



South Downs Health and Care Ltd
GP Federation

Job Description

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|------------------------|--|
| Job title: | Pharmacy Technician |
| Salary: | £25,000 to £30,000 dependent on experience |
| Accountable to: | Pharmacy Technician Coach |
| Location: | South Downs Health and Care Ltd GP Federation 3 rd floor, Greencoat House Devonshire Suite 32 St Leonard's Road Eastbourne BN21 3UT and various locations across East Sussex |

ABOUT US AND OUR CULTURE

Our purpose is to help people live and die well. What matters to us is that we do that we do this in a way that is centred on the people we help, creating solutions with people that are effective, efficient and sustainable at scale. For our member practices we will be judged successful if, through the work we do, we reduce the burden of workload in practices, maximise income opportunities, minimise risk and liabilities and improve patient experience and outcomes.

As an organisation, we want to work in a way that makes a positive difference in the lives of the people we serve. We want to make 'What matters?' (to people) matter around here, in our organisation.

To do this we apply a set of practices and principles for our work together; sharing information; being open about the problems we are seeking to solve; understanding that the cause of these problems might not be as they first appear; and supporting ourselves and others. We believe if we do this it will help us make good decisions and is one way of making sure we stay true to this purpose.

We want to be a learning organisation that isn't reliant on hierarchical power for decision making and is continuously making improvements. You will enjoy working here if you are prepared to:

- Open up

- Take ownership and responsibility
- Feel supported and enabled
- Identify the reasons things work as they do and willing to make changes if necessary avoiding blame in the process
- Prepared to actively work as part of a self-managed team

The work is important, but it is also important to have the time to stop and think about the work and create the space to make improvements. You will have this time.

JOB PURPOSE:

OVERVIEW

The Federation is looking to establish ways of supporting GP practices in Eastbourne, Hailsham and Seaford EHS (and Bexhill with respect to the Improved Access Service) reduce the burden of their workload, maximise their income, minimise their risk and liabilities and improve patient experience and outcome. Over time, this may include supporting practices manage their clinical correspondence, repeat prescribing, pathology results and paramedic services. This role is part of a team with a specific focus on delivering a pharmacy service across EHS.

Following successful mobilization of our pharmacy service into General Practice (supported by the NHS England funded Primary Care Pharmacy Education Pathway), South Downs Health and Care Ltd (SDHC Ltd) are looking for motivated and pro-active pharmacy technicians to join our team.

Demand for our pharmacy service coupled with our desire to support our membership practices has created a need for service expansion . We are looking for pharmacy technicians who wish to support co-design, delivery and quality assurance of an innovative pharmacy service to GP practices. You will work within a team who provide peer support to each other and will be supported via local interprofessional training and supervision arrangements to meet your individual learning needs.

JOB SUMMARY

Working as part of a team this role involves provision of technical support for the pharmacy service to ensure professional operational standards and excellence in pharmaceutical care and safety are maintained.

Critical to the success of the expanded pharmacy service will be the need to engage and work with practices across Eastbourne, Hailsham and Seaford to ensure that the service aligns with their needs and that of their registered populations.

The role will support GP practices (and Primary Care Networks) to ensure the delivery of safe, effective and efficient systems for medicines related clinical correspondence;

repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

The post holder will support training and development of administrators to support safe, effective and efficient processes involving medicines with a particular focus on repeat prescribing processes.

The post holder will provide support to general practice staff and patients with regards to prescription and medication queries. They will help develop and improve repeat prescribing & medicines reconciliation processes and systems for safer prescribing, providing expertise in clinical medicines advice while addressing both public and social care needs of patient.

The post holder will ensure that the service is integrated with community and hospital pharmacy to help utilise skill mix, improve patient outcomes and help manage workload. The role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service. Our pharmacy technicians will work closely with SDHC clinical staff, CCG Medicines Optimisation teams, community pharmacists and hospital pharmacy teams to support an integrated hub approach to prescribing and medicines optimisation which works towards shared goals.

The post holder will be passionate about achieving excellence in care. You will be supported in terms of professional development through a structured programme of local education. Peer-support is provided from within the team, supported by the Chief Pharmacist, GP supervisors, and well developed communities of practice.

An enhanced DBS check will be carried out for all successful candidates. The post holder will be expected to travel between named practices, improved access service hubs and meetings across the patch. The post will involve evening and weekend shifts supporting the Improved Access Service.

