



JOB DESCRIPTION

Job Title: Pharmacy Technician – Dispensary Services

Reports to: Deputy Chief Pharmacist
Chief Pharmacy Technician

Accountable to: Deputy Chief Pharmacist
Chief Pharmacist

Role Summary:

To support the Deputy Chief Pharmacist in order to facilitate operational management of the dispensaries and provide a first class responsive service.

Responsibilities include dispensing and checking, patient counselling, stock management and other dispensary duties. All processes must be in line with RPS, GPh C, MHRA and BCH SOP standards. This role will be flexible between the dispensaries and support the technical function of the Pharmacy Department as a whole to ensure that a consistent high quality, effective and safe service is delivered to all our customers.

Role Responsibilities and Duties:

- To ensure that the Inpatient & Outpatient Pharmacy dispensary service is patient focused, responsive and appropriate and that the professional image of the department is upheld at all times.
- To participate in the stock distribution function of the Pharmacy Technical Team. To ensure the efficient functioning of Pyxis on designated wards as appropriate in accordance with SOPs. To liaise with wards and department managers to ensure that ward stocks are kept at optimal levels, to ensure drugs are stored correctly, ensure stock rotation and expiry date checking.
- To appropriately receive, dispense, price and check, where appropriate, Inpatient, Outpatient and TTO prescriptions to ensure that safe dispensing and checking procedures are followed and in accordance with the law.
- To enable optimal stock control in the dispensaries by ensuring accurate and efficient stock maintenance via Ascribe and implementation of administrative procedures.
- To enable optimal services with respect to Compucare / Billing issues. To ensure any bill queries are investigated and dealt with in a timely manner. Ensure that all charges are posted appropriately in order to assist in the delivery of the hospital's business goals.
- To pro-actively escalate communications to resolve and improve any workflow issues to ensure all team members are suitably informed. To actively participate in team meetings.
- To ensure efficient, safe work processes are in place to maintain patient safety.
- To assist in ensuring that all processes are RPS and GPh C compliant and be actively involved with self-inspections where appropriate.

- To read and comply with the Responsible Pharmacist and any other applicable SOPs within the Pharmacy department (Be familiar with all existing SOPs and work to that standard).
- To implement change where necessary (through review and update of existing SOP or implementation of new SOP) in liaison with the Chief Pharmacy Technician and Deputy Chief Pharmacist.
- To contribute to the annual budget setting process as required.
- To develop and maintain competency in patient counselling for prescription items in liaison with Pharmacists.
- To sell 'Pharmacy only' and GSL medicines to patients, using recommended questioning to ensure that the medicines are being used appropriately, under the direct supervision of a Pharmacist in accordance with the GPh. C and Royal Pharmaceutical Society guidelines for licensed retail pharmacies.
- To actively maintain and update a training file for all training received including mandatory, external/ internal study days which may be reviewed as required.
- To assist in training of new staff and work placements where necessary and to ensure all training is documented and signed off for each individual's training file.
- To support the functioning of the Pharmacy and deliver a patient focused clinical service by participating in an Accredited Checking Technician course and ensuring that accreditation is maintained.
- To actively participate in near miss and intervention monitoring as required.
- To support the Waste management procedures in the dispensaries.
- To participate expiry date checking procedures in the dispensaries.
- To ensure that prescription documentation is maintained and stored/archived appropriately in accordance with the law. To be involved in adequate record keeping for all unlicensed and specials.
- To support the functioning of the Inpatient Pharmacy / Aseptic Suite and Pharmacy Stores when necessary to ensure that service levels are optimally maintained.
- To participate in training initiatives in order to support continuing professional development to ensure that knowledge is current and be aware of new developments.
- To contribute to service review, performance monitoring, professional clinical audit, research and development.
- To participate in the late duty and Saturday and Bank Holiday rotas as appropriate and assist the Chief Pharmacy Technician in the organisation of the rotas.
- To participate in the month end procedures, including Crash Trolley Monthly checks.
- To cover dispensary services and to work flexible hours if required to accommodate changing workload patterns.
- To undertake relevant clinical tasks that may be delegated which are appropriate to your level of experience and expertise.

- To undertake any additional duties or projects that may be required by the Chief Pharmacist.

INTEGRATED GOVERNANCE

- Understand implications of Integrated Governance and adhere to hospital governance policies including the reporting of incidences, near misses.
- Ensure compliance to standards in respect of all legislative requirements, including but not limited to CQC, SHE, DSE, Fire, COSHH, BLS, Manual Handling, Safeguarding Children & Adults, Information Security and Infection Control.
- Maintain safe working practices and adhere to clinical risk management policy and recommendations.
- Proactively assist in audit and quality assurance programmes.
- Adopt the correct administrative procedures when dealing with complaints from patients/relatives following set policies and procedures.

PEOPLE

- Ensure effective communication to patients and colleagues.
- Ensure attendance and completion of all mandatory study days.
- Share knowledge, skills and experience and work collaboratively with colleagues.

Health Clearance

Applicants must complete a medical questionnaire and return it to the Hospital's Occupational Health Providers.

Health & Safety

Be aware of, and conversant with, the Health and Safety at Work Act and comply with the regulations set down to ensure safety to patients, visitors and colleagues.

Record all accidents and untoward occurrences according to Hospital policy.

Attend fire lectures and fire drills in accordance with the law and to be fully aware of the position of fire alarms, emergency equipment and exits.

Attend all mandatory training as required.

Infection Control

Infection prevention and control is an essential aspect of patient care. All post holders have a personal obligation to act to reduce Healthcare Associated Infections (HCAIs). They must attend mandatory training in infection prevention and control and be compliant with all measures required by the Hospital to reduce HCAIs. Post holders must be familiar with the Hospital's Infection Control Policies, including those that apply to their duties, such as the Hand Hygiene Policy, the Uniform Policy and Personal Protective Clothing Policy. Post holders who have clinical responsibilities must incorporate into their clinical activities up-to-date evidence that supports safe infection control practices and procedures, for example the use of aseptic techniques and the safe disposal of sharps.

Confidentiality and Disclosure of Information

In the course of your normal work you will come into possession of confidential information concerning patients, the Cromwell and its staff. This information should be treated confidentially and in accordance with the Cromwell Hospital's policy and the Data Protection Act (1998) and European Union regulations.

Data/Security

The post holder is responsible for ensuring that he/she maintains the integrity and quality of both computerised and manual data.

This job description is intended as a basic guide to the scope of the duties and responsibilities. It will be subject to regular review and amendment as necessary, and in line with the development of this post.

Signed:..... Date:.....
(Post-holder)

Signed:..... Date:.....
(Chief Pharmacist)

PERSON SPECIFICATION – DISPENSARY PHARMACY TECHNICIAN WARD SERVICES

ATTRIBUTE	ESSENTIAL	DESIRABLE
EDUCATION	B/Tec Pharmaceutical Sciences NVQ Level 3 Pharmacy services Member of the GPh C Evidence of Continuing Professional Development	
TRAINING, EXPERIENCE AND KNOWLEDGE	Experienced Hospital Pharmacy Technician Competent with automated distribution systems Competent IT skills Good working knowledge of the Ascribe System	Accredited Technician qualification Some managerial experience of support pharmacy staff
APTITUDE, SKILLS AND COMPETENCIES	Good communicator/interpersonal skills Good Verbal and written skills Organised	

	Open mind in problem solving Diplomatic Willing to learn and self-develop Solution provider	
DISPOSITION	Effective under pressure Enthusiastic Dynamic and motivated. Flexible Confident	