

JOB DESCRIPTION

Job Title:	Clinical Pharmacy Technician - General Practice
Pay Band:	Band 5
Hours of Work:	37.5 hours per week or Job Share
Responsible to:	GP Partners
Accountable to:	GP Partners
Based at:	Lockside Medical Centre
Contract Type	Permanent with 6 month's probation period

Job Summary

The pharmacy technician will support the role of the practice-based prescribers (GPs and NMPs) and PCN pharmacist 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, managing and improving repeat prescribing processes in the practice, including promotion of online ordering, minimising clinical risk and aiming to reduce wasted medicines.

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 practice in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

Main Duties and Responsibilities

- Support the role of the Practice prescribers (GPs and NMPs) and the PCN Clinical Pharmacist in managing prescribing, including repeat prescribing at the practice.
- Carry out medicines switches in GP practices in line with practice and CCG agreed specific protocols – reviewing patients' records; amending records and informing patients
- Carry out housekeeping whilst in patient records e.g. dose optimisation and medicines synchronisation

- Improve prescribing processes in general practice
- Promotion of online ordering of medication
- Report on key performance indicators to the Practice clinical team to demonstrate added value for patients and general practice in accordance with NICE guidance
- Use and maintain information systems and databases relevant to the position including incident reporting, medicines optimisation, prescribing data, cost savings and patient outcomes
- Participate in practice meetings, patient participation groups, and other meetings to improve engagement of the role of pharmacy technician and to promote issues relevant to prescribing and medicines optimisation
- Liaise with other pharmacy stakeholders e.g. CCG Medicines Optimisation team, community pharmacy, and hospital pharmacy teams.
- Handle function specific information, which may be sensitive, complex or confidential and appropriately recording, transferring and/or coordinating such information in accordance with the Data Protection Act; Caldicott Guidelines and the Confidentiality Code of Conduct
- To be responsible for the organisation, planning and of own workload to meet set deadlines
- To utilise GP practice clinical systems to conduct prescribing audits
- To undertake, participate and share the outcomes of clinical audits to facilitate improvement and changes in practice
- Ensure that all major MHRA drug alerts, where appropriate and within level of competence, are acted upon within practices over an appropriate time frame and to advise on any medication changes that occur as a result
- To assist in the monitoring of prescribing expenditure at individual practice level and propose changes to ensure containment within identified resource
- To undertake learning and development to ensure the required knowledge and skills for practice based work
- To carry out other duties which are appropriate to the skills and competencies of the post holder and grade of the post as the priorities of the service change

General

The post holder will:

- Develop a culture that promotes equality and values diversity. The post holder must be aware of and committed to the Equality and Diversity policies of the practice 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 candour 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 practice's safeguarding protection policies and procedures.

- Ensure that any infection prevention and control issues are reported to the line manager/Infection Prevention and Control

PERSON SPECIFICATION

ASSESSMENT CRITERIA
Qualifications and Experience
Professional registration with GPhC
BTEC/NVQ level 3 or equivalent in pharmaceutical sciences
Evidence of continued professional development (CPD)
Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy
Postgraduate qualifications of a relevant nature. e.g. FdSc in Medicines Management/Pharmacy Services; BTEC Therapeutics (desirable)
Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges
Knowledge and Understanding
Relevant advanced theoretical and practical knowledge of 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)
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

Skills and Competencies
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 and appreciate the implications of this for the Clinical Pharmacy in General Practice pilot sites
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
Influencing and negotiating skills
An excellent understanding of data protection and confidentiality issues
Attributes
Works effectively independently and as a member of a team
Flexible approach to meet service needs and ensure a stakeholder focused response
Self-motivated and proactive
Continued commitment to improve skills and ability in new areas of work
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