



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

ANEURIN BEVAN UNIVERSITY HEALTH BOARD
JOB DESCRIPTION

JOB DETAILS:

Job Title	Pharmacy Technician – Pharmacy Production Unit
Pay Band	Band 5
Hours of Work and Nature of Contract	37.5 hours, Permanent
Division/Directorate	Primary Care and Networks
Department	Pharmacy
Base	Royal Gwent Hospital

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Principal Pharmacist, Production
Reports to: Name Line Manager	Senior Pharmacy Technician, Production
Professionally Responsible to:	Head of Pharmacy, Operational Services

OUR VALUES:

EIN GWERTHOEDD YW...

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr hyn a wnaeth

BALCHDER

Our VALUES are...

People first

Personal responsibility

Passion for improvement

Pride in what we do

PRIDE

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

Job Summary/Job Purpose:

- To assist in day-to-day activities, including workload, staffing and capacity planning of staff. This will include the training and supervision of technical support staff involved in the Production Unit (PU).
- To facilitate the efficient and prompt supply of medication from the PU. This incorporates aseptic manufacturing and preparation including cytotoxic reconstitution, parenteral nutrition, non-sterile manufacturing, over-labelling and emergency box preparation.
- To act as a National Vocational Qualification (NVQ) assessor, assessing evidence and competency.
- To use the Pharmacy computer system and other software programmes to provide worksheet and other documentation to support the specialist technical function of the unit.
- To undertake line management activities for an assigned cohort of Pharmacy Assistants within the PU.
- To undertake operational duties within the PU including working as an Accredited Checking Pharmacy Technician (ACPT) and as an Accredited Product Approver (APA).
- To participate in a ward-based medicines management service and provide operational cover to the dispensary, including the dispensing and accuracy checking of medicines.
- To utilise skills and knowledge gained from successfully completing a Pre and In-Process Checking Programme, to confidently and competently undertake pre and in-process checks within agreed parameters, to ensure patient safety and product quality.

DUTIES/RESPONSIBILITIES:

1. Undertake and pass regular aseptic proficiency validation tests in order to competently prepare individual patient aseptic doses and batches following local standard operating procedures (SOPs), Good Manufacturing Practice (GMP) and Control of Substances Hazardous to Health (COSHH) regulations.
2. Aseptically prepare parenteral drug doses for individual patients, independently measuring and mixing drugs. This may include parenteral nutrition for adults, paediatrics and neonates, cytotoxic preparations and other intravenous doses.
3. Use specialist equipment for aseptic and non-sterile production. This includes setting up, calibration, cleaning and maintenance of equipment.
4. Identify, report and record actual/potential errors during aseptic and non-sterile manufacture. Suggest and implement remedial action, in conjunction with the Senior Production and Quality Assurance (QA) teams.
5. Prepare labels and worksheets for batches and individual doses, ensuring accurate recording of all information necessary to comply with SOPs.
6. Be responsible for monitoring and maintaining records of returned, unused products within the PU in order to monitor wastage. Inform a member of the Senior Production team of excessive waste and maintain records of disposal where necessary.
7. Assemble raw materials and equipment required for manufacturing, including batch production.
8. Organise and supervise preparation of the chemotherapy reconstitution service in order to make cost effective and safe use of resources, including drugs, specialist equipment and personnel.
9. Provide day-to-day management to Pharmacy Assistants within the PU, including management of short-term absence and performance and development reviews. Escalate ongoing management issues, such as the management of long-term absence and the application of HR policies to senior Production members.

10. Act as the deputy to the Senior Production Technician for periods of absence, to include:
 - Effective, prioritised scheduling of work for the PU.
 - Supervision of Pharmacy Assistants, Pre-Registration Pharmacy Technicians and Foundation Pharmacists.
 - Supervision and instruction of staff on safe handling of equipment, raw materials/manufactured products.
 - Assist in purchase, storage and stock control of raw materials, drugs, equipment and finished goods.
 - Supervision of production of batches, worksheets and labels.
 - Ensure documentation is produced and stored according to current GMP legislation.
 - Maintain supply of treatments to wards, clinics, and departments by liaising with medical staff, nursing staff and allied healthcare professionals.
11. Assist in reviewing and developing SOPs to facilitate standardised best practice within the PU.
12. Liaise with QA personnel to co-ordinate and plan QA procedures within the PU. Assist QA department with the environmental monitoring programme and ensure records of activities are maintained.
13. Undertake assembly check of starting materials, critical volume checks, documentation and label checks of aseptic/non-sterile/batch products following completion of an ACPT qualification and in-house training.
14. Perform final approval and release of aseptically prepared products manufactured within the PU including chemotherapy and parenteral nutrition for adults, and any other specialist products prepared within aseptic conditions following completion of the 'South West Product Approval Accreditation Programme'.
15. Maintain competencies/re-accreditation for final product approval in accordance with the national framework.
16. Maintain accreditation status as an ACPT.
17. Participate in delivery of clinical trials and ensure documentation is completed in accordance with regulations and SOPs.
18. Act as an NVQ assessor, assessing evidence and competency for Pharmacy Assistants within the PU.
19. Effectively communicate with third party suppliers including consumable representatives, commercial compounders and external NHS organisations.
20. Assist scheduling staff validation broth tests for the PU in conjunction with the Senior team.
21. Deliver and monitor training and education within the PU to ensure quality and competency of staff meet SOPs and regulations.
22. Train staff in the physical skill of aseptic technique where manipulations require a high degree of dexterity and co-ordination, thus minimising risk of contamination to injectable products being prepared by staff.
23. Assist Senior Production/QA teams in ensuring compliance with national MHRA guidelines for validation of staff, equipment, documentation and processes as part of the licensing requirement for the unit.
24. Participate in mandatory training as outlined by the Health Board.
25. Undertake individual appraisal with Pharmacy Assistants working in the PU, identifying learning needs and agreeing Personal Development Plans (PDPs) with staff. Ensure follow up is undertaken and individuals develop against agreed targets. Ensure all PDPs and mandatory training for Pharmacy Assistants are up to date.
26. Assist in identifying underperformance of staff in the PU Unit and raise concerns with the Senior team.
27. Implement systems for the management of Pharmacy stock within the PU according to SOPs to ensure most efficient use and to minimise waste. This includes stock rotation, expiry date checking, regular stock balance check and temperature/environmental monitoring.

28. Identify and investigate discrepancies in Pharmacy stock balance within the PU and inform the Senior team when unable to resolve the discrepancy. Undertake stock adjustments when appropriate and document action taken according to SOPs.
29. Liaise with Pharmacy purchasing staff to ensure sufficient quantities of pharmaceutical products are purchased to meet current and predicted future demand for the PU.
30. Collate PU workload figures to an agreed timetable and inform the Principal Pharmacist, Production when unusual trends or patterns develop.
31. Ensure dispensing follows local SOPs and advise on any changes to improve practice.
32. Maintain, review and update all worksheets used to ensure methods of work are correct and equipment used is appropriate.
33. Contribute to the Pharmaceutical Quality System (PQS) through documentation of deviations, complaints and change control.
34. Contribute to the work of the department through rostered weekday sessional work, and weekends, evenings and bank holidays.
35. Accurately and safely dispense prescriptions for hospital inpatients, outpatients and patients being discharged from hospital by:
 - Checking medication and doses are within the normally accepted range, referring any anomalies to the Pharmacist on duty and if appropriate the prescriber.
 - Dispensing clinical trials and Controlled Drugs (CDs).
 - Ensuring presentation and labelling of medication complies with departmental, statutory and professional requirements.
 - Advising patients/carers (who may be agitated, awkward or aggressive) how to administer their medication and to warn of any important side effects or adverse effects (This may involve critically, mentally or terminally ill patients).
 - Working in a timely fashion such that prioritised work is done first.
 - Demonstrating to and supporting technical and professional staff undergoing training in these tasks.
 - Ensuring safe and secure storage of medicines, following departmental and legal guidelines.
 - Acting as a first line trouble-shooter for all aspects of malfunction of the automated Pharmacy Robot Dispensing System (RDS), including transportation errors and program crashes, ensuring the accuracy, functionality and security of the system is maintained at all times. Call logging with the company's helpdesk where appropriate.
 - Ensuring that stock is loaded in to the Pharmacy RDS in an efficient manner and reporting any issues immediately that will hold up the availability of specific lines through lack of loading functionality. This includes loading single packs through the doors, filling the belts with bulk stock, checking the reasons for rejected packs and setting the system to various modes and settings.
36. Accurately check dispensing of other staff, following completion of an ACPT course that meets the requirements of the National Education Framework by:
 - Checking dispensed items for outpatients, inpatients and discharge, which may include CDs.
 - Checking emergency boxes.
 - Referring any dispensed item to the clinical checker to confirm suitability if appropriate.
 - Informing other members of the Pharmacy team about issues regarding safe and accurate dispensing, ensuring dispensing errors / incidents are documented.
 - Maintaining accreditation status as set out in the departmental guidance.
 - Ensuring all dispensing follows local procedures and standards and advising on any changes to improve practice.
37. Provide, a near patient service to inpatients by:
 - Working as part of a ward-based Pharmacy team, providing supervision and support for other members of the team. In conjunction with other members, plan the work of the team.
 - Assessing patient's own drugs for suitability for use while in hospital.
 - Accurately transcribing a patient profile for the Pharmacist to clinically review.

