



## Primary Care Pharmacy Technician Job Description

Role:	Senior Pharmacy Technician
Location:	Cricketfield Surgery, Cricketfield Road, Newton Abbot, Devon, TQ12 2AS and surrounding area for visiting
Hours of Work:	37.5hrs per week, minimum of 30hours per week required and must be able to work Monday to Friday on site. There may be scope for flexible working or a Job Share.
Salary:	£31000 to £37000 FTE (as per 2019 Practice Pay Scales)
Contract Type:	Permanent
Annual Leave:	5.6weeks starting to include Bank Holidays (FTE or pro-rata if working part-time) with annual increments to recognise longevity of service up to the maximum of 7.6weeks.
Reports To:	Practice Manager (line management) and Partners and PCN Pharmacist (supervision of duties)
Clinical Mentor:	Dr Andrew Venning

### **The purpose of the role is to:**

To support the GP Partners and Clinical team to manage a busy and diverse clinical caseload (list size currently just over 10300 and steadily increasing due to local demographics). To provide patient care to a high standard and ensure work meets or exceeds the CQC standards as well as our Code of Conduct.

To support the Practice to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

To support the Primary Care Network Pharmacist in their work specific to Cricketfield Practice and with any work related to Local Enhanced Service contracts for Medicines that we are signed up to as a Practice or PCN.

To oversee the administration of prescribing at the Practice, to include supervision of the Prescribing Clerks and any of the Patient Services Team assigned to support the administration of prescribing. To also take responsibility for processes and procedures for administration of prescribing and the development of policies in collaboration with your Clinical Mentor and the PCN Pharmacist.

## **Job Responsibilities**

### **1. Clinical Input**

- To participate in the daily preparation of repeat prescriptions in order to ensure high quality, safe and timely repeat prescribing.
- To provide supervision, training and professional leadership to the practice administrative staff.
- To communicate effectively and professionally with patients on the telephone, electronically or face to face.
- To update patients' medical records in an accurate and timely manner.
- To perform medication usage reviews and synchronisation of medication supplies; perform amendments to issue durations of prescriptions to match actual medication use duration; co-ordinate and lead efforts to satisfy medication monitoring requirements; liaise with the administrative team in regard to patient discharge information and clinical letters to perform medication reconciliation; assist GPs and pharmacists with medication reviews.
- To respond to medication queries from patients and staff (include medication related triage), and take action as appropriate in accordance with practice protocols.
- To support the Clinical Pharmacists to provide patient information leaflets, medicine awareness and promote safe self-care and health promotion.
- To build and improve the working relationships with the local Community Pharmacy teams.

### **2. System Improvement**

- To contribute to the review and development of repeat prescribing protocols /Standard Operating Procedures to improve the efficiency and effectiveness of repeat prescribing.
- To provide advice to GPs, staff and patients in changes to prescribing in order to support the improvement of prescribing safety, quality and cost effectiveness.
- To participate in medication audits and Quality Improvement Projects.
- To help plan, develop and support the introduction of new working processes within the practice to optimise the quality of prescribing.
- To work with PCN prescribing and medication management projects as appropriate
- To take a proactive approach to the safe handling of prescriptions, including assessment of risk and making recommendations for improvement.
- To assist in the control of medicines stocks within the practice and to advise on the safe and secure handling of controlled drugs and other medicines, ensuring compliance with medicines legislation.
- To advise on the sourcing and safe management of medicines as appropriate.
- Action drug alerts and keep a register of these and actions taken.

### **3. Budgetary Responsibility**

- To support the achievement of the practice's prescribing Quality and Outcomes Framework targets, and the Quality Improvement targets.
- To assist in the appropriate monitoring and management of our prescribing budget and to liaise with the Medicines Optimisation Team at Devon CCG.
- To prepare evidence-based resources and information to support the implementation of rational cost-effective prescribing.
- To assist in the submission of claims for personally administered drugs as required.

#### **4. Patient Services**

- To provide medication review services to patients via clinics in the Practice, domiciliary visits and in residential and nursing homes, and to deliver pharmaceutical care plans that maximise cost-effective prescribing and improve the quality of patient care.
- To present at Patient Participation Group meetings or other appropriate events to give advice on the appropriate use of medicines.
- To work with the Communications Coordinator to produce patient information leaflets and posters and run medicine awareness projects throughout the year.
- To prepare evidence-based resources and information for patients to support the medicine management team and all other relevant health professionals in the implementation of rational cost-effective prescribing.

