

JOB DESCRIPTION : **General Practice Pharmacy Technician**

REPORTS TO Nominated Practice Manager

BASED IN Likely to work with two sites in our PCN (TBC)

North West Bristol

Full time or part time (job share)

SALARY RANGE £22,000 – 27,000 (FTE) depending on experience

Job overview

Pharmacy technicians play an important role, complementing clinical pharmacists, CCG pharmacists, community pharmacists and other members of the PCN multi-disciplinary team. Pharmacy technicians are different to clinical pharmacists as they are not able to prescribe or make clinical decisions, instead working under supervision to ensure effective and efficient use of medicines.

Pharmacy technicians' core role responsibilities will cover clinical, and technical and administrative categories.

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.

The role will also include training and development of practice based prescribing clerks and administrators to support improved co-ordination and effective pharmacy administration within general practice, especially with relation to repeat prescribing systems and processes.

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 PCN in achieving national requirements, guideline implementation and utilisation of medicines optimisation initiatives.

Main duties of the job

Clinical

- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Day to day handling of prescription queries within area of own competence
- Medicines reconciliation post discharge and on other transfers of care
- To update and maintain accurate patient medication records on the practice clinical computer system, including advice given and action taken

- Delivery of training and development to practice based prescribing clerks and administrators to support improved co-ordination and effective pharmacy administration within General Practice.
- Carry 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, 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

Technical and administrative

- Support the PCN multi-disciplinary team to ensure efficient medicines optimisation processes are being followed.
- Implement efficient ordering and return processes and reducing medication wastage.
- Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Promotion of Electronic Repeat Dispensing (eRD) 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.
- Support the PCN to deliver on QIPP agenda, QOF and locally commissioned enhanced services
- Support the PCN in reviewing and developing practice policies for CQC requirements

General

The postholder will:

- Develop a culture that promotes equality and values diversity. The postholder must be aware of and committed to the Equality and Diversity policies of the appointing GP Practice and comply with all the requirements of these policies and actively promote Equality and Diversity issues relevant to the post.

- Ensure the principles of openness, transparency and candor are observed and upheld in all working practices.
- The post holder will have, or acquire through training provided by the organisation, the appropriate level of safeguarding and knowledge, skills and practice required for the post and be aware of and comply with the organisation's safeguarding protection policies and procedures.
- Ensure that any infection prevention and control issues are reported to the line manager/Infection Prevention and Control Lead.

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 recognises 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.

Personal/Professional development:

- The post-holder will participate in any training programme implemented by the PCN part of this employment, with 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
 - Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

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

Person Specification – PCN Pharmacy Technician

Qualifications and Experience

Essential

- BTEC/NVQ level 3 or equivalent in pharmaceutical sciences

Desirable

- Professional registration with GPhC
- Evidence of continued professional development (CPD)
- Evidence of working as a registered pharmacy technician in general practice
- Postgraduate qualifications of a relevant nature. e.g. FdSc in Medicines Management/Pharmacy Services; BTEC Therapeutics

Knowledge and Understanding

Essential

- Knowledge of the principles of medicines optimisation
- Good clinical pharmacy knowledge including terminology
- Knowledge and understanding of pharmacy law and ethics and current legislation

Desirable

- Relevant advanced theoretical and practical knowledge of Primary Care Networks, General Practice and evidence-based medicine
- An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing

Skills and Competencies

Essential	Computer literate with an ability to use the required GP clinical systems (desirable) and Microsoft office packages (essential)
Essential	Able to analyse and interpret prescribing data
Essential	Has attention to detail, able to work accurately, identifying errors quickly and easily
Essential	Able to effectively manage allocated resources
Essential	Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines
Essential	Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems
Essential	Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience
Essential	Excellent verbal and written communication skills with team members, patients, carers, and other healthcare professionals. Whilst recognising people’s needs for alternative methods of communication

Essential An excellent understanding of data protection and confidentiality issues
Desirable Understand the aims of current healthcare policy within the PCN

Attributes

Essential Works independently and as a member of a team
Essential Able to direct and support others
Essential Continued commitment to improve skills and ability in new areas of work
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Essential Able to undertake the demands of the post with reasonable adjustments if required
Essential Independently mobile to be able to work across several sites and travel to meet with stakeholders
Essential Adaptability, flexibility and ability to cope with uncertainty and change
Essential 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
Essential Excellent time keeping and prioritisation skills