

# Job Description

**Job Title:**  Pharmacy Technician

**Reporting to:** Medicines Management Pharmacist

**Accountable to:** Lead GP for Prescribing

**Hours/Salary:** Refer to Contract

# Job Summary

The Pharmacy Technician will support the Pharmacy Team to deliver the Medicines Management Agenda within Queen Square Medical Practice across our three sites. You may also be asked to work across any Lancaster PCN site.

The purpose of the role is to make improvements to maximise safe, cost effective best practice in prescribing to improve the quality of patient care. The post holder will switch medications to agreed and approved protocols, improving repeat prescribing processes in general practice, including promotion of repeat dispensing and online ordering, minimising clinical risk and aiming to reduce wasted medicines.

In addition, the post holder will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice teams and promoting good practice in line with therapeutic developments. This will involve assisting the Medicines Management Team in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

# Key Responsibilities

* Support the Medicines Management and pharmacist team at Queen Square Medical Practice
* Carry out QSQ medicines switches in line with practice and CCG agreed specific protocols – reviewing patients’ records; amending records and informing patients
* Carry out housekeeping whilst in patient records e.g. dose optimisation and medicines synchronisation
* Improve prescribing processes within the organisation
* Work closely with Medicines Management Team within QS and others in Lancaster PCN
* Participate in practice meetings, patient participation groups, and other meetings to improve engagement of the role of the medicines management team within the practice and to promote issues relevant to prescribing and medicines optimisation.
* Liaise with other pharmacy stakeholders e.g. NHS Morecambe Bay CCG, Medicines Optimisation team, community pharmacy, and hospital pharmacy teams.
* Support the Medicines Optimisation team in the delivery of the Medicines Optimisation strategy in Morecambe Bay
* Handle function specific information, which may be sensitive, complex or confidential and appropriately recording, transferring and/or coordinating such information in accordance with the Data Protection Act; Caldicott Guidelines and the Confidentiality Code of Conduct
* To be responsible for the organisation and planning of own workload to meet set deadlines
* To utilise GP practice clinical systems to conduct prescribing audits e.g. EMIS Web
* To undertake and participate in clinical audits to facilitate improvement and changes in practice
* As instructed by the CCG Medicines Safety Officer, ensure that all major MHRA drug alerts, where appropriate and within level of competence, are acted upon within practices over an appropriate time frame and to advise on any medication changes that occur as a result
* To assist in the monitoring of prescribing expenditure at individual practice level and propose changes to ensure containment within identified resource
* To undertake learning and development to ensure the required knowledge and skills for practice based work
* To answer medicines information queries from GPs and practice staff, referring to pharmacists as required
* Undertaking patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
* Carrying out medicines optimisation tasks including effective medicine administration (e.g. checking inhaler technique), supporting medication reviews and medicines reconciliation. Where required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively.
* As determined by the PCN, supporting medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacists, and referring to the pharmacist for structured medication reviews.
* Providing specialist expertise, where 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.
* Taking a central role in the clinical aspects of shared care protocols and liaising with specialist pharmacists for more complex patients.
* Supporting initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.
* Working with the PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes and reducing wastage.
* Providing training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
* Developing relationships with other pharmacy technicians, pharmacists and members of the multi-disciplinary team to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care and mental health.
* Supervising practice reception teams in sorting and streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.
* To identify own continuing professional development needs and maintain a record of training and development undertaken

# Person Specification

**Post Title: Medicines Optimisation Technician**

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| **Qualifications and Experience** |  |  |
| BTEC/NVQ level 3 or equivalent in pharmaceutical sciences | E |  |
| Professional registration with GPhC | E |  |
| Evidence of continued professional development (CPD) |  | D |
| Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy |  | D |
| Postgraduate qualifications of a relevant nature |  | D |
| Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges | E |  |
| **Knowledge and Understanding** |  |  |
| Relevant advanced theoretical and practical knowledge of evidence based medicine | E |  |
| An appreciation of the NHS agenda and government targets |  | D |
| Awareness of systems to support management of patients in a primary care setting, delivering pharmaceutical input and support in the context of pathways of care and the business of the organisation |  | D |
| Awareness of GP budget-management and funding systems to support the Medicines Management Team to assist delivery of CCG and NHS priorities and requirements for financial balance and quality |  | D |
| Good clinical pharmacy knowledge including terminology | E |  |
| An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing | E |  |
| Knowledge and understanding of pharmacy law and ethics and current  legislation |  | D |
| **Skills and Competencies** |  |  |
| Computer literate with an ability to use Microsoft office packages | E |  |
| Experience and knowledge of EMIS Web clinical system |  | D |
| Must have an understanding of the aims of current healthcare policy and appreciate the implications of this for the Clinical Pharmacy in |  | D |

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| General Practice pilot sites |  |  |
| Able to analyse and interpret prescribing data | E |  |
| Has attention to detail, able to work accurately, identifying errors  quickly and easily | E |  |
| Able to effectively manage allocated resources | E |  |
| Has a planned and organised approach with an ability to prioritise their own workload in order to meet strict deadlines | E |  |
| Able to think analytically; anticipating obstacles and thinking ahead;  using analytical techniques to draw logical solutions to problems | E |  |
| Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience | E |  |
| Excellent verbal and written communication skills Influencing and negotiating skills | E |  |
| An understanding of data protection and confidentiality issues | E |  |
| **Attributes** |  |  |
| Works effectively independently and as a member of a team | E |  |
| Flexible approach to meet service needs and ensure a stakeholder  focused response | E |  |
| Self-motivated and proactive | E |  |
| Continued commitment to improve skills and ability in new areas of work | E |  |
| Able to undertake the demands of the post with reasonable  adjustments if required | E |  |
| Independently mobile in order to be able to work across a number of sites and travel to meet with stakeholders | E |  |
| Adaptability, flexibility and ability to cope with uncertainty and change | E |  |
| Demonstrate ability to work in a busy environment; ability to deal with both urgent and important tasks and to prioritise effectively whilst also supporting others | E |  |
| Excellent time keeping and prioritisation skills | E |  |

# Please insert name of person who developed person specification and date

Name: J Whitford-Bartle, HEC Revised Date: 31 March 2021