JOB DESCRIPTION

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| **Job Title** | Cross Sector Pre-Registration Trainee Pharmacy Technician |
| **Band/Grade** | Trainee (Two Years – Fixed Term Contract) |
| **Professionally Accountable to** | Supervising Pharmacist (Community Pharmacy)  Supervising Pharmacist (General Practice) |
| **Responsible to** | Supervising Pharmacist (Community Pharmacy)  Supervising Pharmacist (GP Practice)  &  Herefordshire and Worcestershire Training Hub |

### JOB SUMMARY

The post holder will develop knowledge, skills and competencies to achieve a BTEC Level 3 Diploma in the Principles & Practice for Pharmacy Technicians through a structured rotational training program with Community Pharmacy and General Practice in order to register with the General Pharmaceutical Council as a Pharmacy Technician under the support and guidance of Pharmacy and Practice staff.

The postholder will complete competencies in the workplace to achieve the BTEC Level 3 Diploma in the Principles & Practice for Pharmacy Technicians and will complete the learning organised by the training provider using all the allocated weekly study day and study in personal time.

The postholder will ensure knowledge, attitudes and behavior follow the General Pharmaceutical Council’s Standards for Pharmacy Professionals during the two-year training programme in order that they can seek a declaration of competence from supervising pharmacists in all sectors.

### MAIN FUNCTIONS OF THE JOB

* To study for 1 day a week to achieve the Pre-Registration Pharmacy Technician training programme in the two-year fixed term contract and complete BTEC Level 3 Diploma in the Principles & Practice for Pharmacy Technicians.
* To rotate to Community Pharmacy for 2 days a week - dispensing, issuing medicines and counselling patients on how to use their medicines, stock management, reconciliation of medicines, and Over the Counter sales for minor ailments, medicines review, and enhanced services e.g. stop smoking services under the supervision of Pharmacy Staff.
* To rotate to General Practice for 2 days a week – responding to a prescription requests, reviewing hospital discharge/clinical letters and reconciling medication against current medications highlighting discrepancies under the supervision of the pharmacist. Completing audits under the supervision of a pharmacist and practice team.
* To gain knowledge of diseases, basic treatments and the actions and uses of drugs.
* To answer basic pharmaceutical queries under supervision.
* To learn about and contribute to the objectives for safe patient care in all workplaces.
* To support team values to ensure the maintenance of the highest professional standards.

**Community Pharmacy responsibilities:**

* To work under the supervision of the Supervising Pharmacist at all times.
* To follow all workplace Standard Operating Procedures at all times.
* To learn about Medicines Optimisation and how Pharmacy Technicians contribute to Community Pharmacy. This will involve a patient facing role.
* To assist the Pharmacist in retrieving electronic prescriptions (EPS) as per SOPs.
* To receive prescriptions and ensure they are legal and valid and advise patients on completing the declaration.
* To use the Pharmacy computer system to record Patient Medication Records and create labels.
* To dispense prescriptions including FP10’s & Private Prescriptions and monitored dosage systems (MDS) as per community / dispensing pharmacy SOPs .
* To issue prescriptions and counsel patients on how to use their medicines.
* To order, receive, store and maintain stock as per SOPs.
* To support the community pharmacist with medicines reconciliation in accordance with protocols, highlighting discrepancies to ensure patients’ medication records are up to date and liaising with general practice to ensure the correct medicines are continued following transfer of care (TCAM).
* To complete OTC sales and recommendations for common minor ailments under the supervision of a Pharmacist / trained Pharmacy staff.
* To support the Pharmacist to complete Medication Use Reviews (MUR’s),New Medicines Service (NMS) and Community Pharmacist Consultation Service (CPCS)
* To support the Pharmacist to complete commissioned enhanced services e.g. stop smoking services, under the supervision of Pharmacy Staff.
* To liaise with General Practice regarding prescription issues.

**General Practice responsibilities’**

* To work under the supervision of the Pharmacist/ Practice Manager at all times.
* To follow all workplace Standard Operating Procedures at all times
* To learn about Medicines Optimisation and how Pharmacy Technicians contribute to General Practice. This will involve working in General Practice in a patient facing role and with telephone contact.
* To use the surgery computer system to record information & consultations, run searches and send tasks to other healthcare professionals.
* To respond to prescription requests from community patients, nursing/care home staff, pharmacy staff and GPs, processing them with 48 hours for routine prescriptions and same day for urgent prescriptions. This can include re-routing prescriptions to out of hours pharmacies for same day delivery.
* To learn about and be involved with the use of practice templates to record patient monitoring for high risk drugs.
* To learn about and be involved in monitoring blood tests, recalls and reviews using established protocols and involvement of the appropriate clinician.
* To review hospital discharge notifications / clinical letters and reconcile medication against current medications, highlighting discrepancies to the pharmacist/ designated GP under supervision of the pharmacist.
* To help support practice prescribing budgets by on-going monitoring, audit and analysis of drug use and support practices in reviewing, developing and enhancing cost-effective prescribing. This includes staying aware of latest prescribing improvement targets.
* To assist pharmacists / clinical staff help with annual medication reviews e.g. Asthma assisting with information to ensure prescribing of most cost-effective formulary product and observing patients have good inhaler technique under supervision.
* Conduct regular audits on medicines storage ensuring local and national guidelines are adhered to and issues are reported to the appropriate manager.
* To ensure medicines in the surgery are checked and out of date stock is identified and disposed of in an appropriate and timely manner and disposed of according to SOPs**.**
* To utilise resources to promote the reduction of medicines waste.
* To conduct face to face & telephone interventions (as outlined by the pharmacist) with patients and ensure consultations are recorded and reported to the pharmacist or designated GP.
* To complete prescribing audits to monitor and analyse individual practice / primary care network prescribing performance and trends against CCG and national targets, presenting information and data and identifying priority areas for action.
* To support prescribing clerks by helping with queries relating to prescription requests.
* To look for ways to improve efficiency and safety of the prescription ordering process, ensuring queries are resolved and scripts issued in line with timeframe in the practice procedure working with the practice pharmacist.
* To participate in practice clinical meetings, patient participation groups and other meetings to improve engagement of the role of the Pharmacy Technician within the GP model and to promote issues relevant to prescribing and medicines optimisation.
* To support the pharmacist in implementing drug withdrawals and alerts e.g. MHRA alerts and medicine shortages.
* To inspire the patient population with seasonal health information campaigns, creating displays throughout the year e.g. Stop Smoking, Antibiotic Awareness, annual Flu campaign.
* To promote digital solutions including Patient Access, NHS App, Electronic Repeat Dispensing to patients and practice staff as required by Practice Manager.
* To liaise with the Medicines in Care Home pharmacist to shadow their role and understand the role of pharmacists / pharmacy technicians including medication reconciliation and providing support and advice to Care Homes.

**Other duties**

* To document errors and support process review and improvement to reduce internal and external error rates in accordance with clinical governance guidelines.
* To take responsibility for specific areas of work or projects as may be agreed from time to time including contributing towards team goals and objectives.
* To provide feedback to Health Education England on the cross-sector training programme, attending review meetings with HEE regional facilitators on a regular basis.
* It is expected that the post-holder will divide their annual leave entitlement equally (as reasonable) between the sectors.

#### Research & Audit:

* To assist Pharmacy Technicians & General Practice Pharmacists in the completion of audits as required.

#### Training & Development:

* To complete the Diploma in the Principles & Practice for Pharmacy Technicians using the online recording systems with the support of colleagues and training provider.
* To study using online resources one day each week in academic term time.
* To commit to study at home where necessary.
* To complete mandatory training and other statutory training at all workplaces.
* To complete local competency-based assessments where necessary.
* To complete the contracted 37.5 hours per week. This will ensure that you meet the minimum number of hours work based experience, as stated by the General Pharmaceutical Council, to enable you to register as a qualified Pharmacy Technician.

#### Administrative Responsibilities

* To undertake all duties as required by the Supervising Pharmacist appropriate to the grade and relevance to the post.
* To always maintain confidentiality.

PERSON SPECIFICATION

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| **Job Title** | **Cross Sector**  **Pre-Registration Trainee Pharmacy Technician** |
| **Band/Grade** | **Trainee Post** |

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| **PERSON SPECIFICATION** | **Essential (E) / Desirable (D)** |
| You will require **FOUR** GCSE passes  (Grade A\*-C / Level 9-4) in the following subjects:   * Mathematics * English Language * 2 x Science subjects or Double Science   or equivalent | **E** |
| NVQ In Pharmacy Service Skills Level 2 | **D** |
| Ability to concentrate with attention to detail and accuracy | **E** |
| Basic IT skills | **E** |
| Willingness to undertake regular lifting and handling tasks following appropriate training | **E** |
| Willingness to work towards worked based competency training and assessments | **E** |
| Ability to work to deadlines in a high-pressure environment | **E** |
| Ability to work to complete college/training provider deadlines | **E** |
| Previous experience in a dispensary in community or hospital or have experience of working in general practice. | **D** |
| Experience in dealing with the public | **D** |
| Good written and oral skills | **E** |
| Good team working skills | **E** |
| Good basic mathematical skills | **E** |
| Professional attitude, conscientious with the ability to empathise | **E** |
| Self-motivated with commitment to the training | **E** |
| Ability to complete e-learning to complete the BTEC Level 3 Diploma in the Principles & Practice for Pharmacy Technicians with Training Provider | **E** |
| To comply with all workplace uniform policies. | **E** |