

Rural West Primary Care Network

Job Description

Job Title	PCN Pharmacy Technician
Managerially accountable to:	The PCN Manager
Professionally accountable to:	The PCN Partners
Hours per week:	37.5 hours

Job Summary

The purpose of this role is to support the clinical IP Pharmacists and GPs in prescribing for the patients of the Rural West Primary Care Network (PCN); the PCN consists of Tadley Medical Partnership and Watership Down Health.

Pharmacy Technicians play an important role, complementing clinical Pharmacists, ICB Pharmacists, community Pharmacists and other members of the PCN's multi-disciplinary team.

The Pharmacy Technician's core role responsibilities will cover clinical, technical and administrative categories and they will work under appropriate clinical supervision to ensure safe, effective and efficient use of medicines. The main purpose of the role is to assist the PCN Pharmacists to maximise safe and cost effective best practice in prescribing, to improve the quality of patient care. The post holder will help patients to get the best from their medicines by switching 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.

Primary Responsibilities

The Pharmacy Technician will work as an integral part of the PCN and will be based within both Practices within it.

The post holder will:

- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Undertake day to day handling of prescription queries within area of own competence
- Undertake medicines reconciliation post discharge and on other transfers of care
- Update and maintain accurate patient medication records on the practice clinical computer system (EMIS), including advice given and action taken
- As determined by the PCN, support medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacies
- Manage shared care protocols and liaise with Clinical Pharmacists for more complex patients.
- 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 and GDPR, Caldicott Guidelines and the Confidentiality Code of Conduct
- Support the PCN multi-disciplinary team to ensure efficient medicines optimisation processes are being followed.
- Promote and support the legal, safe and secure handling of medicines, including the Electronic Repeat Dispensing (eRD) service and online ordering.

- Develop relationships with other pharmacy professionals and members of the multi-disciplinary team to support integration across health and social care including primary care, commissioners, community pharmacy, secondary care and mental health.
- Support practice reception teams in streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.
- Support the implementation of prescribing policies and guidance within GP practices, care homes and other primary care settings by undertaking clinical audits (e.g. use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework (QOF) and Enhanced services
- Provide 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.
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.
- Assist in the delivery of medicines optimisation and management incentive schemes and patient safety audits.

This job description is a summary of the main duties of the post and is, therefore, not exhaustive. This post will evolve over time and the job description may be amended accordingly. The duties of the post will be reviewed regularly in conjunction with the post holder.

Key Non Clinical Aspects (risk management, health & safety, Information Technology)

1. Ensure accurate, clear and concise records are recorded and maintained on every patient and to uphold confidentiality of the same.
2. Maintain databases to facilitate patient care and ensure accurate data and fulfil clinical governance.
3. Contribute to evaluation reports required for the monitoring and quality improvement of the service.
4. Participate in meetings to ensure the service runs smoothly and information is shared.
5. Contribute to the development of the service within the Practices and the community.
6. Promote and participate in an environment that seeks to continually improve and deliver quality patient focused care.

Professional Development

1. Take part in mandatory training.
2. Ensure own skills and knowledge are updated by undertaking continual personal and professional development, in line with the requirements of the post and the service.
3. Contribute to the PCN strategies ensuring that the views of all staff are represented.
4. Demonstrate clear understanding and awareness of national policy in relation to the post.
5. Be flexible in meeting the needs of the role in both hours worked and tasks undertaken.

Generic Responsibilities

Tadley Medical Partnership is the employing Partnership for Rural West PCN under a joint contract working across the PCN in both Tadley Medical Partnership and Watership Down Health. All staff have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards 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 you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

This practice 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 maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, 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 practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care 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.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practices' Training Managers and the PCN Manager.

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 and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Tadley Medical Partnership and Watership Down Health must adhere to the information contained with these practice's policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

All staff are required to dress appropriately for their role.

Pharmacy Technician Person Specification		
Qualifications	Essential	Desirable
Qualified as a Pharmacy Technician with Professional registration with GPhC	✓	
BTEC/NVQ level 3 or equivalent in pharmaceutical sciences	✓	
Enrolled in, undertaking or qualified from an approved training pathway (e.g. the Primary Care Pharmacy Educational Pathway (PCPEP))		✓
Evidence of continued professional development (CPD)	✓	
Experience	Essential	Desirable
Experience of working as a qualified, registered pharmacy technician in general practice (desirable) or in hospital or community pharmacy (essential)	✓	✓
Postgraduate qualifications of a relevant nature. e.g. FdSc in Medicines Management/Pharmacy Services; BTEC Therapeutics		✓
Knowledge and Understanding	Essential	Desirable
Knowledge of the principles of medicines optimisation	✓	
Good clinical pharmacy knowledge including terminology	✓	
Knowledge and understanding of pharmacy law and ethics and current legislation	✓	
Relevant advanced theoretical and practical knowledge of Primary Care Networks, General Practice and evidence-based medicine		✓
An appreciation of the NHS agenda and Government targets		✓
An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing		✓
Skills and competencies	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Ability to use the required GP clinical systems (EMIS) and an understanding of clinical coding		✓
Computer literate with strong IT skills including competent use of Office and Outlook	✓	
Able to analyse and interpret prescribing data	✓	
Has attention to detail, able to work accurately, identifying errors quickly and easily	✓	
Able to effectively manage allocated resources	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Ability to work under pressure	✓	
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
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 PCN on a regular basis	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.