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| IDENTIFICATIONSco6-5604CP | Job Title | Pharmacy Support Worker |
| Responsible to | Specialist/Senior Pharmacy Technician |
| Department(s)/Locations |  NHS Scotland Pharmaceutical ‘Specials’ Service (PSS) |
| Number of Job Holders |  |
| JOB PURPOSETo provide a reliable, comprehensive sterile, aseptic and non-sterile service to meet the specific needs of patients within the United Kingdom. Providing consistent quality in the most effective, efficient and economical way. Adhering to requirements of policies and procedures* The production of aseptic, sterile and non-sterile medicines and clinical trial materials
* The accurate and safe assembly of products
* The accurate weighing and checking of materials, mixing of solutions and accurately making product up to volume
* The setting up filling equipment for production purposes
* The filling and sealing containers, inspecting, labelling and packaging of finished product
* Setting up trays and transferring them to clean rooms and into clean air devices for the manufacture of aseptic products including cytotoxics and antibiotics
* Accurately fill and seal medicines
* The production, monitoring and accurate filing of documentation
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| ORGANISATIONAL POSITION  See attached Organisational Structure |
| SCOPE AND RANGEThe post holders rotate into teams ranging from one to five, producing a range of 1200 medicinesannually and supply to over 2000 customersThe aim of PSS is to manufacture and dispense medicinal products that are fit for their intended use and do not place patients at risk due to inadequate safety, quality or efficiency**As a member of the team, the post holder:*** Undertakes the production, packaging and labelling of aseptic, sterile and non-sterile products and clinical trials materials in accordance with Standard Operating Procedures (SOPs)
* May rotate between, sterile, non-sterile and clinical trials production areas
* Participates in the training of new staff and students including all of the workings and assembly of equipment. This would also be demonstrated to any visitors to the department
* Carries out the safe disposal of excess in-process material in line with local policy
* Manufacture medicines not commercially available to hospitals, community pharmacies and the Scottish Ambulance Service
* Use autoclave sterilisers and bottle washing machines
* Aseptic staff may also rotate into other production areas
* Contribute to stock orders, rotation and checking expiry dates of medicines and sundries
* Contribute to the development of SOPs

For the purpose of this job description the term 'medicines' includes injections, eye drops, intravenous fluids, internal and external liquids, creams, ointments, tablets and controlled drugs. |

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| MAIN DUTIES/RESPONSIBILITIES**Induction Standards and Code of Conduct:**Your performance must comply with the national mandatory Induction Standards for HealthcareSupport Workers in Scotland 2009 and with the code of Conduct for Healthcare Support Workers.**Main Duties:*** Production, packaging and labelling of aseptic, sterile, non-sterile products and clinical trials materials, including controlled drugs
* Accurate selection, weighing and checking of raw materials
* Accurate checking of weights, labels and volumes
* Sanitisation and transfer of materials to clean rooms, and clean air devices using alcohol and sporicidal wipes
* Area clearance checks prior to and after production of batches, ensuring necessary log books are completed for the production technicians/pharmacists to review and annotate
* Participate in the training of new staff and students working in the department. New staff include pre-registration pharmacists, pre-registration trainee pharmacy technicians and other pharmacy support workers. Training is reviewed by senior staff
* 100% Inspection of containers for defects, particles and cross- contamination in sterile, non-sterile and aseptic
* Calibrate mixing bins to ensure the correct quantity can be measured in manufacture
* Mixing and making to volume of solutions
* Filling and sealing of containers using complex equipment, filters and syringes
* Loading and unloading of autoclaves and inspection of steriliser process reports
* 100% inspection of sterile, non-sterile and aseptic products
* Transfer relevant information from worksheet and steriliser process report onto logbook
* Labelling and packaging of containers weighing between 5g-2kg
* Carry out the safe disposal of excess in-process materials including controlled drug materials, under the supervision of pharmacist/technician
* Read and follow worksheets accurately
* Safely dispose hazardous chemicals following local protocols
* Accurate entry of data onto worksheets, and log books
* Use of touch-screen computer for recording stock used in Emergency Boxes
* Changing into protective clothing and entering clean production areas daily following SOPs and ensuring adherence throughout production duties
* Follow good practice guidelines while complying with and adhering to NHS Tayside policies, departmental protocols and SOPs at all times
* Undertake and maintain a safe, secure, clean and tidy department whilst complying with health and safety policies.
* Cleaning and maintenance of the production rooms to Good Pharmaceutical Manufacturing Practice Standards
* Attend appropriate educational and mandatory training events when required
* Participating in the monitoring of fridge and freezer temperatures
* Identification and reporting of any errors within the processes
* Recording of physical perimeters where required, reporting any irregularities with the operation of any pieces of equipment
* Accurately record batch numbers and expiry dates of all raw materials and sundries and final containers on worksheet and ingredient labels
* Undertake the filing of all production documentation
* Participate in PDR
* Involved in stock management service i.e. ordering and restocking medicines, sundries, containers, stock rotation, expiry date checks and stock checks
* Products manufactured by hand/machine
* Dispensing ScotCap prescriptions following SOPs
* Prepare extemporaneous products for individual use

**Sterile Products:*** Epidural packs
* Eye drops
* Ampoules for injections
* Intravenous infusions
* Irrigation solutions
* Nasal Drops

**Non-Sterile Products:*** Ointments and creams
* Repackaged and over-labelled medicinal products
* Manufactured internal and external liquids
* Emergency drug boxes for hospital and primary care within NHS Scotland and the Scottish Ambulance Service
* Capsules for clinical trials
* Suppositories/Pessaries
* Powders
* Cytotoxic medicines

**Aseptic Products:** where products cannot be heat sterilised, aseptic products are manufactured in higher grade clean rooms to prevent microbial contamination of the products. Sterilisation is achieved by filtration rather than via heat sterilisation.Manufactured products include:* Eye drops
* Pre filled syringes and injections
* External preparation of sterile solutions Cytotoxic medicines

**Clinical trials material:** clinical trials materials can be aseptic, sterile or non-sterile products and the majority of clinical trials are manufactured using the same methods and procedures as above for routine products. On occasions, more complex trials require to be undertaken by experienced, trained staff. In addition to the medicine being manufactured, a placebo is manufactured again according to standard methods and procedures. Particular care needs to be taken to ensure that the product and the placebo are not mixed up. This is achieved by manufacturing, packing and labelling the product and the placebo at different times.Great care must be taken during manufacturing to ensure that both the active and the placebo are identical so that the trial remains blind |
| 6. COMMUNICATIONS AND RELATIONSHIPSThe post holder will communicate with colleagues to determine the best use of equipment and facilities Generally this is dictated by the production plan; however, changes to the plan may require input from the post holder to the production technicians* The post holder is required to report and describe to technicians the exact nature of problems with equipment and machinery, and/or health & safety hazards
* The post holder will participate in the training of new staff and students including all the workings and assembly of equipment. This would also be demonstrated to any visitors to the department
* The post holder will communicate daily with production technicians, quality assurance staff and management regarding product and problems e.g. insufficient raw materials to make documented batch sizes, differences in appearance of raw materials, errors or machine breakdowns The post holder will communicate with the PA to the Head of PSS on technical faults who will then log the complaint to the log desk
* Always project a positive, professional manner and attitude
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| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOBThe post holder will undertake a minimum 12-month in-house training programme in order to carry out the full range of duties to carry out the manufacture of in excess of 120000 varied and diverse products. * Training in the manufacture, packaging and labelling of aseptic, sterile and non-sterile medicines and clinical trials materials
* Knowledge of Good Pharmaceutical Manufacturing Practice
* Knowledge and understanding of SOP’s, policies and practices
* Understanding of the operation of autoclaves and bottle washer
* Be committed to achieving the Healthcare Support Workers Induction Standards
* Have high accuracy and numeracy skills to undertake the role effectively
* Knowledge of health & safety regulations
* Manual handling skills
* Basic computer skills
* Although supervision is available at all times, must have the ability to work without direct supervision for periods of time within the confines of SOP’s
* Numerical competency to measure weights, volumes, reconcile product yields and labels
* Ability to assemble trolleys for fluids and porous load sterilisers against master process records
* Ability to check weights/volumes of raw materials accurately
* Undertake daily Bowie Dick & Leak Rate tests on the porous load cycle autoclave
* Carry out work-based learning to complete the appropriate modules within the TSET training programme
* Undertake training to achieve the role relevant units of pharmacy support worker qualification recognised by the pharmacy regulator or equivalent experience to S/NVQ2
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ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

**Equipment:*** Electronic weighing scales
* Syringes and needles
* Peristaltic pumps
* Electric mixers
* Tablet counters
* Pallet lifter
* Ointment tube filling machines
* Tablet packing machines
* Capsule filling machine
* Ampoule filling machine
* Intravenous bag filler
* Polypropylene bottle filler
* Sterilisers
* Bottle washing machine
* Bag printing machine
* Porous load pack sealer
* Photocopier
* Telephone
* Trolleys
* Personal protective equipment
* Touch-screen computer for data entry
* Steam pan
* Shrink wrap machines
* Vacuum dye bath
* Hot air ovens
* Light box and Allen viewers
* Ampoule filling and sealing machines
* Capping machines
* Ampoule hand sealer

**Systems:*** Standard Operating Procedures – all staff must comply with departmental and NHST policies and procedures at all times, only use approved methods and use personal protection provided
* NHS Tayside Health and safety policies – all staff must take care of their own health and safety and that of others who may be affected by their actions
* Control of substances Hazardous to Health (COSHH)
* 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/Production Technician and be aware of emergency procedures

**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 JOBThe post holder must carry out duties in accordance with NHS Tayside Manual Handling Guidelines, contained within the Health and Safety Policy.**Physical effort** * Heavy trolleys and mixing bins weighing up to 230kg are pushed from room to room on daily basis
* Up to 280 x 500 ml infusion bags are required be filled, weighed and loaded on trolleys per day
* Heavy trolleys, boxes and solution bins are pushed and bending and lifting of boxes up to 10kg is frequent and regular daily occurrence
* Weighing of raw materials from a 25kg sack and barrels
* Shrink wrapping tablets and emergency boxes
* Up to 3 batches of ointments prepared daily in mixing bowls weighing a total of 24kg each and transferred from scales to steam pan and then to mixer before filling into 160tubs
* Lifting of gas cylinders
* While lifting large containers of hot ointments this needs to be carried out with two members of staff
* Pushing/pulling loaded and unloaded trolleys and pallet trucks
* Working at height while loading and unloading trolleys