#### **Responsibility for Administration and the Practice Reputation**

Other duties and responsibilities to be undertaken may include any or all of the items in the following list:

- Initiating contact with and responding to requests from patients, other team members and associated healthcare professionals and providers
- Computer data entry/data allocation and collation, processing and recording information in accordance with practice procedures
- Helping to keep all practice areas tidy and free from obstructions and clutter
- Helping to maintain a positive, patient focussed culture
- Helping to maintain a positive, supportive culture across the whole of the practice team
- Any other duties commensurate with this position
- Duties will vary from time to time under the direction of the Partners / Practice Manager, in discussion with the post holder, dependent on current and evolving practice workload and staffing levels

#### **Personal/Professional Development**

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that professional development requirements for PREP are met, the post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Basic Life Support, elearning through Blue Stream, whole Practice training, or other training determined necessary for you and your role to support your development and ours as a Practice.
- Participation in an annual individual performance review at the Practice and annual external GP Appraisal including taking responsibility for maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

#### **Confidentiality**

- 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

### **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Core Policy, all other policies, procedures and documents linked to health & safety, and the practice Infection Control Policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Quality**

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

- Alert other team members to issues of Clinical Governance, quality and risk, and participate in Significant Event Analysis and audit reviews
- 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, he/she will also contribute to the overall team-working of the Practice putting the needs of the Practice first.

## Communication

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

## 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
- Work with the Partners and Management Team to achieve standards of quality, performance standards, budgets and targets without compromising levels of patient healthcare.
- Contribute towards the development and implementation of new standards, policies and procedures that are/will be required of GP Practices now and in the future (as directed by NHS/ DoH/ CQC, new legislation etc.)

## Payscales – as per Pay Policy

Senior Pharmacy Technician (similar to Band 6)				
Code	Level	WTE Salary	Hrly Rate	Criteria
SPTA	A	31000	15.85	To be an experienced Pharmacy Technician able to supervise prescribing administration and Pharmacy Technicians
SPTB	B	32000	16.37	To also be leading on protocol and policy developments within prescribing
SPTC	C	33100	16.93	To also be leading on the prescribing budget and cost effectiveness of the Practice in this area
SPTD	D	34300	17.54	To now be Line Managing Prescribing Clerks and Pharmacy Technicians
SPTE	E	35600	18.21	Proven track record in achieving KPIs and making a positive impact on the operational and strategic direction of the Practice as well as maintaining stability and sustainability and ensuring Practice and own resilience
SPTF	F	37000	18.92	Reliably operating as a consistently high quality leader for the Practice instilling trust both internally and externally. Clearly able to evidence how we are not just achieving our mission statement, core values, aims and objectives as well as the CQC Standards but our innovative strategies exceed expectation.

<b>SENIOR PHARMACY TECHNICIAN PERSON SPECIFICATION</b>			
<b>Attributes</b>	<b>Criteria</b>	<b>How Identified</b>	<b>Essential/Desirable</b>
<b>Relevant Experience</b>	5years plus as a Pharmacy Technician	Application form/interview	E
	Experience of supervision/leadership on projects or areas of responsibility	Application form/interview	E
	Experience of supervision/leadership of others	Application form/interview	D
	Experience dealing with patients face to face, over the telephone and digitally	Application form/interview	E
	Experience of working in line with agreed protocols and policies	Application form/interview	E
	Experience of working within a diverse team with multiple departments/locations	Application form/interview	D
	Experience within Primary Health Care	Application form/interview	D
<b>Education and Qualifications</b>	GCSE's A-C or equivalent in English, Maths and Science	Application form	E
	BTEC National Diploma in Pharmaceutical Science or equivalent	Application form	E
	Hold current Professional Membership with GPhC	Application form	E
<b>Work related knowledge</b>	Awareness of confidentiality in the workplace	Interview	E
	Excellent IT Skills, including Microsoft Office - Outlook, Excel and Word	Application form/interview	E
	SystemOne	Application form/interview	D
	Law and guidelines on medicines	Application form/interview	E
	GPhC Code of Conduct and their renewal process	Application form/interview	E
<b>Skills &amp; abilities</b>	Effective communication skills, with patients, staff and external organisations	Application form/interview/ references	All essential
	Accurate and methodical with excellent attention to detail		
	Understand and accept level of responsibility and accountability		
	Ready to refer to the pharmacist or GP when necessary		
	Ability to self-evaluate and embrace professional development		
	Ability to identify and contribute to continuous improvement for work methods, procedures and protocols		

<p><b>Additional factors</b></p>	<p>Excellent time keeping</p> <p>Flexibility towards practice needs and change ready</p> <p>To be patient, supportive, unbiased and inclusive</p> <p>Able to work collaboratively in a team</p> <p>Ability to manage own workload and work unsupervised</p> <p>Understand the importance of the Practice Code of Conduct and ensure you work within it.</p> <p>Sense of humour with a positive outlook and approach</p> <p>At a senior level it is also expected that you actively promote positivity and professionalism from other team members as well, and help ensure they are meeting the Practice Code of Conduct</p>	<p>Application form/interview/ references</p>	<p>All essential</p>
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