

Poole Central Primary Care Network

JOB TITLE: PCN Pharmacy Technician

REPORTS TO: PCN Clinical Pharmacy team / Appointed Mentor

LOCATION: GP Practices in Poole Central Primary Care Network

KEY RELATIONSHIPS:

- Patients and their support networks
- Network Clinical Pharmacists
- GP, Prescribing Lead/s, PCN Leadership Team, Practice Teams/ Network Team
- Other members of the medicines management (MM) team
- Community pharmacists, nurses and other allied health professionals
- CCG/Hospital staff with responsibilities for prescribing and medicines optimisation

Job Summary:

The Pharmacy Technician is employed by the Primary Care Network (PCN) to support Network Clinical Pharmacist/s working across the populations of the core member GP Practices and, supporting and working alongside multi-disciplinary Practice and Network teams.

The role will include working within named practices to support patients and surgery teams with prescription requests and queries, medicines optimisation and reconciliation tasks and basic pharmaceutical support to patients, under the supervision of the Clinical Pharmacists.

Flexibility is essential to travel to different sites within the PCN, this may be at short notice.

The Pharmacy Technician role will have a responsibility to support the Practice Teams with Improving Patient Safety, Clinical Audit and Review and fulfilling reporting requirements relating to clinical improvement plans (CCLIP) and quality outcomes framework (QOF).

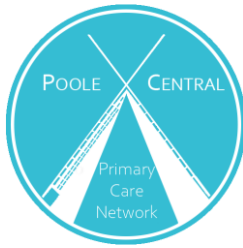
The role will also form a key role in the wider Network team working to achieve the PCN Direct Enhanced Service (DES) requirements including Impact and Investment Fund (IIF) targets with a specific focus e.g. Structured Medicines Reviews and Enhanced Health in Care Homes.

Key Responsibilities:

The post holder will work as part of a multi-disciplinary team:

1. Prescription Queries and Medication Reconciliation

- Work closely with the Network Pharmacy team and practice prescriptions teams to ensure coordinated and efficient processing of prescription queries.

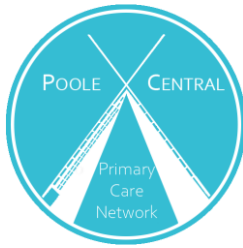


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- Support the processing of repeat prescriptions (e.g. eRD) including Nursing & Residential Care Home monthly prescriptions and requests together with the admin and pharmacy team.
- Work alongside clinicians to carry out medicine reconciliations for discharge summaries, clinic letters and other transfers of care information and communication, ensuring allergy information is correct, and supporting medication dose titration within competence.
- Support patients to manage their medications, including OTC medication, for example; synchronisation of medications. Review patients' suitability for monitored dosage systems (e.g. blister packs), and setting up electronic repeat dispensing. Provide relevant information to patients and carers on matters relating to medication. Ensure repeat medication lists are aligned to support medicines adherence and avoid waste
- Counsel patients on how to take their medicines and identify any barriers to them taking their medication, referring to a pharmacist as needed.
- To undertake face to face and person-centred consultations with the emphasis on shared decision making.
- Ensure consideration is given to patients and their families/carers at every stage of the decision-making process/shared decision-making.
- Utilise consultation skills to ensure patients use their medicines effectively.
- Promote cost effective, safe evidence-based prescribing in accordance with local formulary, medication optimisation strategy and national guidance
- Liaise with primary and secondary care colleagues and others to resolve prescribing queries.
- Update and maintain accurate and comprehensive patient medication records.
- Effectively communicate and collaborate with external providers and anticipate problems within the supply chain to ensure safe delivery of pharmaceuticals.

2. Improving Patient Safety, Audits, and Supporting Review

- Work alongside the Network pharmacy team and practices to monitor and action safety and drug alerts (e.g. MHRA) in a timely and appropriate manner ensuring record keeping and communication to practices.
- Work with clinicians to develop and undertake medicine review audits and other quality improvement/ project work as required.
- Work with clinicians to undertake regular analysis of prescribing data and provide Practice updates under guidance of Practice Pharmacist.