- Assessing patients' medication to ensure adequacy of supplies, whilst an inpatient and in readiness for discharge.
- Accessing patient information via the Clinical Workstation system.
- Supporting medicines reconciliation by confirming and documenting medication taken by patient's pre-admission to hospital, using a range of sources in line with current Health Board SOPs.
- Appropriately resolving any discrepancies or interventions involving the patient's drug history and referring back to the ward Pharmacist or appropriate health care professional where necessary.
- Preparing supplies by dispensing or checking, for inpatients and discharge prescriptions in a timely, legally and ethically acceptable manner to meet customer needs.
- Identifying and addressing any compliance/concordance issues, liaising with other healthcare professionals where necessary.
- Providing information/counselling on the use of medicines to selected patients and/or carers, taking into consideration the level of understanding and emotional well-being.
- Providing technical support and maintenance of Omnicell Automated Cabinets for ABUHB wards and departments. This includes data programming, database maintenance, basic report creation, bin modification and staff training, for staff both within the Pharmacy Department and for all healthcare professionals at ward level. To add or remove, new or old items to or from the Omnicell Inventory; stock counting and correction via the cycle count function; assistance with installing new cabinets, layout and appropriate bin assignment; processing automated restocks and supplemental restocks; other user administrative duties such as adding user fingers or resetting password.
- Coordinating the 6 monthly ward stock list review on designated wards, liaising with the ward-based Pharmacy team and nursing team.

38. Provide a ward-based discharge service by:

- Liaising with staff and/or patients/relatives on wards to establish discharge plans and needs and enable adequate prioritisation for supply of prescriptions, optimising the process and providing a safe, timely and efficient service. Liaising with ward and Pharmacy staff to identify issues that may prevent timely discharge.
- Supplying medication suitably labelled for discharge, including checking suitability of patient's own medicines.
- Carrying the discharge bleep and working with the ward Pharmacy team to ensure timely discharge medication, including the final accuracy check of medication.
- Providing patient with relevant information about their medication, ensuring suitable for their individual needs.
- Organising compliance aids for patients prior to discharge from hospital e.g. medication reminder cards.
- Liaising with other health care professionals within primary and secondary care with regards to pharmaceutical discharge needs of patients, particularly for patients who are at risk of readmission as a result of poor compliance/concordance or where follow up regarding supply is necessary.
- Prioritising workload for self and the discharge team.
- Undertaking training and assessment of other Pharmacy Technicians training for this role.
- Transcribing drug history/reconciled drug chart to 'Discharge notification' of CWS on or during admission.
- Transcribing WP10s to support discharge of patients requiring a multi dosage system (MDS) for discharge.

39. Communicate accurate information to patients, carers, Pharmacy members and healthcare professionals by:

- Liaising with ward staff.
- Answering the telephone, dealing with queries and referring medicine related queries to the Pharmacist if appropriate.
- Dealing with clients (including people who are agitated, awkward and aggressive) in a professional manner.
- Being sympathetic to the needs of the individual, especially critically, mentally or terminally ill patients.

