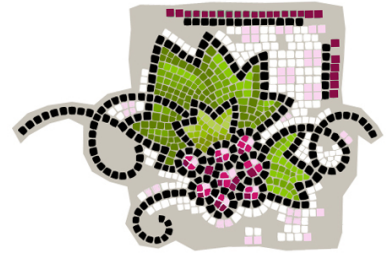


The Vine Medical Centre



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Practice Manager: Lindsey Mulcahy BSc (Hons)

Job Description: Clinical Pharmacy Technician

Job Title	Clinical Pharmacy Technician
Responsible to	Practice Manager & Clinical Pharmacist
Base	The Vine Medical Centre (on behalf of Maidstone Central PCN)
Contract Type	Permanent
Hours Per Week	37.5
Salary	Band 5
Holiday Entitlement	25 days per year & Bank holidays pro rata

Job Summary:

The post-holder will be responsible for supporting the Clinical Pharmacist in implementing effective medicines management within the Practice, identifying areas for improvement, and initiating and managing change, under supervision to ensure effective and efficient use of medicines.

The purpose of the role is to lead improvements to maximise safe, 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 medicines wastage.

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 the national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

Job Responsibilities:

Services to Patients

- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Support medication reviews and medicines reconciliation for new patients, synchronising medicines for patient transfers between care settings, and linking with community pharmacies.
- Reviewing new patient medications, hospital discharge and/or clinic letters ensuring accurate information is recorded on the patient record.
- Support the Clinical Pharmacist in Structured Medication Reviews (SMR) i.e. organise necessary monitoring tests prior to SMR.
- Provide expertise to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities.
- Manage shared care protocols and liaise with the Clinical Pharmacist for more complex patients.
- Synchronise quantities on prescriptions and align medications to minimise medication reviews and improve patient satisfaction.

Medicines Optimisation and Management

- 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.
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing locally.
- 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.
- Conduct audits and searches to ensure targets for various locally commissioned projects are met.
- Responsible for patient medication queries and changes through the Eclipse software package, ensuring high standards are met.
- Support the implementation of national prescribing policies and guidance within GP Practices, care homes, and other primary care settings.
- Support the Practice/PCN to deliver on the QIPP agenda, QoF and other locally commissioned enhanced services.
- Support the Practice/PCN in reviewing and developing Practice policies for CQC requirements.

Staff Training, Development and Supervision

- Provide training and support on the legal, safe and secure handling of medicines including the implementation of the Electronic Prescribing Service (EPS).
- Supervising Administrative staff involved with Practice repeat prescribing process and conducting training and providing further support where appropriate.
- Ensure effective management of the repeat prescribing processes within the Administrative Team.

IT

- Be proficient in using the practice clinical system and relevant modules for repeat prescribing and medicines management:
 - EMIS Web
 - Workflow Manager for Medicines Management
 - AccuRx
 - EPS Tracker
 - Docman 10
 - Eclipse
 - ScriptSwitch
- Enter patient information on to the computer as required and in accordance with practice guidelines.

Repeat Prescriptions

- Support the Practice Reception Team in streaming general prescription requests, so as to allow GPs and Clinical Pharmacists to review the more clinically complex requests.
- Undertake prescription request updates in line with Practice Protocols and Standard Operating Procedures.
- Action NOMAD and Electronic Repeat Dispensing update requests effectively and accurately in line with the Practice Protocols and Standard Operating Procedures.
- Promote the use of Electronic Repeat Dispensing (eRD) and online ordering.
- Liaise with the Clinical Pharmacist or Lead GP where appropriate and have knowledge of local and national prescribing policies relevant to own duties and responsibilities.

- Maintain awareness of prescribing budgets and the importance of this in relation to own duties and responsibilities.
- Ensure a good and timely service for patients minimising complaints with regard to the Repeat Prescription Service.

Additional Duties:

- Undertake any other additional duties appropriate to the post as requested by the Partners, Practice Manager and Clinical Pharmacist.
- The above list of tasks is not exhaustive and may be subject to change as deemed necessary to meet the changing needs of the Practice and/or PCN.

Core Competencies and Core Functions:

Effective Communication:

- Skills in enquiry and interpretation of information to identify areas of concern or risk.
- Able to give and receive feedback.
- Able to negotiate with colleagues, patients and external providers.
- Report any medication incidents in line with Practice Protocols.

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.

Managing Information:

- Able to understand risk.
- Able to receive and prioritise information.
- Able to have good attention to detail to analyse patient information to ensure the safe and effective prescribing of medicines.
- Understanding of Data Protection Act.
- Able to implement action points from correspondence.

Protecting Patients:

- Understanding principles of assessment for vulnerable patients.
- Understanding the impact on health of long term conditions including mental health.
- Awareness of high-risk medicines and medicines prone to abuse to minimise harm to patients.

Organising Skills:

- Understanding of multidisciplinary team working and able to network across traditional provider boundaries.

Developing effective relationships:

- Offer prescribing assistance to our clinical team and project a positive and friendly image to patients and other visitors i.e. pharmacy staff, either in person or via the telephone in relation to the Repeat Prescription service.
- Able to support vulnerable patients post hospital discharge and those deemed at high clinical risk.

- Develop relationships with other pharmacy professionals and members of the multi-disciplinary team to support integration across health and social care including primary care, community pharmacy, secondary care and mental health.
- Deal with prescription queries from a range of health care professionals including: GP's, nurses, community nurses, community pharmacists, nursing home staff as well as reception and administrative staff at the practice.

Self -Awareness:

- Be able to work methodically and accurately with the ability to self-motivate, organise and prioritise workload.
- Self-confident in relating to colleagues and patients/GPs.
- Be able to recognise and work within personal limitations and refer onward as appropriate.
- Self-directed in seeking learning opportunities for development.
- Able to reflect on own work and learning.
- Have good time management skills and work in a timely manner to process prescription requests.

Ethical Practice:

- Able to act as a role model for junior staff.
- Understanding of cultural needs of specific populations.

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 implement and lead on the management of their own and others' health and safety as defined in the practice Health & Safety policy, the practice Health & Safety manual. This will include (but will not be limited to):

- 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 across clinical and patient process.
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas generally clean.

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

All Pharmacy Technicians must work within their competencies and have professional indemnity for their role.

All Pharmacy Technicians must have completed, be enrolled in, or be prepared to start an approved CPPE training pathway.

The post-holder must be registered with the General Pharmaceutical Council (GPhC).

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.

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.

This job description can be altered at any time, but this must be in discussion with the post-holder.