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- Work alongside the admin team to promote patients to attend appointments for long term conditions.
- To report adverse events and partake in significant event analysis meetings as needed

3. Working Across the PCN and within practices

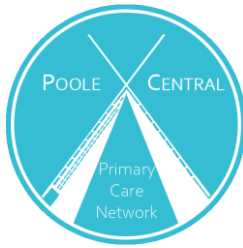
- Develop positive and professional working relationships with the practices and PCN staff.
- Develop positive and professional working relationships with colleagues in local pharmacies and in hospitals to ensure good patient care.
- Undertake any other additional duties appropriate to the post as requested by the Senior Clinical Pharmacist, surgery management, Prescribing lead, or other Partners or the PCN management.
- To respond to medication queries from patients and staff in a professional manner, liaising with PCN pharmacy team and other appropriate clinicians where needed.
- Work to support the achievement of prescribing outcomes for Quality Outcomes Framework.

4. Training and Education

- Assist pharmacists, in the development of educational material and the delivery of education sessions for healthcare/clinical staff (e.g. prescribers, nurses, healthcare assistants). Educate other staff in relation to policies and procedures for medicines governance, dealing with medicines queries and repeat prescribing / dispensing
- Participate in medicines training to pre-and post-qualification staff.
- Participate in information events including the preparation and delivery of presentations to support the work of the pharmacy service.
- Participate in systems for monitoring quality, audit, and competency in the prescribing and administration of medicines.
- Mentor students and more junior staff as required.

5. General Responsibilities Underpinning the Role

- To work autonomously under indirect supervision from the network Clinical Pharmacists,
- To plan and organise own workload, including audit and project work.
- To capture patient clinical and audit workload within daily ledgers on systemone.



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- To ensure meticulous record keeping and accurately document clinical work within patient records
- To undertake any other duties commensurate with the post holder's grade as agreed with the post holder's line manager.
- To assist in service development and help shape service re-design within own area. To suggest changes that may affect work or processes involving other professions.
- To value and promote team spirit by:
 - Recognising and valuing individuality of team members
 - Displaying sensitivity to others' feelings and needs
 - Acknowledging equal opportunities for all healthcare professionals and members of the public.

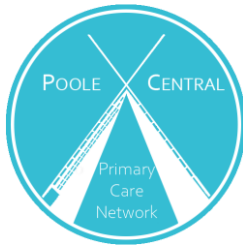
6. Professional development

- To engage in appraisal and agree objectives and a personal development plan and participate in the appraisal process.
- To participate in education/training programmes to develop skills as part of a commitment to continuous education and the concept of lifelong learning. This will include attendance at appropriate training courses, conferences and meetings of special interest groups.
- Maintain responsibility for own professional revalidation and for ensuring that their competencies for all aspects of the job role remain current.
- Keep up to date with and adhere to current and best practice.

HEALTH AND SAFETY

Under the Health and Safety at Work Act 1974, as an employee, you must take reasonable care for the health and safety of yourself and for other persons who may be affected by your acts or omissions at work. The Act also states that you must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.

You are also required to make yourself aware of the practice Health and Safety Policies and to report any accidents/incidents.



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EQUALITY & DIVERSITY

Poole Central is committed to developing, supporting and sustaining a diverse workforce, representative of the community it serves, through the creation of a work environment where staff are able to do their jobs to the best of their abilities without having to face discrimination or harassment. **All employees** have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the policies and measures adopted by the Practice.

CONFIDENTIALITY AND DATA PROTECTION

Confidential and personal information related to staff, patients and the PCN must not be disclosed within or outside the place of work, except in the proper discharge of duties. It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998, as outlined in the Practice Policy and Procedure.

VULNERABLE ADULTS, CHILDREN & YOUNG PEOPLE

All members of staff have a duty to safeguard and promote the welfare of vulnerable adults, children and young people in all relevant areas of their work. This will include timely attendance at relevant training events and compliance with the Bournemouth, Dorset and Poole Inter-Agency Safeguarding Procedures.

IDENTITY BADGES

If available ID badges must be worn at all times while on duty.

