

JOB DESCRIPTION

Job Title:	Pre-registration Cross Sector Trainee Pharmacy Technician
AfC Band:	3
Directorate/Service:	Diagnostics and Pharmacy
Accountable To:	Technical Support Services Manager
Responsible To:	Chief Pharmacy Technician T&D
Base Location:	Salford Royal Inpatient Pharmacy and Salford GP Surgeries
On-Call Requirement:	No
AfC Job Code:	N/A

Values

Three values are at the heart of our organisation: **Care, Appreciate** and **Inspire**.

Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

To undertake training to successfully complete a BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians and the required Key/Functional Skills to enable the applicant to be eligible to register as a Pharmacy Technician with the General Pharmaceutical Council.

To rotate through the pharmacy department learning the different technical roles, as well as the roles of other pharmacy and health care professionals.

To provide a comprehensive pharmaceutical service with particular emphasis on the technical aspects of the accurate preparation and dispensing of medicines to in-patients, out-patients and patients being discharged from hospital, and for the supply of medicines to wards, departments, and partnership organisations under supervision.

To work within a General Practice and a Community Pharmacy to maximise understanding of, and contribution to, whole system care, enabling patients to get the best from their medicines. This will include working towards approved protocols, improving repeat prescribing processes, promotion of repeat dispensing, medicines reconciliation, minimising clinical risk and aiming to reduce wasted medicines.

Key Role and Responsibilities

Analysis and data management

- Uses computer systems to access and input patient information.
- Support the identification and actioning of medication changes and associated processes following discharge and secondary care appointments.
- Carry out housekeeping whilst in patient records e.g. medicines synchronisation.
- Utilises different electronic prescribing tools to identify patients at risk e.g. SMASH/PINCER, PINGR, Informatica and Eclipse.
- Ensure working practice follows all current data protection requirements, i.e. Caldicott, Data Protection Act, local Confidentiality Agreements.
- To use relevant IT system(s) to accurately record activity / data as appropriate for job role.
- To input and maintain accurate computer and register records for controlled drugs, unlicensed medicines and named patient medication according to departmental procedures.

Planning and Organisational Skills

- To ensure that all college and workplace assignments are completed in an accurate and timely manner.
- To collect evidence as required for presentation in electronic portfolio.
- To attend staff meetings and participate in discussions concerning dispensary and service delivery issues.

Responsibility for Patient Care

- To carry out the accurate and efficient dispensing and accuracy check of medications for in-patient, discharge and out-patient use in accordance with departmental protocols.
- To assist in the supply of compliance aids which is a key element of the dispensary role. These may require complex medication regimes that necessitate the accurate manipulation of pharmaceutical products into various devices.
- To undertake medicines reconciliation (history) to improve concordance and adherence and to ensure individuals get the best possible outcome from the medicines they use.
- Ensuring patient safety when they are transferred between care providers through reconciliation of prescribed medicines.
- Support the repeat prescription re-authorisation process by reviewing requests for repeat prescriptions and medicines reaching review dates.
- Responsible for topping up designated wards to agreed stock levels. This includes expiry date checks and stock rotation.
- To extemporaneous dispense medicines in accordance with COSHH regulations, the Medicines Act and other appropriate legislation. Calculate formulae for extemporaneous prepared medicines using manual methods.
- To participate in the dispensing and stock supply of Controlled Drugs in accordance with departmental SOP's and the Safer Management of Controlled Drugs: Misuse of drugs regulations and Health Bill and the controlled drugs (supervision of management and use) Regulations.
- To participate in the management of returned pharmaceuticals, to dispose of safely when not fit for reuse and to complete stock checks in accordance with procedures.
- To sort and log work arriving at the department (receipt, collation, organisation, and documentation of workload upon arrival at the Pharmacy department)
- To rotate through areas of Pharmacy including Primary Care settings, Aseptic department, Homecare, Clinical Trials, and Procurement.

Responsibility for Policy/Service Development

- To adhere to Trust and Departmental policies

Responsibilities for Financial and Physical Resources

- Adherence to drug monitoring and shared care protocols whilst supporting cost effective prescribing and actively identifying cost saving opportunities.
- In Primary Care, assist in the review of repeat prescriptions and prescription administration processes to identify opportunities to improve safety and reduce waste.
- To always maintain security of the pharmacy department.
- To ensure safe and secure handling of medicinal products, in accordance with departmental guidelines.
- To ensure safe and secure use of equipment and IT systems, in accordance with Trust and departmental guidelines.
- The handling of payment for prescription charges.

- Assist in the maintenance of adequate stock levels and turnover of stocks within the department.

Responsibilities for Human Resources

- To attend a virtual study day, one day per week for two years, to undertake the BTEC Level 3 in pharmaceutical sciences.
- To undergo a BTEC level 3 Diploma in the Principles and Practice for Pharmacy Technicians training including portfolio building for the two-year duration of training.
- To meet own clinical professional development (CPD) by keeping abreast of any new trends and developments and incorporating them as necessary into their work.
- To undertake further training opportunities, as identified through appraisal and performance monitoring systems.
- Support the training and development of colleagues as appropriate within their skill level.

Responsibilities for Research and Development

- Reviews and adjusts own top-up lists, in liaison with ward team.
- Carries out, under supervision, the collection of workload data, such as prescription.
- waiting times.
- To participate in clinical trial dispensing, following the procedure for each trial and maintaining appropriate records in accordance with the ICH GCP guidelines and European Directive.

Freedom to Act

- Receives instructions and carries out routine duties under supervision; guided by national protocols, legislation, and departmental policies and procedures. Refers non-routine matters to others. Can seek advice from line manager, senior technical staff, or Pharmacists.

Partnership Working

- Communicates and liaises effectively with all members of the pharmacy team, ward and departmental staff and support to Primary care and Practice Pharmacists.
- Liaise with various members of the pharmacy team or ward staff when solving supply problems and ensuring the best service to patients.
- Liaison with community pharmacies and other stakeholders to ensure an efficient, effective, and safe service.
- This role will involve travel within Salford between the Trust and CCG supported sites.

Electronic Patient Record

- Salford Royal uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care. Paper is used only for clinical record components (e.g., fluid charts) that do not at present have an EPR replacement.

- Most clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.
- Access to this comprehensive EPR is via a unique login and password. All Clinicians working at Salford Royal must receive EPR training.

PERSON SPECIFICATION

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	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> A minimum of 4 GCSE qualifications or equivalent at grade A* - C or 4 – 9, in Maths, English and Chemistry (Science Dual Award is accepted) plus one other Subject. 	<ul style="list-style-type: none"> BTEC Level 2 Certificate in the Principles and Practice for Pharmacy Support Staff, or equivalent
Knowledge, training, experience, skills and abilities	<ul style="list-style-type: none"> General awareness of what the post involves. Ability to work within a team. Ability to follow written and verbal instructions. Good communicator. Evidence of accuracy and attention to detail. Good IT skills. 	<ul style="list-style-type: none"> Pharmacy experience or Experience of working in a customer facing role.
Other	<ul style="list-style-type: none"> Access to a computer. Able to attend virtual study day once a week. Punctual. Honest. Trustworthy. Enthusiastic. Able to maintain confidentiality. Show commitment to the undertaking and completion of the course. 	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> eliminating discrimination, harassment and victimisation

- advancing equality of opportunity between people who share a protected characteristic and those who don't.
- fostering good relations between people who share a relevant protected characteristic and those who don't.
- understanding the impact of policies, services, and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.