

Job Description – Pharmacy Technician

Job title – Pharmacy Technician

Job purpose – As a Pharmacy Technician will participate with other team members aiming to provide an efficient and comprehensive pharmaceutical service on wings at HMP Chelmsford, under the direction of the Clinical Lead and the Pharmacy Manager. The post holder will be expected to work on his/her own initiative within guidelines, standard operating procedures, and Medicine Policy.

1. Be responsible for ensuring the delivery of a legal, safe, high quality prison pharmaceutical service which reflects National and local policy and priorities, considering the high level of security that must be always maintained.
2. Be responsible for providing a timely and efficient pharmaceutical service in accordance with HCRG Care Group Medicine Policy.
3. Support implementation of medicine management strategy and associated services and projects.
4. Assist in the delivery of cost-effective prescribing, the medicines optimisation strategy and management of medication budgets.
5. Provide professional support and operational advice to other pharmacy technicians.
6. To provide, in conjunction with the appropriate Clinical practitioners, a wing technician medicine management service on allocated wings.

Key responsibilities –

The tasks and responsibilities shown above are not exhaustive but should merely be regarded as a guide. The jobholder will be expected to conduct any reasonable activities according to the business needs at that time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The job holder will be expected to participate in this process and the company would aim to reach agreement to changes.

Management and Organisation:

- To run medicine management on allocated wings.
- To undertake Continuing Professional Development to keep pharmaceutical

clinical and technical knowledge current to ensure best practice and comply with requirements for entry on the Pharmacy Technician Register.

- Input and maintain data ensuring the Patient Medication Record is accurate and up to date.
- To answer queries of a routine or technical nature from a wide range of staff groups. Refer appropriate queries to the relevant member of the clinical team when necessary.
- To liaise with various members of the Pharmacy team and ward staff when solving supply problems and ensuring the best service to patients.
- To provide mentoring, induction and training of student technician's, pre-registration pharmacists, summer placement and work experience students and any other relevant members of staff.
- To check expiry dates on stock items on a regular basis, as per SOP
- To re-issue returned drugs in accordance with local procedures.
- Weekly CD reconciliation

Clinical

- Ensuring that all dispensed medicines are received in accordance with agreed dispensing standards.
- Ensuring that patient details on the computerized record system using information from prescriptions prepared by the medical staff ensuring that drug histories are up to date and complete.
- Undertake clinical audits and operational reviews as required by the Pharmacy Manager and Clinical Lead.
- Assist in the review of medicines related incidents on CIRIS.
- Providing regular medicines management services to wings including prescription reordering/management.
- Attendance to local Medicines Management meetings in absence of the clinical lead.
- Initiation, promotion, and management of pharmacy-based clinics including implementation of medicines reconciliation.
- Identification of areas where the technical pharmacy service can be developed and work with pharmacy team to implement this.
- Making appropriate referrals for patients to the dentist, nurse practitioners, GPs, wellbeing, sexual health, chiropodist.
- Smoking cessation trained.
- Liaise on a regular basis with the nursing staff and senior management team to ensure a seamless medicines management service is provided which is open to change to optimise the service.

Education and Training

- Participate in the development and delivery of training events for Virgin Care employed staff in the prison Healthcare to support.
- The implementation of medicine related policies and procedures.
- An appropriate level of knowledge for healthcare professionals using homely Remedies.
- The implementation of clinical guidelines and the preferred prescribing list.

Responsibilities specific to the prison environment

- The post holder will be in contact with prisoners daily; this client group can be challenging due to the high proportion that have mental health illness and substance misuse problems.
- The post holder may need to assist in nurse led clinics after obtaining competencies in long term conditions due to the high demand of complex needs in the prison.
- To be familiar with Prison Standards, rules, policies and any other relevant material within the prison setting.

This job description is not exhaustive and may be amended with agreement from the employee and employer.

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.

Throughout our secure healthcare business, we consistently aim to deliver against the five principles laid out below.

- **High Quality** – All our services are quality assured by deployment of a range of audit tools, developed in line with the evidence-based practice and the guidance of HMIC/P, CQC and other relevant bodies.

- **Established** – We have substantial experience of well-proven quality managed services and operate under a Quality Management Strategy (QMS), successfully achieving consistently high standards of service.
- **Adaptable** – Provision of bespoke forensic medical services and responsive to the changing needs of the Force where required.
- **Reliable** – We provide a service staffed by people who are highly trained, qualified, specialised and experienced in all aspects of forensic medical examination.
- **Trustworthy** – Proven track record, but we are also transparent with our MI data and take every opportunity to share good practice and lessons learned across our contracts via our biannual Customer User Group.

As a Pharmacy Tech, we will always welcome your input to ensure that we continuously improve our service and our processes. In addition to a transparent and honest dialogue with our customers regarding the service we provide, we believe passionately in staff engagement and ensuring that every member of the organisation has a voice.

Wherever you have worked before joining the CRG family, you will bring a new perspective and a wealth of experience which we encourage you to share with us, allowing our organisation to continue to stay at the cutting edge of high-quality healthcare solutions.

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. 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.

There will be a requirement to sign up to the Official Secrets Act 1989 within each force.

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 by 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. All Registered Health Professional are a member of a professional governing body and therefore 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.

There may be a requirement to undertake a buccal swab for DNA exclusion, contract dependent.

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

All Healthcare Professional undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Policies and Procedures

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

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. Job Description HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX 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 postholder and their line manager.

Personal Specification

Essential

- Excellent communication and inter-personal skills.
- Ability to build and develop relationships.
- Must be confident and capable of autonomous practice and able to work independently.
- Qualified with an NVQ Level 3, BTEC or equivalent.
- Registered Pharmacist Technician with current General Pharmaceutical Council (GPhC) membership
- All candidates are subject to prison vetting checks.
- Ability to work effectively as part of a multi professional team within a fast-paced environment.

Desirable

- Experience in a Prison environment
- Experience of working as part of a multi-disciplinary team

Employee Signature

Managers signature