40. Support procurement of medication by:

- Assisting in delivering the day-to-day management of medicines procurement within a framework of legal, professional, departmental and Health Board financial policies and procedures.
- Assisting in the purchase and supply of non-formulary medicines ensuring compliance with both MTC/Formulary recommendations.
- Investigating and rectifying invoice/stock discrepancies or delivery issues to a satisfactory conclusion or refer any unresolved issues to the Senior Technician.
- Assisting in the management of the supply chain for pharmaceuticals to identify potential stock shortages, taking steps to ensure alternatives are available wherever possible.

41. Use the Pharmacy computer system to access information, issue stock, and generate ward stock sheets, record prescription turnaround times and return stock to the shelves by:
 - Assembling orders for wards and clinics, ensuring timescales and deadlines are adhered to.
 - Auditing ward CD stocks on a regular basis as per MM Code of Practice.
 - Checking work of other Pharmacy staff in accordance with the departments checking methods.
 - Checking CD orders.
 - Examining and recording returned stock.
42. Prepare extemporaneous products for individual patients following SOPs and GMP, by:
 - Preparing a worksheet with suitable formula
 - Independently measuring ingredients
 - Ensuring adequate labelling.
43. Comply with Health and Safety and COSHH legislation to ensure safe handling of all pharmaceuticals, including:
 - Anaesthetic liquids
 - Cytotoxic agents
 - Heavy boxes containing infusion fluids.
44. Act as a mentor, expert witness and assessor to plan and provide competency-based training and assessment to Pharmacy Technicians, Pre-Registration Pharmacy Technicians, Pharmacy Assistants and Pre-Registration Trainee Pharmacists using competency based training packages, providing feedback and setting up action plans for development where necessary.
45. Implement national and local policies and guidelines in relation to medicines management and prescribing, and to recommend amendments to these where appropriate.
46. Comply with the GPhC code of professional conduct, Health Board policies and procedures, and with the requirements of the Health & Safety at Work Act and other pertinent legislation.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<ul style="list-style-type: none">- Registered with the General Pharmaceutical Council (GPhC)- BTEC in Pharmaceutical Science or equivalent- NVQ level 3 Pharmacy Services- Accredited Checking Technician (as per National Education Framework)- Medicines Management Qualification including drug history taking/medicines reconciliation- Evidence of continuing professional development	<ul style="list-style-type: none">- Accredited Product Approver (as per National Education Framework)- NVQ expert witness	Application form Pre-employment checks
Experience	<ul style="list-style-type: none">- Experience in training and supervision of trainees- Broad knowledge and experience of Hospital Pharmacy practice- Knowledge of principles of GMP- Near patient pharmacy services	<ul style="list-style-type: none">- Experience in Technical Services- COSHH regulations- Staff management experience	Application form Interview
Aptitude and Abilities	<ul style="list-style-type: none">- An up-to-date knowledge of Pharmacy practice- A clear understanding of the limits of own decision making- Organisational abilities- Manual skills to perform complex manipulations in isolators- Ability to work as part of a team- Ability to work under pressure and to tight deadlines- Ability to communicate effectively with members of the public and other healthcare professionals- Computing skills: ability to use Microsoft Office applications e.g. Word, Excel, Outlook- Quality oriented – strives to deliver continuous improvement	Ability to speak Welsh	Interview
Values	<ul style="list-style-type: none">- Flexible and adaptable to changing demands- Conscientious and reliable- Highly motivated- Diplomatic- Good with patients	Ability to motivate people	Application Form Interview References
Other	<ul style="list-style-type: none">- Able to work hours flexibly- Ability to travel between sites		Application form Interview