Principal Duties and Responsibilities

Operational

- Reconcile the medications of patients whose care is transferred back to primary care in a timely and effective manner liaising with patients and other providers to ensure patients receive appropriate medication on discharge
- Proactively engage with patients whose care has been transferred to reduce potential readmission including identifying and rectifying unexplained variation
- Work with pharmacy service team to develop safe, effective and efficient systems for the repeat prescribing of medication at scale across multiple GP sites
- Work with pharmacy service team to develop and implement systems to ensure the effective and continuous supply of medication to high risk patients

- Work with pharmacy service team to develop and implement systems to ensure safe and effective management of high risk medication
- Work with pharmacy service team to develop and implement changes to medicines in line with MHRA alerts, product withdrawal and other local or national guidance
- Provide feedback and seek advice from pharmacist for patients where the post holder has clinical concerns around competence to safely manage their medications
- Manage requests to prescribe medication from specialists in line with East Sussex formulary and locally agreed guidelines
- Update patient medication records in line with incoming clinical correspondence
- Refer patients to their community pharmacist for support with using their medicines
- To provide advice to GPs, staff and patients in changes to prescribing to support the improvement of prescribing safety, quality and cost effectiveness.
- To respond to medication queries from patients and staff in a professional manner referring to the appropriate clinician in accordance with protocols and personal and professional boundaries.
- Provide support to patients to maximise the benefit from their medication
- Provide telephone support for patients with medication queries
- Provide professional telephone and written advice and support to patients and their carers
- To maintain full and complete records of all patient contacts using appropriate clinical templates and coding

Audit and risk stratification

- Participate in audit activities to optimise medicines safety and the use of prescribing resource
- Feedback results of clinical audit activities in areas agreed with GP practice and PCN teams
- Make recommendations based on the outcomes of audit and shared learning activities

Operational Performance

- Work collaboratively to help develop and promote a positive working culture, including involvement in developing, improving and promoting the pharmacy service
- Ensure adherence to efficient administrative processes within the pharmacy service

Personal Contribution

We want to create an environment where everyone finds it easy to both do the work and improve the work. We want to break down traditional hierarchies and trust staff to do what is required through self-managed teams. For this to be successful you will

- Maintain productive relationships encouraging the giving and receiving of regular feedback to create and maintain a culture of constantly seeking to refine and improve the service and learn together
- Engagement with patients, internal and external stakeholders
- Engage with users of the service to understand people's experience of the service and to measure levels of satisfaction
- Responsibility for maintaining a record of own personal and/or professional development
- Responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

- Alert pharmacy technician Coach to any issues compromising the quality of projects and operational workstreams
- Effectively manage own time, workload and resources
- To support training and development of administrative staff to support pharmacy service in line with protocols and procedures
- Work within risk management and health and safety policies and procedures within GP practices and other providers
- Adhere to a robust process for recording learning events, complaints, accidents and significant events
- To provide support to assist with the development and management of any changes or new processes and systems that need implementing.
- To carry out any other appropriate duties as determined by the organisation.

CONFIDENTIALITY AND DATA PROTECTION

As an employee of SDHC you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by SDHC. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. All patient identifiable information must be handled in a way that is compliant with the law and respects patients right to privacy and confidentiality at all times. Breaches of confidence will result in disciplinary action which may involve dismissal.

EQUAL OPPORTUNITIES

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices including but not limited to supporting the equality, diversity and rights of patients, carers and colleagues; acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation; respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues and behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights

USE OF NEW TECHNOLOGY

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication within and outside of the organisation.

HEALTH AND SAFETY

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective teams. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers. All staff are required to abide by all health and safety matters and keep up to date on Health and Safety Regulations and legislation.

NO SMOKING POLICY

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in SDHC owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on SDHC owned or rented premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

TRAINING AND DEVELOPMENT

All employees have a responsibility to undertake statutory and mandatory training that is required by SDHC. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

OUR (REAL) PERSON SPECIFICATION:

COULD THIS BE YOU?

We know that you will be interested in some of the technical qualifications that we think will apply to this role. That's why we've included a 'traditional' person specification. But we are really interested in who you are and what you will bring to our community and the people we serve. So take a moment and imagine someone describing you like the person described below. Is this you? If you are we'd love to hear from you.

What people like about you:

Your biggest quality is your kindness. You care deeply, listen well and can always be relied upon to offer wise and sensible advice. You are reliable and people can always depend on you to support them and do the right thing by them. You are great at solving problems and always able to see through the presenting problem to find out what is really going on. But you are also humble and realise there is always something to learn from others. In fact, you make people feel good about themselves by being attentive and respectful of their views. You are very friendly and find it easy to get on with people. You don't give up easily and have a never say die, can do attitude. You are great to be around and people always look forward to being in your company.

What matters to you:

- You want to work as part of an innovative organisation and be part of a **self-organised team**.
- **You really enjoy** helping people get the most out of what they are doing and are always happy to facilitate that
- **Your community:** you enjoy knowing your local neighbourhood, and being connected to what is happening locally – whether that is as a member of local groups, or just being in touch with your neighbours.
- **Making a difference:** you love to know that you are making a difference in people's lives, and making a positive difference in the world, however small this may be. You are committed to social justice.
- **Learn new things:** you are always prepared to give something a go and have an appetite for building knowledge
- **Using technology:** If it works and it helps you will always give it a go

- **Variety:** You like your routines but enjoy shaking things up a bit every now and again. You welcome variety, it doesn't faze you. In fact, you may even take what others might consider to be a risk every now and again.
- **Being busy:** you are not one for standing still or being bored. You love being on the go, especially if it is doing something meaningful.
- **Taking responsibility:** you enjoy your independence and autonomy but like to be part of a supportive and connected team making decisions together and trying new ideas.

