

JOB DESCRIPTION	
Job title:	Pharmacy Technician
Team/Department:	Primary Care
Location:	Brighton
Hours of work:	37.5 hours
Job title the post holder will report to:	PCN Pharmacist/ PCN Operational Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	October 2023
<p>JOB PURPOSE:</p> <p>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.</p> <p>Pharmacy technicians play an important role, complementing clinical 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.</p> <p>Pharmacy technicians' core role responsibilities will cover clinical, and technical and administrative categories.</p> <p>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 wasted medicines.</p> <p>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, NICE implementation and utilisation of medicines optimisation initiatives.</p>	

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

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 new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacies.
- 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 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 multi-disciplinary 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.

- Supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services.
- Support the PCN in reviewing and developing practice policies for CQC requirements.

General

- 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 Federation 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.

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 practice as 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.

Supervision

- The postholder will have access to appropriate clinical supervision and an appropriate named individual in the PCN to provide general advice and support on a day to day basis.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is

building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status,

sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Professional registration with GPhC</p> <p>Meets the specific qualification and training requirements as specified by the GPhC criteria to register as a Pharmacy Technician</p> <p>Enrolled in, undertaking or qualified from, an approved training pathway. For example, the Primary Care Pharmacy Educational Pathway (PCPEP) or Medicines Optimisation in Care Homes (MOCH)</p> <p>Evidence of continued professional development (CPD)</p>	<p>BTEC/NVQ level 3 or equivalent in pharmaceutical sciences</p> <p>Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges</p>	Application/ Interview / Certificates
Experience	<p>Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy</p>		Application / Interview
Practical skills	<p>Microsoft office packages</p> <p>Able to analyse and interpret prescribing data</p> <p>Has attention to detail, able to work</p> <p>Has attention to detail, able to work accurately, identifying</p>	<p>Computer literate with an ability to use the required GP clinical systems</p>	Application / Interview

Requirements	Essential	Desirable	How identified
	<p>errors quickly and easily able to effectively manage allocated resources</p> <p>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines</p> <p>Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems</p> <p>Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience</p> <p>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</p> <p>Influencing and negotiating skills</p> <p>An excellent understanding of data protection and confidentiality issues</p>		

Requirements	Essential	Desirable	How identified
General	<p>Works effectively independently and as a member of a team</p> <p>Flexible approach to meet service needs and ensure a stakeholder focused response</p> <p>Self-motivated and proactive</p> <p>Able to undertake the demands of the post with reasonable adjustments if required</p> <p>Independently mobile to be able to work across several sites and travel to meet with stakeholders</p> <p>Adaptability,</p> <p>Flexibility and ability to cope with uncertainty and change</p> <p>Demonstrate ability to work in a busy environment</p>		Application / Interview