GENERAL REQUIREMENTS

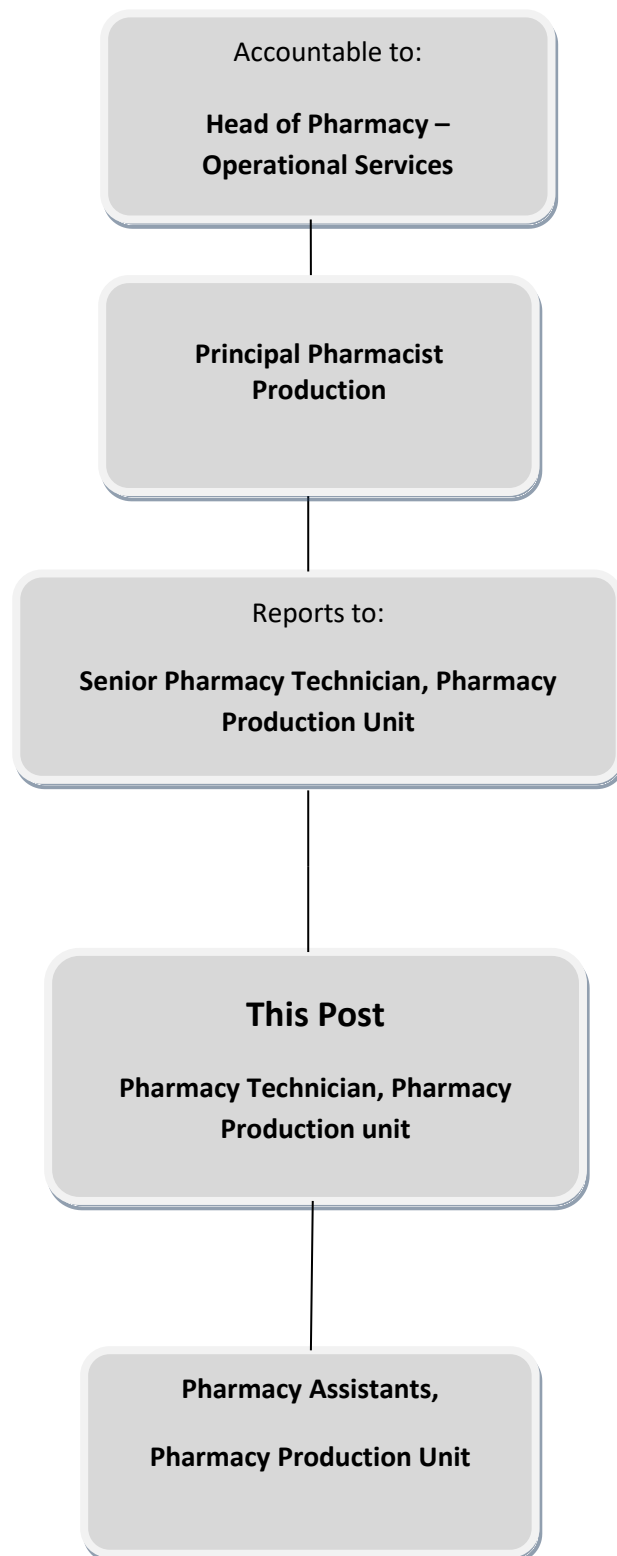
- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records, and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy, and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB Disciplinary Policy.

- **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All-Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Pharmacy Technician – Pharmacy Production Unit

Organisational Chart



Job Title: Pharmacy Technician – Pharmacy Production Unit

Supplementary Job Description Information

Physical Effort

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Frequent light effort for short periods of time Bending, stretching, and lifting of objects in the Pharmacy store. Carrying boxes.	Daily		
Combination of sitting, standing, walking occasional moderate effort for several short periods Occasional restricted position sat at desk for long periods of time.	Daily		
Frequent light effort for short periods of time Manipulation of syringes, vials and ampoules to draw up accurate volumes of drugs whilst working in a pharmaceutical isolator.	Weekly		

Mental Effort

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Concentration for accuracy checking or final product approval.	Daily		
Concentration for creation and checking of worksheets and labels and their associated calculations.	Daily		
Predictable work patterns may be interrupted by urgent requests for advice, instruction and decision making	Daily		
Concentration for drawing up the correct volumes and doses of injectable medicines during their aseptic preparation.	Weekly		

Emotional Effort

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Aseptically preparing, checking or releasing medicines for patients with various types of cancer.	Daily		
Dispensing of medicines to terminally ill, distressed patients and/or relatives.	Weekly		
Dealing with clients/patients who may be irritable, awkward and aggressive.	Weekly		
Managing staff problems, providing emotional support to distressed staff members, occasionally communicating personal/confidential information including disciplinary or grievance matters.	Weekly		

Working Conditions

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Exposure to verbal aggression from clients/patients.	Monthly		
Handles contained chemicals, anaesthetic liquids, cytotoxic agents and heavy boxes of infusion fluids	Weekly		
Prepares cytotoxic agents in a negative pressure pharmaceutical isolator following SOPs and GMP.	Weekly		
Prepares extemporaneous products for individual patients following SOPs and GMP.	Weekly		