**Mental effort** * Intense and high accuracy levels of concentration are required while checking product and operating machinery to avoid errors and to ensure compliance with SOP’s
* Product filling and assembly is repetitive
* High concentration is required while filling the product to ensure the seals are good, volumes are correct, microbiological contamination is avoided, and no particles enter the product
* Product checking involves 100% of sterile, aseptic and non-sterile containers, ampoules to detect particles, poor sealed tears and defects
* Concentration is required when checking steriliser process reports. Errors and omissions can lead to batches of products being scrapped
* Constant varying interruptions i.e. questions from staff, process checks. Care must be taken when moving hot ointments from steam baths; these will be extreme temperatures so caution must be taken
* Concentration is required when manufacturing clinical trials materials to ensure that labelling of the drug containers exactly matches labelling of the placebo containers
* Additional concentration is required when manufacturing infrequently made/new products

Working conditions* When spraying alcohol there is a requirement to work over an alcohol extraction system, ensuring fumes are extracted from working environment.
* Use of personal protective equipment i.e. suits, masks, gloves, hoods and safety goggles must be worn, this can be restrictive when worn for long periods resulting in hot and uncomfortable working conditions
* Space confinement when working in clean rooms 50% of the day
* Lack of natural light when working under artificial light 100% of the day
* Constant noise from air handling units
* Working at height, unloading and loading of trolleys
* Seated or standing for prolonged periods with limited movement
* Collect Co2 cannisters and transfer to Grade C area
* Work infrequently in a cold store, wearing the proper clothing, packing medicines for periods of 30 minutes

**Hazardous materials are regularly handled, great care must be taken to avoid burns and protective clothing must be worn. These include:*** Hot distilled water at 80°C – Daily
* Potent drugs such as Adrenaline and Morphine – Daily
* Piped Gases – Daily
* Hot ointments – Daily
* Toxic and caustic substances such as Liquefied Phenol and Glacial Acetic Acid – Weekly
* Flammable, corrosive material, broken ampoules, syringes and needles
* Returned Scottish Ambulance Service Emergency Pouches which may contain used needles and show signs of blood contamination on the Pouch.

**Physical Skills*** Syringe filling techniques – i.e. preparing products aseptically, care taken to prevent any contamination or any air bubbles in syringes
* Manual dexterity and good hand to eye co-ordination are required for example when assembling filters, pumps, when sealing ointment tubes by hand and when using syringes to measure small volumes accurately
* Manual dexterity and good hand to eye co-ordination are required, particularly to fill and seal ampoules

(sealing ampoules involve setting a gas/air flame to optimum configuration, melting the glass ampoule top and when the glass is at the correct temperature removing the molten tip to give an air tight and an aesthetically pleasing seal)* Batches of up to 2000 packs of tablets and 1000 packs of liquids require manual capping and labelling, which is a repetitive task
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| DECISIONS AND JUDGEMENTS* Suggests improvements to departmental policies and procedures
* Reports problems encountered during production to Line Manager/Production Technicians
* Inputs into decisions made by technicians to re-prioritise workload
* Work without direct supervision for periods of time
* The postholder must follow the SOPs that are in place. SOPs are in place for specific processes to ensure all staff carrying out those processes complete these consistently, accurately, safely and legally. Staff can be held accountable for their actions and omissions
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| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB* Constant vigilance is required to maintain product quality
* Quality of work is monitored, for example number of rejects in a batch and non-conformances
* Concentration required when preparing the area used for manufacturing all products including clinical trials materials
* The post holder is often asked to do multiple tasks by different teams simultaneously
* Batches have to be sterilized and produced to deadlines
* 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 be constantly accurate in the identification, selection and storage of medicines and their various presentations and formulations.
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| 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. |

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**Appendix 11**

**NHS Tayside**

 **Deputy Chief Executive**

**Head of NHSS PSS**

**& Tayside Pharmaceuticals**

**Quality Assurance Manager**

**Production**

**Manager**

**Customer Services Manager**

**Validation/Quality Systems Specialist**

**Laboratory Manager**

**Quality Assurance**

**Specialist Pharmacists**

**Quality Assurance**

**Specialist**

**Pharmacist**

**Non-Sterile**

**Specialist**

**Pharmacist**

**Sterile**

**Admin & Clerical Officers**

**Stores Manager**

**Specialist Technician**

**Non-Sterile**

**Specialist Technician**

**Sterile**

**PSW**

**Sterile**

**Storepersons**

**PA/Project Administrator**

**Production**

**Scientist**

**Quality Assurance**

**Senior Technicians**

**Quality Assurance**

**PSW**

**Non-Sterile**

**Senior Technician**

**Non-Sterile**