Job Description

Position: Pharmacist Technician

Accountable to: Lead Clinical Pharmacist/ Practice Manager and Partners

Hours: 18-25 hours per week

Pay: £15 per hour

**General Information**

Haresfield Surgery is situated within the Worcester City locality boundary and provides general medical services to approximately 18,300 patients. The Practice has six partners, eight Salaried GPs, Advanced Nurse Practitioners, Registrars, GP Clinical Pharmacists, dedicated Management and a strong Nursing Team, all of which are supported by skilled Care Navigators and Administrators. Haresfield Surgery is also a training practice with a longstanding relationship with the University of Birmingham Medical School. It is ideally located with excellent road links to surrounding towns and villages.

Haresfield Surgery prides itself with its team ethos, making it a great place to work. In its modern, purpose-built building, Haresfield Surgery is able to offer its staff a working environment with comfortable rest rooms, free on-site parking and an in-house gym. Staff welfare is of utmost importance, as well as a focus on professional development and job satisfaction.

**Job Summary**

The Pharmacist Technician will work alongside the prescription and practice team to assist in maximising safe, cost-effective best practice to improve the quality of patient care. They will play an important role in helping patients to get the best from their medicines through effective medicine reconciliations after discharge. They will also carry out medication reviews and deal with prescription queries and promotion of on-line medication ordering and identifying suitability of electronic repeat prescription services.

**Key Responsibilities**

* Support the repeat Prescription process, including medication reviews and synchronisation.
* Provide advice on medicines and prescribing queries to patients and colleagues
* Carry out audits and contribute to quality improvement initiatives
* Assist the implementation of local and national prescribing guidelines
* Support the clinical team with medication -related tasks, including reconciliation post dis-charge
* To liaise where necessary with community pharmacists and other pharmacists in relation to medicine optimisation
* To support the practice in achieving the Quality Outcomes Framework targets and any targets from other organisations
* Support the implementation of local and national prescribing guidelines, formulary updates and safety alerts

Training requirements will be monitored by yearly appraisal. Personal development will be encouraged and supported by the Practice. It is the individuals’ responsibility to remain up to date with recent developments.

**Place of Work:**

The main place of work will be based at Haresfield Surgery, but there may be times when travel is required to the practice branch Surgery in Kempsey.

**Health & Safety:**

Working within a healthcare environment, the post-holder must take responsibility for their own and others’ health, safety and security. This will include (but will not be limited to):

* All staff within the department adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Maintain an up-to-date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the Practice.
* 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 the Practice.
* Making effective use of training to update knowledge and skills and initiate and manage the training of others in these areas.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed.
* Actively identifying, reporting on and correcting health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other staff.

**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.

**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 the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training program 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.

**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 their own performance and take accountability for their own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on their own and the team’s activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient needs.
* Effectively manage own time, workload and resources.

**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.

# *Notes*

*This is not intended to be an exhaustive list of responsibilities. This is a role which requires flexibility and adaptability, and it is expected that you will participate in a wide range of activities which are appropriate to your position, level of expertise and employment grade.*

**Person Specification for the post of: PHARMACIST TECHNICIAN**

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| **ATTRIBUTES** | **REQUIREMENTS** | **METHOD OF ASSESSMENT** |
|  | **ESSENTIAL** | **DESIRABLE** |  |
| Registration / Education / Qualifications  | General Pharmaceutical Council (GPhC) approved Level 3 integrated qualificationOrLevel 3 Pharmacy Technician (integrated) ApprenticeshipMinimum of 4 GCSEs at Grades 9–4 (A\*–C) or equivalent, including English, Maths, and Science. |  | Application / Evidence  |
| Experience | Experience of dealing directly with patients / customersExperience working in a community or Primary Care Pharmacy settingPrevious experience that demonstrates accuracy and good attention to detailExperience in dealing with external organisations. | Previous experience of working in a General Practice, NHS or Healthcare settingAn appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving prescribing | Application / interview |
| Knowledge / skills | Excellent communication and interpersonal skills.Strong IT skills (generic)Excellent standard of grammar and spelling in the English languageThe ability to work effectively when busy and multi-task when requiredDemonstrates accountability for delivering professional expertise and direct service provisionThe ability to deal with personal information sensitively and respect peoples right of confidentialityExcellent leadership skillsProven problem solving & analytical skillsEffective time management (Planning & Organising skills). | Experience in using EMIS Clinical SystemExcellent interpersonal, influencing and negotiating skillsUnderstanding of EMIS or similar clinical systemsKnowledge of NHS policies and procedures | Application / Interview |
| Personal Qualities | Polite and ConfidentHonest and reliable.Flexible and cooperativeMotivated and proactiveAbility to use initiative and judgementHigh levels of integrity and loyaltyAbility to work under pressureSensitive and empathetic in distressing situationsAbility to work without direct supervision and determine own workload priorities and meet deadlines.Ability to work as part of an integrated multi-skilled team. |  | Interview/Evidence based |

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.

Post Holder:

Signature:

Date: