

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Pharmacy Technician (Band 4)
Responsible to:	Pharmacy Technician Higher Level, Dermatology
Department(s):	Pharmacy NHS Lothian
Directorate:	Pharmacy - Dermatology
Operating Division:	Corporate
Job Reference:	218883
No of Job Holders:	1

2. JOB PURPOSE

To perform pharmacy technician duties to support the safe and effective supply of medicines and assist in the operational arrangement of the relevant pharmacy section, may deputise for the section lead as required within competency.

Dealing with the resolution of routine customer enquiries.

3. DIMENSIONS

The Dermatology service located in Lauriston building is a busy outpatient department which traffics an estimated 30,000 new patient referrals per annum. Lauriston pharmacy dispensary is one of 3 satellite dispensaries (including Chalmers Centre and Princess Alexandra Eye Pavilion) located in close geographical proximity to one another and will be integrated in the future. Lauriston dispensary serves a population of patients requiring high risk systemic drug therapy for autoimmune/inflammatory skin conditions such as psoriasis, eczema and acne. Pharmacy team provides dispensing, homecare and clinical service to Dermatology Department. The post holder will participate in provision of dispensing and homecare services to Dermatology Department.

The Department of Pharmacy provides services to primary and secondary centres throughout Lothian. Services include dispensing, aseptic, clinical, radiopharmacy, procurement and distribution, medicines information, medicines management and quality assurance. These services are currently delivered across 4 Health and Social Care Partnerships and 7 hospital sites: the Western General Hospital (WGH), the Royal Infirmary of Edinburgh (RIE), the Royal Hospital for Children and Young People (RHCYP), St John's Hospital (SJH), Royal Edinburgh Hospital (REH), East Lothian Community Hospital (ELCH) and Liberton Hospital (LIB).

The Department of Pharmacy dispenses over 440,500 prescription items. The combined drug budget for NHS Lothian hospital services is c.£150m per annum and c.£160m per annum across the 4 x HSCP prescribing budgets. The budget is not held by the pharmacy service but expenditure against this is monitored and reported on to senior management.

The average monthly stockholding across the pharmacy services is £11 million with monthly stock value issues of £9 million,

The Pharmacy and Medicines Service employs 582 WTE staff including Pharmacists, Pharmacy Technicians, Pharmacy Support Workers, Business Managers and Administrative staff, including 177 WTE Clinical Pharmacists and Pharmacy Technicians working in GP practices supporting delivery of the General Medical Services Pharmacotherapy Services.

The network of 182 Community Pharmacies in Lothian dispenses 9.5 million prescription items, undertakes 280k Pharmacy First consultations and administers over 20k flu vaccinations.

Staff responsibilities

Supervisory responsibility for trainee pharmacy technicians and assistant technical officers.

Financial responsibilities

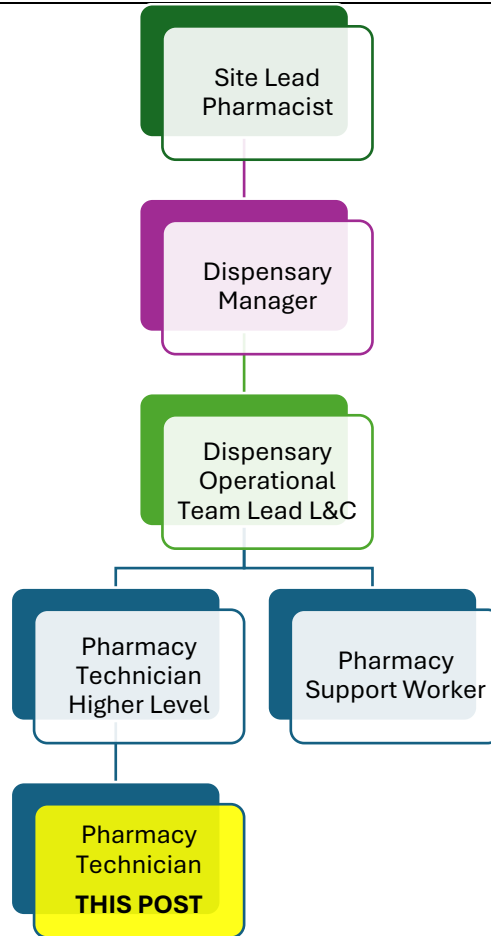
Professional responsibility for security of stock within pharmacy department.

Responsible for the ordering of stock and individual patient's medicines.

The average stockholding across Chalmers, Lauriston and PAEP pharmacy services is £239K and 24,000 items are dispensed per annum. In addition, we continue to expand homecare services in all areas and management of homecare services is a significant part of our workload. Medicines homecare is the supply of medicines to patients within their own home via a third-party provider under a service level agreement.

The postholder is employed within NHS Lothian and there may be a requirement to work flexibly across Lothian to meet service demands.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The aim of the Pharmacy Service is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:

- I. to provide pharmaceutical care to individual patients by meeting their particular needs while maximising efficiency in the use of resources.
- II. to provide medicines through systems of quality control which ensure safe, effective and economic use.