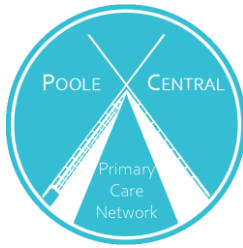
CLINICAL OBLIGATIONS

- If Statutory/Professional Registration is a requirement of this role it must be maintained at all times
- Responsibility to maintain continuous professional development in order to meet requirements of professional registration
- To work within the boundaries of your relevant Professional Code of Conduct
- Adherence to national guidelines and best practice evidence on **infection control**
- Compliance with the practice clinical policies and those adopted by the practice

PERSONAL AND PROFESSIONAL DEVELOPMENT:

The post-holder will participate in any training programme implemented by as part of this employment, such training to include:

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



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- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

All employees are expected to actively engage with the development of the Primary Care Network and Integration with other Health and Social Care Providers.

NO SMOKING POLICY

Smoking is prohibited on all practice premises and vehicles.

QUALITY

The post-holder will strive to maintain quality within the practice network, 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 patient's needs.
- Effectively manage own time, workload and resources.

ACCEPTANCE

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with this position.

This description will be open to regular review and may be amended to take into account development or changes within the Network. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Network.

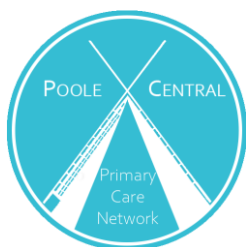
I confirm my acceptance of this job profile. I understand that this represents an agreement between Poole Central PCN and myself to fulfil the responsibilities and objectives to an acceptable standard of performance.

Signed by – Post Holder: _____ Date: _____

Print Name - _____

Signed by – Manager: _____ Date: _____

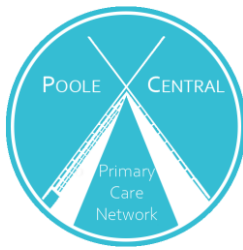
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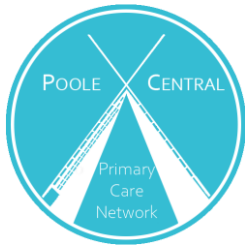
Person Specification – Clinical Pharmacy Technician

Criteria		Essential	Desirable
Personal Qualities & Attributes	Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines	√	
	Works effectively independently and as a member of a team	√	
	Able to support people in a way that inspires trust and confidence, motivating others to reach their potential	√	
	Ability to communicate effectively, both verbally and in writing, with people, their families, carers, partner agencies and stakeholders.	√	
	Ability to identify risk and assess/manage risk when working with individuals	√	
	Flexible approach to meet service needs and ensure a stakeholder focused	√	
	Ability to maintain effective working relationships and to promote collaborative practice with all colleagues in PCN and the wider system	√	
	Continued commitment to improve skills and ability in new areas of work	√	
	Self-motivated and proactive	√	
	Adaptability, flexibility and ability to cope with uncertainty and change	√	
Education, Qualifications & Training	Professional registration with GPhC	√	
	BTEC/NVQ level 3 or equivalent in pharmaceutical sciences	√	
	Completion of CPPE PCPEP course or currently enrolled on the pathway (willingness to undertake essential)		√
	Demonstrable commitment to professional and personal Development	√	
	Training in motivational coaching and interviewing or equivalent		√
Experience	Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy	√	



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Criteria		Essential	Desirable
	Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities, and challenges		√
	Experience in use of databases, digital technology applications		√
	Experience of data collection and providing monitoring information to assess the impact of services		√
	Experience of partnership/collaborative working and of building relationships across a variety of organisations		√
	Vulnerable adults' awareness		√
Skills and knowledge	Knowledge of the personalised care approach	√	
	Relevant advanced theoretical and practical knowledge of Primary Care Networks, General Practice and evidence based medicine		√
	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(s)		√
	Awareness of GP budget-management and funding systems to enable GP clinical pharmacist services to assist delivery of PCN and NHS priorities and requirements for financial balance and quality		√
	Good clinical pharmacy knowledge including terminology	√	
	Knowledge of general practice clinical system, SystemOne		√
	An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing		√
	Knowledge and understanding of pharmacy law and ethics and current legislation	√	
Other	Meets DBS reference standards and has a clear criminal record, in line with the law on spent convictions	√	



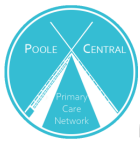
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Criteria		Essential	Desirable
	Full driving licence and access to own transport	√	



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