

Job Title:	Pharmacy Technician Band 5 AFC: In-Patient
Reports to (job title):	Clinical Pharmacist
Line Manager to:	Not applicable

## Job purpose

An exciting opportunity has emerged for a highly motivated Pharmacy Technician to join our Medicines Optimisation team on the In-Patient units across HCRG Care Group in BaNES, Swindon and Wiltshire. This role will support the provision of an efficient and comprehensive ward-based pharmaceutical service on the In-Patient units.

The role is pivotal for ensuring the delivery of a safe, high-quality pharmacy service which reflects National and local policy optimising patient outcomes by supporting the Medicine Optimisation strategy. You will assist in the delivery of cost-effective prescribing, the management of medication budgets and reducing medicines wastage. The post holder will be expected to work on their own initiative within guidelines and priorities to support the Medicine Management team and associated services and projects.

The post holder will work as part of a multi-disciplinary team and provide professional medicines advice and support to clinicians, nurses, and patients. Excellent communication skills, enthusiasm and motivation are essential for a successful candidate. A key part of the role will be dealing with daily medication requests and queries and communicating with patients and clinical staff.

## Base

The primary base for this role will be within the BSW locality.

## Key responsibilities

- Develop a safe and efficient pharmaceutical technical service following policy and legislation.
- To participate in the ward base medicine management service supporting efficient use of medicines under the direction of the pharmacist.
- Undertake medication reviews and medicines reconciliation in line with competencies.
- Review medication charts at ward level, ready for clinical verification by the pharmacist.
- Maintain adequate and appropriate supplies of medicines for patients.
  - To support nursing staff in maintaining adequate and appropriate supplies of medicines for patients.
- To expedite patient individual dispensed items as required and under the direction of the pharmacist
- Ensure medicine stock levels are monitored and accurately maintained.

## Job Description

- Liaise with local pharmacies to ensure that continuing supply of medicines are provided in compliance with discharge.
- Communicate availability of drugs and other pharmaceutical supplies to relevant staff.
- Understand the importance of communicating accurately and efficiently and use these relationship skills between the medicine management team, clinical team, nursing staff and patients.
- Counsel patients on how to take their medicines in a safe and effective manner, warning them of possible side effects.
- Once assessed as competent, to act as a second checker for Controlled Drugs and insulin
- To check all returned items for possible recycling and the safe and correct disposal of unwanted items.
- Analyse information and propose options to optimise pharmaceutical care schedules and minimise areas of wastage in designated areas.
- Manage Controlled Drug stock checks, audit and ensure correct process is followed.
- Adhere to the Statutory requirements concerning receipt and storage of pharmaceutical preparations.
- To support quality improvement projects, audit and development of the service including policy updates and working practices
- Undertake, participate, and share the outcomes of clinical audits relating to medication reviews and service evaluation activities.
- Handle routine enquires and refer all non-routine enquires to the appropriate person
- Provide specialist technical advice on medicines care plans with key stakeholders.
- Support patient self-administration on the ward in line with HCRG Self-Administration Policy to support safe discharge planning
- Support with incident reporting relating medication reviews
- To participate in and be responsible for completing a programme of continuing professional development.

### Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

## Care Think Do

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| <ul style="list-style-type: none"><li>• Inspire</li><li>• Challenge</li></ul>  | <ul style="list-style-type: none"><li>• Accountability</li></ul> |
| <ul style="list-style-type: none"><li>• Understand</li><li>• Improve</li></ul> | <ul style="list-style-type: none"><li>• Involve</li></ul>        |
| <ul style="list-style-type: none"><li>• Communicate</li><li>• Learn</li></ul>  | <ul style="list-style-type: none"><li>• Resilience</li></ul>     |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

### Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

### Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.



## Job Description

### Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

### General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

### Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

### Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

### Personal Specification

#### Essential

- Registered Qualified Pharmacy Technician holding an NVQ Level 3 or other relevant qualification.
- Experience in primary care, community or hospital pharmacy
- Ability to work autonomously and as part of a wider multidisciplinary team
- Attention to detail, able to work accurately, identifying errors



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- Knowledge and understanding of pharmacy law and ethics and current legislation
- Have a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.
- Clean driving licence and access to a vehicle for daily use

### Desirable

- Patient counselling skills
- Conscientious approach to own work .Understands the changing roles of the Pharmacy Technician and what registration involves.
- Medicines reconciliation or optimisation training

### Skills

- Excellent written and verbal communication skills
- Computer skills
- Decision making and prioritisation skills with good attention to detail and accuracy.

### Professional/organisational

- Commitment to & evidence of personal professional development
- Professional, reliable and an ability to maintain confidentiality at all times
- Adhere to behavioural standards framework.
- Team player
- Ability to work independently.
- Ability to travel BSW
- Enthusiasm for work

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## Job Description

Employee signature

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Manager signature

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**care·think·do**  
WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX