**Pharmacy Technician Job description and person specification**

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| **Job title** | Pharmacy Technician Proactive care and Frailty. |
| **Line manager** | Lead PCN Pharmacist |
| **Accountable to** | PCN Board |
| **Hours per week** | 30.00 |
| **Location** | PCN Hub Shepton and Patient Visits |

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| **Job summary** |
| The post holder will be a Pharmacy Technician and an integral part proactive care and frailty team.  This person will work autonomously to compile and manage their own case load, within a team.  They will provide support to patients with medications, conduct medication reviews, counselling patients on their medications and where possible, reducing medicines wastage.  They will be able to, or willing to train to, carry out basic patient observations such as:   * Heart Rate * Blood pressure * Temperature   The successful candidate will make appropriate referrals into services or to other professionals involved with all aspects of that person’s care. They will gain knowledge to aid with form filling and applying for relevant support for their patients.  The technician will answer queries from patients and other health care professionals regarding medications.  They must understand polypharmacy, deprescribing and ability to refer appropriately to clinical pharmacists.  They will be a valued member of the proactive care MDT weekly meetings.  This role involves independent travel to patients homes for patient visits, driving license and use of a car is essential.  The Pharmacy Technician will complete patient safety and medicines management audits and present the information for sharing with team.  Accurate record keeping for all patient visits on EMIS system is essential.  The technician will communicate all relevant information to appropriate team members withing the PCN, patients own surgery and wider if needed.  They must understand safeguarding and when and where to refer.  They must create implement and work to Standard Operation Procedures. |

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| **Generic responsibilities** |
| All staff have a duty to conform to the following:  **Equality, Diversity and Inclusion (ED&I)**  A good attitude and positive action towards [Equality Diversity & Inclusion](https://www.england.nhs.uk/about/equality/workforce-eq-inc/) (ED&I) creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons – it improves operational effectiveness, it is morally the right thing to do, and it is required by law.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.  Staff have a responsibility to ensure that they treat our patients and their colleagues with dignity and respect.  **Safety, Health, Environment and Fire (SHEF)**  This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing and safety.  The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines.  All personnel are to comply with the:   * [Health and Safety at Work Act 1974](https://www.hse.gov.uk/legislation/hswa.htm) * [Environmental Protection Act 1990](https://www.legislation.gov.uk/ukpga/1990/43/contents) * [Environment Act 1995](https://www.legislation.gov.uk/ukpga/1995/25/contents) * [Fire Precautions (workplace) Regulations 1999](https://www.legislation.gov.uk/uksi/1999/1877/contents/made) * Other statutory legislation which may be brought to the post holder’s attention   **Confidentiality**  The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality.  It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff protect patient information and provide a confidential service.  **Quality and Continuous Improvement (CI)**  To preserve and improve the quality of the organisation’s outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.  The responsibility for this rests with everyone working within the organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.  At this organisation, we continually strive to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.  All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.  **Induction**  We will provide a full induction programme and management will support you throughout the process.  **Learning and development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake in and complete mandatory training as directed. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate.  The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g., courses and conferences).  The post holder will provide an educational role to patients, carers, families and colleagues in an environment that facilitates learning.  **Collaborative working**  All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.  Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery  Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.  Plans and outcomes by which to measure success should be agreed.  **Managing information**  All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.  Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.  **Service delivery**  Staff will be given detailed information during the induction process regarding policy and procedure.  The post holder must adhere to the information contained within organisational policies and regional directives, ensuring protocols are always adhered to.  **Security**  The security of the organisation is the responsibility of all personnel. The post holder must ensure they always remain vigilant and report any suspicious activity immediately to their line manager.  Under no circumstances are staff to share the codes for the door locks with anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.  **Professional conduct**  All staff are required to dress appropriately for their role. |

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| **Primary key responsibilities** |
| The Pharmacy Technician is to assume the following key responsibilities in delivering health services.   1. Undertake patient facing and patient supporting roles to ensure effective   medicines use through shared decision-making conversations with  patients   1. Conduct medicine optimisation tasks including effective medicine   administration (e.g., checking inhaler technique), support medication  reviews and medicines reconciliation. When required, utilise consultation  skills to work in partnership with patients to ensure they use their  medicines effectively   1. Support, as determined by the organisation, medication reviews and medicines reconciliation for new care home patients and synchronise medicines for patient transfers between care settings and linking with local community pharmacists 2. Provide specialist expertise, when competent, to address both the public   health and social care needs of patients including lifestyle advice, service  information and help in tackling local health inequalities   1. Maintain a central role in the clinical aspects of shared care protocols and liaise with specialist pharmacists for more complex patients 2. Support initiatives for antimicrobial stewardship to reduce inappropriate   antibiotic prescribing   1. Assist in the delivery of medicines optimisation and management incentive   schemes and patient safety audits   1. Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (e.g., use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services 2. Attend a formal appraisal with your manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed 3. Contribute to public health campaigns (e.g., COVID-19 or flu clinics) through advice or direct care 4. To always maintain a clean, tidy, effective working area |
| **Technical and administrative responsibilities** |
| The technical and administrative responsibilities of the Pharmacy Technician:   1. Work with the multi-disciplinary team to ensure efficient medicines optimisation including reducing wastage 2. Support the dispensary team in sorting and streaming general prescription requests to allow GPs to review the more clinically complex requests 3. Provide leadership for medicines optimisation systems with a range of services to get the best value from medicines by encouraging and implementing electronic prescriptions, safe repeat prescribing systems and timely monitoring and management of high-risk medicines 4. Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS) 5. Develop relationships with other Pharmacy Technicians, Pharmacists and members of the multi-disciplinary team within the PCN, or wider afield within the locality to support the integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care and mental health 6. Support the delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives 7. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner 8. Duties may vary from time to time without changing the general character of the post or the level of responsibility. 9. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels. |

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| **Person specification – Pharmacy Technician** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Registered with the [General Pharmaceutical Council (GPhC)](https://www.pharmacyregulation.org/registers) | ✓ |  |
| Meets the specific qualification and training requirements as specified by the GPhC criteria to [register](https://www.pharmacyregulation.org/registration/registering-pharmacy-technician) as a Pharmacy Technician  Training requirements and further information are available at [GPhC](https://www.pharmacyregulation.org/i-am-pharmacy-technician) | ✓ |  |
| Enrolled in, undertaking or qualified from, an approved training pathway. For example, the [Primary Care Pharmacy Educational Pathway (PCPEP](https://www.cppe.ac.uk/learningdocuments/pdfs/pcpep/role%20progression%20handbook.pdf)) or [Medicines Optimisation in Care Homes (MOCH)](https://www.england.nhs.uk/wp-content/uploads/2018/03/medicines-optimisation-in-care-homes-programme-overview.pdf) | ✓ |  |
| **Experience** | **Essential** | **Desirable** |
| Is working under appropriate clinical supervision to ensure safe, effective and efficient use of medicines | ✓ |  |
| Experience working in a primary care setting |  | ✓ |
| Understanding and knowledge of healthcare provision in GP practices, QOF and enhanced services |  | ✓ |
| An appreciation of the new NHS landscape including the relationships between individual practices, PCNs and the commissioners |  | ✓ |
| Good clinical system IT knowledge of EMIS/SystmOne/Vision |  | ✓ |
| **Skills** | **Essential** | **Desirable** |
| Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face | ✓ |  |
| Knowledge of IT systems, including the ability to use word processing skills, emails and the internet to create simple plans and reports | ✓ |  |
| Good personal organisational skills | ✓ |  |
| Effective time management | ✓ |  |
| Demonstrate personal accountability, emotional resilience and work well under pressure | ✓ |  |
| **Personal qualities** | **Essential** | **Desirable** |
| Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct | ✓ |  |
| Ability to use own initiative, discretion and sensitivity | ✓ |  |
| Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity | ✓ |  |
| Ability to use own initiative, discretion and sensitivity | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Ability to identify risk and assess/manage risk when working with individuals | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Able to finish work tasks | ✓ |  |
| Problem solving and analytical skills | ✓ |  |
| Ability to maintain confidentiality | ✓ |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |
| Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own home | ✓ |  |

The job description and person specification may be amended following consultation with the post holder to facilitate the development of the role

All personnel should be prepared to accept additional or surrender existing duties to enable the efficient running of the organisation.