

Candidate Information Pack



Message from Ben Travis, Chief Executive

Thank you for your interest in working at Lewisham and Greenwich NHS Trust and for taking the time to read this information pack. You will be joining the organisation at an important time. We are proud of how our staff have met the demands of the Covid-19 pandemic over the last two years, and we continue to work hard to reduce waiting lists for vital non-Covid services.

As an organisation, we've made significant improvements for patients and staff in the last two-and-a-half years. This is reflected in our most recent Care Quality Commission (CQC) inspection (from February 2020), which found improvements across the organisation and gave us an improved rating of "Good" in the Well-Led and Effective domains, in addition to the rating of "Good" that we had already achieved in the Caring domain.

We've laid the foundations to achieve more transformational change and are at the start of delivering our five-year strategy, "Caring for our local communities". This was agreed with staff and partners in November 2020 and provides clarity about our role in the local health and care system. First and foremost, we will be a community focused provider of consistently high quality local and acute care. We will work with our partners to play a more active role in contributing to the vitality of local communities and in reducing inequalities.

Our staff culture change programme has been key to the Trust's improvement journey, as we've stabilised our workforce by reducing vacancy rates and improving staff retention.

As a local employer and anchor institution we work closely with our community to recruit locally and we welcome applications from the widest variety of people to ensure our workforce are reflective of the local communities which we serve. We encourage all suitable candidates to apply including if you are Black, Asian or other ethnic minorities, live with a disability (visible or not) or are LGBT+. We have a number of active staff networks including Disability, LGBT+, Multicultural Inclusion and Women's staff networks to bring staff together and celebrate diversity across our whole workforce.

I am very proud to work for Lewisham and Greenwich NHS Trust and I hope you are excited by the opportunity of joining us.

Ben Travis
Chief Executive

A handwritten signature in black ink, appearing to read 'Ben', followed by a long, horizontal, slightly wavy line that extends to the right.

Our vision, values and priorities

Our vision

To work together to provide high quality care to every patient, every day.

Our priorities



Quality

Continually improve safety and quality



Patients

Put patients at the heart of everything we do



People

Support and develop our workforce to live our values every day



Partnership

Work effectively with partner organisations



Money

Ensure we spend every penny wisely

Our values



We treat our colleagues with respect and compassion



We take responsibility for our actions



We learn, develop and share knowledge



We work together for patients and colleagues



We work as a team to improve quality

General Information

Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the General Data Protection Regulation 2018, the Caldicott Principles and the Common Law Duty of Confidentiality. The postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

General Data Protection Regulation 2018

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Corporate Records Management and Medical Records Management Policies. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Medical Records Management Policy.

All staff have an obligation to ensure that (care) records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the General Data Protection Regulation 2018. In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line the General Data Protection Regulation 2018.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information Systems as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.
- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical and information governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff have a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Clinical Risk Management Group and

Strategic Risk Management Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks

to the attention of the Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks.

All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding

All staff must be familiar with and adhere to Trust adult and child protection procedures and guideline

JOB DESCRIPTION

Post Title:	Senior Medicines Management Pharmacy Technician
Grade:	Band 5
Department:	Pharmacy
Site:	University Hospital Lewisham/ Queen Elizabeth Hospital
Responsible to:	Chief/ Deputy Chief Pharmacy Technician for Clinical Services
Line manages:	Medicines Management Pharmacy Assistants and Rotational Pharmacy Assistants/Apprentices
Supervises:	Foundation Pharmacy Technicians, Medicines Management Pharmacy Assistants, Rotational Pharmacy Assistants/Apprentices, Preregistration Trainee Pharmacy Technicians and Preregistration Pharmacists
Accountable to:	Director of Pharmacy
Hours:	37.5 per week (including weekends and bank holidays)

Job Summary:

1. To develop, maintain and manage the safe, efficient and cost-effective supply of medicines to patients on the wards at Lewisham and Greenwich NHS Trust.
2. To co-ordinate the use of patient's own medication, individual patient dispensing, discharge planning and patient education on medicines in conjunction with the ward-based medicines management teams across a variety of clinical areas
3. Implementing developments to meet the needs of the patient.
4. To support the Chief and Deputy Chief Pharmacy Technician with the delivery of any service developments associated with ward-based clinical pharmacy service required to meet local and national requirements.
5. To undertake line management duties as necessary.

Key Result Areas & Performance:

Communications and Relationships

1. To liaise and communicate with pharmacy staff in different sections of the department regarding medication, supply, storage, health and safety.
2. To liaise and communicate with nursing staff on relevant information regarding patient care and facilitating discharge.
3. To liaise and communicate with patients regarding medicines supply and to identify administration or adherence problems.
4. To liaise and communicate with carers, GPs, members of the public and other healthcare professionals.

