



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Practice Pharmacy Technician</b>
<b>REPORTS TO:</b>	<b>GP Partners &amp; Practice Based Clinical Pharmacist CSU Practice Medicines Co-ordinator Scheme Lead</b>
<b>HOURS:</b>	<b>up to 27.5hours per week</b>
<b>SALARY:</b>	<b>£15-£16.50 per hour depending on experience</b>

### **Summary**

This is a great opportunity for a Practice Pharmacy Technician to join The Chorley Surgery in an exciting role. The role is pivotal in developing and bringing about change in order to deliver first class pharmaceutical care for our patients.

The postholder will work as a wider team to support the Practice Based Clinical Pharmacist and PCN Pharmacy Team to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

The post holder will take a central role in reviewing, improving and implementing the practice repeat prescribing policies to ensure all staff are aware of the correct procedures to run a safe, cost effective, efficient, and patient friendly, repeat prescription system.

The post holder will be responsible for helping the practice and the medicines management team to deliver the agreed changes required to meet the prescribing targets set for the Integrated Commissioning Board (ICB) and Quality and Outcomes Framework (QOF) prescribing schemes.

The post holder will be the main contact point for non-clinical medication related queries from pharmacies, nursing homes, and other health care professionals, to improve the accuracy of patient medication records.

### **Job responsibilities**

- To undertake medicines reconciliation in accordance with practice protocols and to update patients' medical records / prescribing accordingly
- To support the achievement of the practice's prescribing Quality and Outcomes Framework targets
- Working with the Clinical Pharmacist and Prescribing Co-ordinators to contribute to the review and development of repeat prescribing protocols / Standard Operating Procedures to improve the efficiency and effectiveness of repeat prescribing systems

- To provide advice to GPs, staff and patients in changes to prescribing to support the improvement of prescribing safety, quality and cost effectiveness
- To be responsible for ensuring recall systems are in place, and working, for the correct monitoring of amber drugs and those included in the enhanced services of the GMS contract
- To undertake practice based ICB project work under the direction of the Medicines Coordinators Scheme Lead to ensure cost savings on the prescribing budget
- To participate in medication audits
- To assist in the appropriate monitoring and management of prescribing budgets and to liaise with the medicines management team at the CSU
- To prepare evidence based resources and information to support the implementation of rational cost-effective prescribing
- To support the Practice Based Clinical Pharmacist to provide medication reviews, patient information leaflets and medicine awareness
- To take a proactive approach to the safe handling of prescriptions, including assessment of risk and making recommendations for improvement
- To respond to medication queries from patients and staff in a professional manner referring to the appropriate GP in accordance with practice protocols
- To advise on the sourcing and safe management of medicines as appropriate
- To assist in the submission of claims for personally administered drugs as required
- Be responsible for the organisation, planning and of own workload to meet set deadlines

### **Communication**

- Act as the first point of contact both within the practices and for outside agencies, including secondary care, community pharmacists, nursing home staff and other healthcare professionals who have queries relating to prescriptions.
- To work collaboratively with the Medicines Co-ordinators Scheme Lead, the CSU Medicines Management Team and other practices to spread good practice and share experience.
- Liaise with patients to receive prescription requests, address their queries and provide medicines management advice.
- Ensure all information regarding medicine management is distributed to all health care professionals within the practice.

### **Administrative /Clerical**

- To maintain comprehensive and accurate records of work undertaken for the Medicines Management projects and activities.
- To be able to use MS Office programmes necessary for the role
- To be able to use the searching and administrative capabilities of the GP clinical system.
- To collect and submit monthly audit data to monitor improvements in line with Medicines Management objectives and ICB targets



- To manage time effectively to ensure all targets are met
- To carry out any other associated tasks required to develop this role in the future as requested by the Medicines Co-ordinators Scheme Lead

### **Training and Education**

- To supervise and train practice staff undertaking generation of repeat prescriptions and to explain and inform them of any prescribing changes being carried out
- To facilitate medicine management meetings within the practice
- To attend training events for Medicines Co-ordinators organised by the Medicines Coordinators Scheme Lead
- To attend regular networking meetings with the Medicines Co-ordinators Scheme Lead

### **Research, Development and Audit**

- To organise the data collection and searches required for all audits being carried out for medicines management priorities (any prescribing incentive schemes and ICB projects) and ensure they are submitted on time.
- Collate and interpret results from audits undertaken via the practice medicines coordinators scheme and prepare regular reports on progress to the practice.

### **Professional Development**

- Maintain continued education by attendance at courses and study days as deemed useful or necessary for professional development.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (eg courses and conferences)
- Assess own learning needs and undertake learning as appropriate
- Partake in annual appraisals within practice, training and personal continuous development

### **General Requirements**

- Contribute to the continuous professional development of the business, taking part in individual supervision and team meetings to ensure consistent practice.
- Ensure the surgeries policies and procedures are adhered to, paying particular attention to confidentiality and the surgery rules regarding the handling of personal identifiable information.
- Work as part of a team to ensure the delivery of quality health care services.

### **Health & Safety**

The post-holder will implement and lead on a full range of promotion and management of their own and others' health and safety and infection control as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines

- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Responsible for the correct and safe management of the specimens process, including collection, labelling, handling, use of correct and clean containers and storage
- Awareness of infection control and clinically based patient care protocols, and implementation of those protocols across the practice
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and assist in the training of others across the full range of infection control and patient processes
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
- Safe management of sharps procedures including training, use, storage and disposal
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness
- Undertaking periodic infection control training
- Waste management including handling, segregation, container management, storage and collection
- Spillage control procedures
- Decontamination control procedures and equipment maintenance
- Maintenance of sterile environments

### **Infection Prevention and Control**

All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique, be aware of and follow the Infection Control guidelines and procedures relevant to their work, participate in mandatory training and annual updates.

- Protecting patients from infection is everyone's responsibility.



## **Equality & Diversity**

It is the responsibility of all employees to support The Chorley Surgery's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Policy.

## **Confidentiality**

You must not use such information for your own benefit nor disclose it to other persons without the consent of The Chorley Surgery and the party concerned unless required to do so by law. This applies both during and after the termination of your employment.

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal.

## **Appraisal**

The Chorley Surgery is committed to providing a high quality service through the effective management and development of its employees.

- Participation in an annual individual performance review/appraisal, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance.

## **Safeguarding Children and Vulnerable Adults**

The Chorley Surgery is committed to safeguarding children, young people and vulnerable adults within its care. As an employee you are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or vulnerable adult. The Surgery will support you in this process by providing training, support and advice. There is a safeguarding lead can be contacted for guidance. The Surgery works in partnership with key agencies to protect children, young people and vulnerable adults.



## **Quality**

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

## **Rehabilitation of Offenders Act 1974**

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

## **Data Protection**

As your employer, The Chorley Surgery needs to keep information about you for purposes connected with your employment. The sort of information we will hold includes information for payroll purposes, references, contact names and addresses and records relating to your career with the surgery. These uses are covered by our notification with the Information Commissioners Office under the Data Protection Act 1998.

The information which we hold will be for our management and administrative use only but we may need to disclose some information we hold about you to relevant third parties (e.g. Inland Revenue).

## **Information Security**

Under the provisions of the Data Protection act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times.

- Computer passwords must not be shared either between systems or users.
- The Chorley Surgery may monitor e-mail messages, any files stored on the networks or on equipment and usage of the Internet, NHS.net and computer systems, irrespective of whether these relate to the surgery or personal use.
- Access and usage of The Chorley Surgery computers must be in accordance with the surgery Policies.

## **Contribution to the Implementation of Services**

The post-holder will:

- Apply practice policies, standards and guidance



- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

### **Smoke-free Policy**

The Chorley Surgery operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds. In the interests of promoting responsible healthcare all staff are to refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

*The duties of the post will be reviewed regularly in conjunction with the post holder.*