

Job Title:	Pharmacy Technician
Reports to (job title):	Lead Pharmacist
Line Manager to:	n/a

Job purpose

The post holder will support the Lead Pharmacist to oversee medicines optimisation across Childrens Services in Surrey, providing support and challenge, and directing and influencing colleagues to ensure organisational medicine optimisation objectives are achieved.

The post holder will work with clinical and operational team members to facilitate appropriate medicines optimisation activities, including audit and the implementation of subsequent action plans, monitoring medicine incidents and ensuring that learning is shared, monitoring prescribing, providing advice to services for their internal service reviews and identifying services within their Business Unit that require additional support.

The role-holder will support the Lead Pharmacist in ensuring that all statutory duties relating to medicines optimisation are met and systems are CQC compliant. They will also support the development of innovation in medicines optimisation and will be expected to work closely with clinical teams who provide services to families, children, and young people aged 0-19 (25 with SEND).

Base

Our Support Services enable our Surrey-wide service to provide quality care to families and young people, you will be contractually based at one of our Office Hubs across Surrey with the opportunity for hybrid working.

HCRG Care Group is a flexible-first employer, whilst you will have an office base, our teams are agile and work in flexible/hybrid arrangements.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- Promote good professional practice for medicines optimisation within the Business unit

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

Job Description

- Establish and maintain effective working relationships with colleagues within the Business Unit, HCRG Care Group and members of commissioning and provider organisations connected to the Business Units services
- Actively support and input into the work of the ICB system for all matters linked to medicines optimisation
- Monitor, analyse, interpret and support the lead pharmacist to provide advice on medicines related data, ePACT data, clinical audit and incident reports
- Provide written and verbal reports, accounts and feedback on any work undertaken
- Support the Lead Pharmacist in developing standard operating procedures (SOPs) for all medicines related activities
- Undertake audits and site inspection visits where required, providing feedback and advice as needed.
- Support Patient Group Direction governance within the Business Unit
- Support Non-medical Prescribing governance within the Business Unit
- Support the Lead Pharmacist to ensure principles of safe use and handling of medicines and Clinical Governance are built into all aspects of medicines optimisation within the services
- Support the Lead Pharmacist to provide any relevant medicines related training to staff within the Business Unit
- Support staff to achieve and maintain consistent competencies with regard to Medicines Management
- Support the development and design of audit in medicines optimisation including the use of controlled drugs, antimicrobials, PGDs and MAR charts.
- Attend local medicines management meetings in the absence of the Lead Pharmacist, contributing to discussions on safe and effective medication practices.
- Plan and organise own day to day work and be prepared to adapt quickly to provide appropriate response to rapidly changing clinical, organisational and professional situations or altered arrangements.
- Work as part of a team to achieve organisational priorities
- Maintain an up to date awareness of key aspects of the role including legislative changes, regulation, national, regional and local publications etc.
- Work within the Standards of conduct, ethics and performance of the General Pharmaceutical Council (GPhC) and the Medicines, Ethics and Practice requirements of the Royal Pharmaceutical Society (RPS)
- Be professionally accountable for advice and actions, personally and to other health and care professionals
- Be committed to and responsible for identifying and maintaining own Continuing Professional Development (CPD) and Personal Development Plan (PDP).

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
• Inspire • Understand • Communicate	• Challenge • Improve • Learn	• Accountability • Involve • Resilience

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

Job Description

- 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.

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.

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Personal Specification

Essential

- Registered Qualified Pharmacy Technician holding an NVQ Level 3 or other relevant qualification.
- Knowledge of legislation and good practice in relation to medicines in community services
- Ability to work autonomously and as part of a wider multidisciplinary team
- Good interpersonal skills and ability to communicate with clinicians, healthcare professionals and patients
- Have a planned and organised approach with an ability to prioritise own workload to meet strict deadlines.
- Ability to motivate self and others
- Excellent written and verbal communication skills
- Excellent IT skills
- Decision making and prioritisation skills with good attention to detail and accuracy.

Desirable

- Previous experience of using ePACT data
- Previous experience in community health services or primary care

Other requirements: Access to a car insured for business use, enabling site visits Surrey-wide.

Employee signature

Manager signature