The Pharmacy Department has a major role in the teaching and professional development of pharmacists and pharmacy technicians and other healthcare staff.

The Pharmacy Department participates in and supports the Division's clinical effectiveness programme through participation in clinical audit and research and development.

6. KEY RESULT AREAS

1. Undertake professional technical pharmacy activities to support accurate labelling, preparation and supply of medication to individual patients within the appropriate legal frameworks.
2. Assess the quality of patients' own medicines and evaluate appropriateness for re-use, where appropriate.
3. As relevant to the post apply the principles of risk management, quality assurance, formulation and stability in the preparation of medicinal products e.g. extemporaneous, aseptic, chemotherapy and radiopharmaceutical dispensing.
2. Adhere to the relevant legal and policy requirements surrounding supply of clinical trials, named patient and unlicensed medications.
3. As relevant to the post participate in environmental monitoring, aseptic validation testing, specialist cleaning schedules, equipment calibration and functional checks when working in an aseptic and radiopharmacy environment.
4. Undertake the ordering and receipt of medicines from external suppliers and the resulting accurate distribution of stock, including controlled drugs to wards and departments. Support junior staff to follow up and resolve any medicine supply problems and recall of defective products.
5. Undertake effective stock management activity including order and receipt of medicines within ward and pharmacy environments, continuous stock check of medicines, regular ward stock list reviews, 3 monthly controlled drug checks, management of waste in accordance with legislative requirements.
6. Undertake all pharmacy activities within the Quality Standard Framework and contribute to the review of standard operating procedures within the relevant service area.
7. Participate in audits within clinical and technical pharmacy services.
8. Contribute to the education and training of healthcare staff, technicians, trainee pharmacy technicians and assistant technical officers both in an individual and group setting.
9. Support NHS Lothian's values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role:

- PC, telephone, pager, photocopier, scanner, isolators, laminar airflow cabinets, syringe transfer devices, balances, glass measures, mortar and pestle

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Software systems: Pharmacy stock control and dispensing system
- Microsoft Office for word processing, spreadsheets, e-mail, internet access

- Patient administration system
- Incident management system
- eKSF personal development and review system
- Paper based systems: workload collection data.
- Pharmacy Quality System (BS EN ISO 9001:2008)

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

The section manager or deputy assigns work on a daily basis.

Review of performance and objective setting is carried out by section manager or deputy in accordance with the principles of the Personal Development and Performance Review system.

Accountable for own professional actions guided by local policies and procedures, and professional code of practice.

9. DECISIONS AND JUDGEMENTS

May input to review and update of standard operating procedures as appropriate taking account of any changes to practice.

Uses initiative to deal with matters independently where appropriate although a section manager or deputy would be available for reference e.g. sourcing an alternative supplier for stock.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Ensuring that the delivery of the service is safe, effective and efficient and achieves BS EN ISO 9001: 2008 quality standards and other quality systems of the department.

Working effectively as a member of the pharmacy team whilst continually developing personal and technical skills.

11. COMMUNICATIONS AND RELATIONSHIPS

Liaises and communicates in a professional manner with other pharmacy and healthcare staff to ensure that an effective service is provided, in one to one and group settings.

May communicate, either verbally or in writing, with external customers in relation to supply of medicines.

Communicate with patients, in a professional and sympathetic manner when undertaking supply of medication.

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical:

Standard keyboard skills.

Validated aseptic manipulation skills e.g. manipulate needles, syringes and transfer devices to reconstitute and measure doses of aseptically prepared medicines.

Manipulation skills for weighing and measuring raw materials for the extemporaneous preparation of products.

Manual handling skills for moving stock and equipment as per health and safety guidance e.g. heavy fluid containers, radio-nucleotide generator.

Long periods of standing or sitting when undertaking dispensing activities.

Mental:

High levels of concentration required when dispensing prescriptions, preparing extemporaneous medicines and preparing worksheets. Frequent interruptions to tasks are common, whilst ensuring service delivery times adhered to.

Emotional:

Occasional exposure to distressing or emotional circumstances when dealing with patient and other customer enquiries and concerns.

Environmental:

Occasional exposure to cytotoxic agents within a dispensing and clinical environment and ionising radiation within a controlled aseptic environment.

13. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED TO DO THE JOB

Qualifications and Knowledge

National Certificate (NC) in Pharmacy Services or equivalent

N/Scottish Vocational Qualification Pharmacy Services Level 3

Registration with the General Pharmaceutical Council of Great Britain

Skills and Experience

Good interpersonal skills and experience of team working

Good ability to communicate (verbally and written)

Good numeracy skills

Standard keyboard skills and knowledge of Microsoft office packages

Supervision skills

Organisational skills

Relevant work experience in a hospital, or community pharmacy practice

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Date:

Head of Department Signature:

Date: