

<b>JOB TITLE</b>	PCN Pharmacy Technician
<b>RESPONSIBLE TO</b>	Senior Management Team / Board Directors
<b>ACCOUNTABLE TO</b>	Lead Primary Care Clinical Pharmacist / Primary Care Network Clinical Directors
<b>RELATIONSHIPS</b>	GP Practices and Base Practice teams
<b>GRADE</b>	Band 5 equivalent (depending on experience) plus NHS pension (Full and part-time positions available)

Quay Primary Healthcare CIC is a Community Interest Company established by Warrington GPs. In Warrington our GP Practices work together in collaborative geographical Primary Care Networks (PCNs).

**The successful candidate will be supporting Warrington Innovation Network, Warrington Innovation Network. Warrington Innovation Network has a registered population of 56,235 patients and is made up of 7 practices.**

**Full-time and part-time positions are available.**

Warrington Clinical Pharmacy in General Practice is part of an exciting programme of transformation to develop a new model of care which addresses our ambition to deliver person-centred, coordinated care across the district.

The Clinical Pharmacy in General Practice model is supported by the direction of national policy including the Five Year Forward View and GP Forward View where there is a need to better utilise the role of pharmacy within primary care to pro-actively help patients stay safe and well and out of hospital as well as helping to reduce the demands on general practice. Warrington recognises that Pharmacy technicians will play an important role, complementing our existing clinical pharmacist team, community pharmacists and other members of the PCN multi-disciplinary team.

PCN Pharmacy Technicians' core role responsibilities will cover clinical, and technical and administrative categories and will undoubtedly enable greater effective and efficient use of medicines.

### **Job Purpose**

PCN Pharmacy Technicians will lead improvements to maximise safe, cost effective best practice in prescribing to improve the quality of patient care.

Their role includes:

- Working alongside all GP practice staff as an integrated part of the practice teams, undertaking numerous medicines related activities.
- Contribute to the successful management of medicines and build capacity in the workforce at the right levels.
- 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.
- Contribute to minimising clinical risks and aiming to reduce wasted medicines.
- 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.
- Assist the PCN in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

### **Key working relationships**

- Patients
- PCN Clinical Pharmacists, GPs, Nurses and other practice staff members
- Other members of the local medicines optimisation team
- GP Clinical Lead(s)
- PCN Clinical Director(s)

- Local Service manager(s)
- Community Nurses and other Allied Health professionals
- Community Pharmacists and support staff
- Hospital staff with responsibilities for prescribing and medicines optimisation

### **Responsibilities underpinning the role**

- To develop and facilitate a good working relationship with all local providers of healthcare.
- To plan and organise own workload, including audit and project work, and training sessions.
- To record personally generated information and maintain a database of information relating to the work done in the practice(s). Personally generated information includes information and records relating to audit and clinical work undertaken by the post holder, reference notes relating to clinical/ technical information. The database includes maintaining up-to-date, detailed records of all work done in practices for which the post holder is accountable.
- To maintain registration as a pharmacy technician and comply with appropriate professional codes.
- As appropriate to the post, to maintain and develop professional competence and expertise, keep up to date with medical/therapeutic evidence and opinion, and local and national service, legislation and policy developments, agree objectives and a personal development plan and participate in the appraisal process.
- To attend local, regional and national meetings of relevance.
- To undertake any other duties commensurate with the post holder's grade as agreed with the post holder's line manager.
- All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements (e.g. health and safety, equal treatment and diversity, confidentiality and clinical governance).

### **Role Delivery specifics**

#### **Clinical**

- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- 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 care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacies.
- Support the Clinical Pharmacist in Structure 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 Clinical Pharmacists for more complex patients.
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing locally.

#### **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 multidisciplinary team to support integration across health and social care including primary care, 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 national 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

### **Job Description Agreement**

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice.

All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the organisation.

### **Codes of Conduct**

Pharmacy Technicians must comply with the Code of Professional Conduct set by the General Pharmaceutical Council.

### **Equal Opportunities**

Quay Primary Healthcare CIC is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:

- Ensure their behaviour is not discriminatory
- Does not cause offence
- Challenge the inappropriate behaviours of others

- Adhere to the Quay Primary Healthcare CIC values.

## **Health and Safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with Warrington Primary Care CIC as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Management is responsible for the implementation of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved the Chief Executive must be notified.

Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

Quay Primary Healthcare CIC is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff to share this commitment.

## **Quality and Clinical Governance**

Quality in Health Care delivery has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management.

## Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act.

It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Only disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system.
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Person specification – PCN Pharmacy Technician		
Qualifications	Essential	Desirable
Professional registration with GPhC	✓	
BTEC/NVQ Level 3 or equivalent in Pharmaceutical Sciences	✓	
Evidence of Continued Professional Development (CPD)	✓	
Experience	Essential	Desirable
Experience of working as a qualified, registered Pharmacy Technician in Primary Care, Community or Hospital Pharmacy	✓	
Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges		✓
Knowledge & Understanding	Essential	Desirable
Relevant advanced theoretical and practical knowledge of Primary Care Networks, General Practice and evidence based medicine	✓	
An appreciation of the NHS Agenda and Government targets		✓

Awareness of systems to support management of patients in a Primary Care setting, delivering pharmaceutical input and support in the context of pathways of care and the business of the organisation (s)		✓
Awareness of GP budget-management and funding systems to enable GP Clinical Pharmacist services to assist delivery of PCN and NHS priorities and requirements for financial balance and quality		✓
Good clinical pharmacy knowledge including terminology	✓	
An appreciation of the nature of Primary Care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing		✓
Knowledge and understanding of pharmacy law and ethics and current legislation	✓	
<b>Skills &amp; Competencies</b>	<b>Essential</b>	<b>Desirable</b>
Computer literate with an ability to use the required GP clinical systems (desirable) and Microsoft Office packages (essential)	✓	
Understand the aims of current healthcare policy within the PCN		✓
Able to analyse and interpret prescribing data		✓
Has attention to detail, able to work accurately, identifying errors quickly and easily		✓
Able to effectively manage allocated resources		✓
Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines		✓
Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems		✓
Excellent communication skills, verbal and written with the ability to adjust communication style and content to suit the audience		✓
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.	✓	
Influencing and negotiating skills		✓
An excellent understanding of data protection and confidentiality issues	✓	



Attributes	Essential	Desirable
Works effectively independently and as a member of a team	✓	
Flexible approach to meet service needs and ensure a stakeholder focused	✓	
Self-motivated and pro-active	✓	
Continued commitment to improve skills and ability in new areas of works	✓	
Able to undertake the demands of the post with reasonable adjustments if required	✓	
Independently mobile to be able to work across several sites and travel to meet with stakeholders	✓	
Adaptability, flexibility and ability to cope with uncertainty and change	✓	
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	✓	
Excellent time keeping and prioritisation skills	✓	

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