

JOB TITLE: Pharmacy Technician

REPORTS TO: THE PARTNERS (Clinically)
THE MANAGEMENT TEAM (Administratively)

HOURS: 24 hour per week (Part time)

SALARY: Depending on Experience

We are looking for a professional, conscientious and highly effective Pharmacy Technician to join our friendly team in Botesdale. We are a rural GMS 10200 patient surgery with 4 Partners, 6 Salaried GPs and a fantastic clinical and practice team with an on-site Dispensary. We are located in a modern, recently extended surgery in the glorious surrounding countryside.

The Pharmacy Technician will act within their professional boundaries, working alongside Clinical and Dispensary team within the practice and the wider Blackbourne PCN. They will support the practice clinical teams with queries regarding medication from patients, complete audits regarding patient safety in the prescribing of medication and supports public health and screening programmes including immunisations and vaccination programmes whilst participating in quality improvement initiatives to enhance patient outcomes and reduce health inequalities.

Main Duties

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.

- Support medication reviews and medicines reconciliation for new care home patients.
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.
- Assist in conducting prescribing audits, responding to national safety alerts (e.g., MHRA), and implementing Quality Outcomes Framework (QOF) and prescribing incentive schemes.
- Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (e.g., use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services.
- Work with the multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes, and reducing wastage.
- Support practice dispensary team in sorting and streaming general prescription requests, so as to allow GPs to review the more clinically complex requests.
- Support medicines optimisation systems with a range of services to get the best value from medicines by using safe repeat prescribing systems, and timely monitoring and management of high-risk medicines.
- Provide training and support on the legal, safe and secure handling of medicines, including the use of the Electronic Prescription Service.
- Be aware of duties and responsibilities regarding current legislation and adhere to practice policies and procedures on Safeguarding Adults and Safeguarding Children.
- Handle prescription queries and requests directly.

- Be an integral part of the general practice team.
- Demonstrate initiative and be creative in finding solutions to problems.
- Participate in clinical audits and research projects and implements changes as required, including supporting with the development, and updating of practice protocols / guidelines and procedures locally.
- Support in the delivery of enhanced services and other service requirements.
- Support in the management of patient complaints when requested to do so and participate in the identification of any necessary learning brought about through incidents and near-miss events.
- Undertake all mandatory training and induction programmes.
- Contribute to and embrace the spectrum of clinical governance.
- Attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed.
- Contribute to public health campaigns (e.g. flu clinics).

Other Responsibilities

ADMINISTRATION

- Contributes and participates in audits, evaluation and clinical standard setting within the Practice.
- Accurate and timely summarising of patient records and read-coding patient data.
- Complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Ensure that all practice policies are fully implemented.
- Work in accordance with all governance and internal systems relating to (but not limited to) the management of clinical data and systems.

TRAINING AND DEVELOPMENT

- Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work closely with other clinical staff and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets
- Work to deliver the NHS contract requirements related to the practice (including the terms of the Quality and Outcomes Framework and locally enhanced services)

GOVERNANCE

- Produce complete and accurate records of patient consultation, in line with best practice, confidentiality, policies and procedures
- Deliver care according to NHS guidance, NICE guidelines and evidence-based care
- Take part in the maintenance of quality governance systems and processes across the Practice and its activities.

- Utilise the audit cycle as a means of evaluating the quality of the work of self and the team, implementing improvements where required.
- Work with other clinical teams on improving the quality of healthcare in response to local and national policies and initiatives as appropriate
- Evaluate patients' response to health care provision and the effectiveness of care
- Support and participate in shared learning across the practice and wider organisation
- Manage, review and identify learning from patient complaints, clinical incidents and near-miss events
- Awareness of statutory safeguarding, notification processes and local guidance for children/vulnerable patients, applying relevant policies and legislation to protect them
- Ensure compliance with policies, procedures and guidelines for self and others, by taking action or alerting senior management team if the practice appears to contravene policy, or if there are concerns over any aspect of patient care.

CONFIDENTIALITY

- Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.
- Maintain an awareness of the Freedom of Information Act.
- 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 manage their own and others' health & safety and infection control as defined in the Practice's Health & Safety Policy, the Practice Health & Safety Manual, and the Practice's Infection Control Policy and published procedures.
- Comply with Practice health and safety policies by following agreed safe working procedures
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping work and general areas clean and tidy, and using appropriate infection control procedures to keep work areas hygienic and safe from contamination.
- Undertaking periodic infection control training (minimum annually)
- Awareness and compliance with national standards of infection control, hygiene, regulatory / contractual / professional requirements, and good practice guidelines.
- Correct personal use of Personal Protective Equipment (PPE) and ensuring correct use of PPE by others, advising on appropriate circumstances for use by clinicians, staff and patients.
- Reporting incidents using the organisations Incident Reporting System
- Using personal security systems within the workplace according to Practice guidelines
- Making effective use of training to update knowledge and skills

EQUALITY AND DIVERSITY

- The post-holder will support, promote and maintain the Practice's Equality & Diversity Policy.
- No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.
- The jobholder must comply with all policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

OTHER DELEGATED DUTIES

This job description is not intended to be exhaustive - it may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties.

We are an equal opportunities employer and welcome applications from all backgrounds in line with the Equality Act 2010.

We are committed to safeguarding and promoting the welfare of children and vulnerable adults. All appointments are subject to appropriate pre-employment checks, including DBS clearance.

CVs to be sent to donna.szukalski@nhs.net

Closing Date: Sunday 18th October