff forming part of multi-disciplinary teams working to ensure high quality pharmaceutical services. In order to practice as a registered pharmacy technician, professional competence must be maintained through participation in mandatory Continuing professional Development (CPD). The GPhC Standards of ethics and performance must be adhered to. |
| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is expected to work independently in accordance with Standard Operating Procedures and needs of the service. With support from the line manager who is available on site to refer to for information and advice.The post holder assists with the prioritisation and organisation of daily workload, this may involve solving problems which arise and includes contacting other healthcare professionals.The post holder will occasionally deal with operational issues in the absence of the line manager.Objectives are agreed annually with the line manager, with quarterly progress reports, in accordance with Personal Development Performance Planning Systems. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Rectify problems through communication with nursing/medical staff to ensure a high-quality service is given to patients.To maintain constant concentration and accuracy during the supply of medicines.Meeting the priorities and demands of working in the pharmacy department through effective teamwork with flexibility to respond to the needs of the service.  |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder:* Communicates technical pharmaceutical information verbally and in writing to pharmacy colleagues and other healthcare staff.
* May be required to provide counselling for patients and carers regarding the correct use of medicines and may encounter barriers to understanding which they would have to overcome.
* Is required to respond to non-clinical, routine and non-routine queries and liase with patients, carers, pharmacists, nurses and/or other healthcare staff to assist with the provision of seamless patient care, within the pharmacy department and at ward level.
* Must have good interpersonal and communication skills and be able to communicate regularly with nursing and medical staff in order to facilitate a high standard of patient care. This may involve troubleshooting where necessary.
* Requires presentation skills suitable for delivering information and reports in formal and informal settings.
* Must communicate effectively in a manner in-keeping with the professional operation of the department.

The post holder is required to communicate effectively with pharmacy and other healthcare staff including:Within the pharmacy service* All members of pharmacy staff to ensure effective team working is maintained.

Out with the pharmacy service* Patients, relatives and carers for routine information and directions.
* Nursing staff and healthcare staff from other departments for enquires.
* Visitors to the department for routine information and directions.
* Retail pharmacies and GP practices/health centres for routine information and enquiries.
* Clozapine patient monitoring service regarding specialised patient care in relation to medicine.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| The post holder will encounter the following:**Physical**:* A range of activities from accurate manipulations to moving and handling large objects on a regular basis i.e. daily.
* Working under pressure to meet deadlines whilst dealing with frequent interruptions.
* Standing, sitting or walking for long periods of time while carrying out activities to deadlines.

**Mental**:* Accuracy is required due to the pharmaceutical components, detail and specific nature of the work undertaken.
* Concentration for up to three hours is required on a daily basis.
* Advising staff with prioritising work tasks.

**Emotional**:* The post holder may occasionally be exposed to verbal aggression when dealing with patients, staff and visitors.
* Some duties are performed in areas where there are strict guidelines in place to ensure the health and safety of patients and staff. These duties may require to be carried out in various ward areas with a variety of patient groups, having direct contact and communication with patients, which may cause distress to some staff.
* The post holder may be required to deal with sensitive information regarding patients and process the information in a sensitive and confidential manner.

**Environmental**:* The post holder will routinely be exposed to hazardous substances to health, such as cytotoxic agents through aseptic manipulation. The wearing of restrictive personal protective clothing in a restricted space is also required, this may also be in extreme temperatures.
* Exposure to VDU/repetitive data entry.
* The post holder will be required to receive a Hepatitis B vaccination due to patient contact while carrying out clinical technical duties at ward level.
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder will be a practising Pharmacy Technician registrant of the General Pharmaceutical Council and will have or be willing to work towards achieving a recognised final accuracy checking qualification. With S/NVQ level 3 pharmacy services with recognised accredited underpinning knowledge programme, or recognised equivalent The Post holder must:* Possess a working knowledge of Standard Operating Procedures and can demonstrate an understanding of how Pharmacy links with other healthcare professions
* Possess basic IT skills
* Be willing to undertake any further relevant education and training
* Possess a working knowledge of health and safety systems
* Maintain standards of professional conduct ensured by compliance with the GPhC Standards of conduct, ethics and performance
* Be able to demonstrate effective communication and interpersonal skills
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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each job holder to whom the job description applies.Job Holder’s Signature:Head of Department Signature: **(I confirm this Job Description accurately reflects the duties and** **responsibilities of the postholder and does not impact upon any other** **postholders role)**  | Date:Date: |