How we will support you:

We do have some central functions that will help you in your role, like finance and business intelligence. However, we believe that what makes work worthwhile is if there is a high degree of trust and responsibility to do the work and improve the work within the team. For our teams that means taking responsibility for ensuring that team housekeeping, collaborating, scheduling, planning, supporting each other and anything else the team discovers is needed is covered within the team.

- You will be part of a small self-organised team dedicated to supporting people in our communities and the practices they are registered with
- You will have dedicated time to spend together to think, plan and make decisions in team meetings every week or fortnight
- We want you to be the very best you can be and will provide you with the right training and support to carry out your role – brilliantly!
- You will be part of a wider Network of professionals that you can lean on for support and advice and who you can rely on to help you make good decisions

The Technical Person Specification

You will be assessed according to the extent in which you meet these qualities/ skills and how well matched you are to our values. Please note the methods of assessment are: A = application / I = interview / T = test



Some flexibility may be exercised in the application of the criteria outlined above where a disabled candidate covered by the DDA is unable to meet certain parts of the specification because of their disability. Candidates who this applies to should outline details on their application form. This information will be assessed on an individual basis throughout the selection process.

| Requirement | (E)ssential / (D)esirable | Assessment method (see note above) |
|---|---------------------------|------------------------------------|
| Criteria 1: Qualifications | | |
| Registered with the GPhC as a Pharmacy Technician | E | A |
| Membership with Royal Pharmaceutical Society | D | A |
| Recognised qualification in the use of computer software e.g. Microsoft Word, Excel Access, ECDL | D | A |
| Medicines Reconciliation Certificate or equivalent | D | A |
| Portfolio of evidence of continuous professional development and post-qualifying experience | E | A/I |
| Criteria 2: Personal Qualities | | |
| Shares SDHC's values | E | A/I |
| Works well within a team | E | A/I |
| Capable of working with tact and diplomacy | E | A/I |
| Approachable, adaptable, supportive, self-motivated | E | A/I |
| Interest in the development of the general practice clinical pharmacist role | E | A/I |
| Criteria 3: Experience and job-related knowledge | | |
| Experience of prioritising work and meeting deadlines | E | A/I |
| Experience of prescribing/clinical systems such as EMIS Web | D | A/I |
| Recent previous experience within comparable role in General Practice | D | A/I |
| Previous experience working within a patient facing role | E | A/I |
| Able to communicate effectively and professionally both face to face and on the telephone with people at all levels | E | A,I |

| Requirement | (E)ssential / (D)esirable | Assessment method (see note above) |
|--|---------------------------|------------------------------------|
| Demonstrated high standard of written and verbal communication skills | E | A,I |
| Demonstrating persistence in finding ways to overcome obstacles | E | A/I |
| Able to deal with patients in a professional and compassionate manner | E | A/I |
| Ability to undertake audit/quality improvement methodology | D | A/I |
| Can demonstrate understanding of Information Governance, Patient Confidentiality and Data Protection requirements | D | A,I |
| Able to anticipate barriers and issues and take action to mitigate risks | D | A/I |
| Previous experience of working in a primary care setting | D | A/I |
| Knowledge and understanding of the NHS and the challenges facing Primary Care. | D | A/I |
| Understanding of clinical governance and risk management | D | A/I |
| Criteria 4: Skills | | |
| Competence in Microsoft Office packages (Outlook, Word, Excel, and PowerPoint as a minimum) | E | A/I |
| Excellent communication skills (written and verbal) | E | A/I |
| Highly organised and able to work on own initiative, in line with agreed parameters / procedures | E | A/I |
| Able to work collaboratively and independently in line with agreed parameters / procedures | E | A/I |
| Time management and prioritisation skills | E | A/I |
| Ability to work under pressure in a busy environment | E | A/I |
| Ability to identify risk and assess/manage risk when working with individuals | D | A/I |
| Analytical and problem solving skills | D | A/I |
| Able to recognise personal limitations and professional boundaries and refer to more appropriate colleague(s) when necessary | E | A/I |
| Criteria 4: Other Requirements | | |
| Ability to drive and has own car | E | A/I |
| Ability to travel between and work in different sites | E | A/I |
| Proven record of good timekeeping and attendance | E | A/I |
| Ability to work flexible shift times between 08:30-20:30 Monday to Friday and 08:00-14:00 Saturday and Sunday | E | A/I |
| Able to show understanding of issues relating to equal opportunities | E | A/I |

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of SDHC. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and SDHC.

Employees Signature:

Print Name

Date:

Manager Signature:

Print Name:

Date:

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|---|----------------------------------|
| JD author (name and job title): | Kirstie Ingram, Chief Pharmacist |
| Date JD agreed: | 4/3/2020 |
| Brief description of reason for review (if applicable) | |
| Version number | V1 |