Ward Based Medicines Management

1. To compile and verify electronically or on paper a patient's drug history by communicating with the patient, carers, GPs and other health professionals.
2. To endorse electronic or paper prescription charts with relevant medicine related information following trust policies and procedures.
3. To document allergies to medicines.
4. To undertake a review of patient's own drugs to accurately assess the suitability of continued use while the patient is in hospital.
5. To participate in the discharge planning of patients with ward staff and other healthcare professionals both in secondary and primary care.
6. Document consultations where appropriate in the patient's records.
7. To minimise delays in discharge by ensuring that medication is available at the appropriate time.
8. To dispense prescriptions if required.
9. To assess patients to see if a compliance aid is required to help concordance.
10. To provide verbal and written medicines related advice and information for patients and/or carers regarding prescribed medication and their devices with the primary aim of improving patient outcomes through medicines optimisation.
11. To be responsible for stock control and stock management of medicines on designated wards in communication with the ward pharmacist, ward managers, medicines management pharmacy assistants and rotational pharmacy assistants/apprentices.
12. To be responsible for workload on designated wards in communication with the ward pharmacist, ward managers, Foundation Pharmacy Technicians, Pre-registration Trainee Pharmacy Technicians, medicines management pharmacy assistants and rotational pharmacy assistants/apprentices and Pre-registration Pharmacists.
13. To identify and return unwanted or out of date medicines to Pharmacy for disposal or for safe return to Pharmacy stock in accordance with local procedures.
14. To arrange the supply and return of controlled drugs from the wards in an efficient manner.
15. To transcribe and order medication that are clinically screened or awaiting a clinical screen by a pharmacist in accordance with trust policy.
16. To support the implementation of self-administration by patients and/or carers where possible
17. To support the efficient transfer of medicines between wards.
18. Ensure the safe and secure handling of medicines during medicines management visits; identify issues and feedback to ward/team managers.
19. To communicate with external organisations as necessary for admission and discharge processes (e.g. community pharmacies, GP surgeries).
20. To undertake and complete the relevant sections of the Medicines Optimisation Program or its equivalent.
21. Supervise and train Foundation Pharmacy Technicians, Pre-registration Trainee Pharmacy Technicians, medicines management pharmacy assistants and rotational pharmacy assistants/apprentices and Pre-registration Pharmacists as appropriate.

22. Obtains consent from patient for all appropriate actions.
23. To carry out and record daily monitoring of fridge and ambient temperatures for where medicines are stored e.g. satellite rooms.

Patient Services

1. To use Ascribe, the pharmacy labelling and dispensing system
2. To dispense medication accurately in accordance with standard policies and procedures.
3. To dispense Controlled Drugs.
4. To provide accurate record-keeping of Controlled Drugs within the Pharmacy including supplies to wards and departments, orders received into the Pharmacy and regular audits of the accuracy of computer and paper records.
5. Participates in the three-monthly Controlled Drugs audit, Drug Stock Security audits and expiry checks.
6. To undertake, and work as an the Accredited Checking Pharmacy Technician (ACPT) in order to provide a final accuracy check on dispensed medicinal products on completion of the scheme.
7. To undertake other duties within the dispensary, to allow the smooth daily running of the department may include:
 - Take a lead role in running specific areas within the dispensary
 - Supervise Pre-registration Trainee Pharmacy Technicians, assistant technical officers and Pre-registration Pharmacists as appropriate in labelling and dispensing techniques.
 - Communicate with Nurses, Doctors and other medical staff when necessary to ensure accurate interpretation of prescriptions.

Line Management

1. To take an active role in recruitment and selection of staff.
2. To provide detailed induction to new staff members in compliance with local and Trust requirements.
3. To carry out staff appraisals and develop staff in line with their objectives.
4. To arrange undertake and document regular 1-2-1 meetings with staff.
5. To undertake return to work meetings with staff after periods of absence
6. To performance manage staff where appropriate including managing sickness absence, capability issues, conduct and resolving grievance issues in line with Trust policies
7. To undertake health and safety risk assessments for the member of staff they manage.
8. To oversee the team and organise the daily distribution of staffing and workload in the absence of either the Chief or Deputy Chief Pharmacy Technician, Pharmacy Clinical Services.

Financial & Physical Resources

1. To liaise with the dispensary regarding to-follows.
2. To meet with Ward Managers to update ward stock lists as appropriate.
3. To undertake stock control and ordering
4. To facilitate stock rotation to prevent wastage.

Other Duties:

1. To assist in the training of pharmacists, pharmacy technicians, pre-registration trainee pharmacy technicians, Pre-registration Pharmacists and assistant technical officers as necessary having undertaken Practice and / or Educational supervisor training
2. To provide cover to other sites within the Trust as requested by the Associate Director of Pharmacy: Clinical Services or Chief Technician for Clinical Services.
3. To assist the department in any other areas required for the smooth running of the department.
4. To participate in weekend and bank holiday rotas as per local procedures.
5. To be aware of and abide by departmental policies and procedures.

6. To participate in and interpret audits and quality improvement projects.
7. To be prepared to work on other sites within Lewisham & Greenwich Trust depending on clinical need.
8. To actively participate in undertaking investigation of errors and complaints.
9. To monitor key performance indicators.
10. To assist with the writing and updating of policies and procedures within the areas they work.
11. To be an expert witness to validate Trainees evidence of competence and to undertake and record observations in the workplace, as agreed with the department training Lead Pharmacy Technician Education and Training and the training provider.
12. Be able to identify appropriate doses and routes of medicines.
13. Be able to ensure appropriate formulations and concentrations of medicines supplied/prescribed and appropriately refer any issues identified to the pharmacist for action.
14. Be able to co-ordinate and prioritise their own clinical workload.
15. To mentor junior staff where appropriate.
16. Participate in the actioning of drug recalls.
17. Applies the use of clinical and non-clinical guidelines and procedures where appropriate.

Communications and Relationships

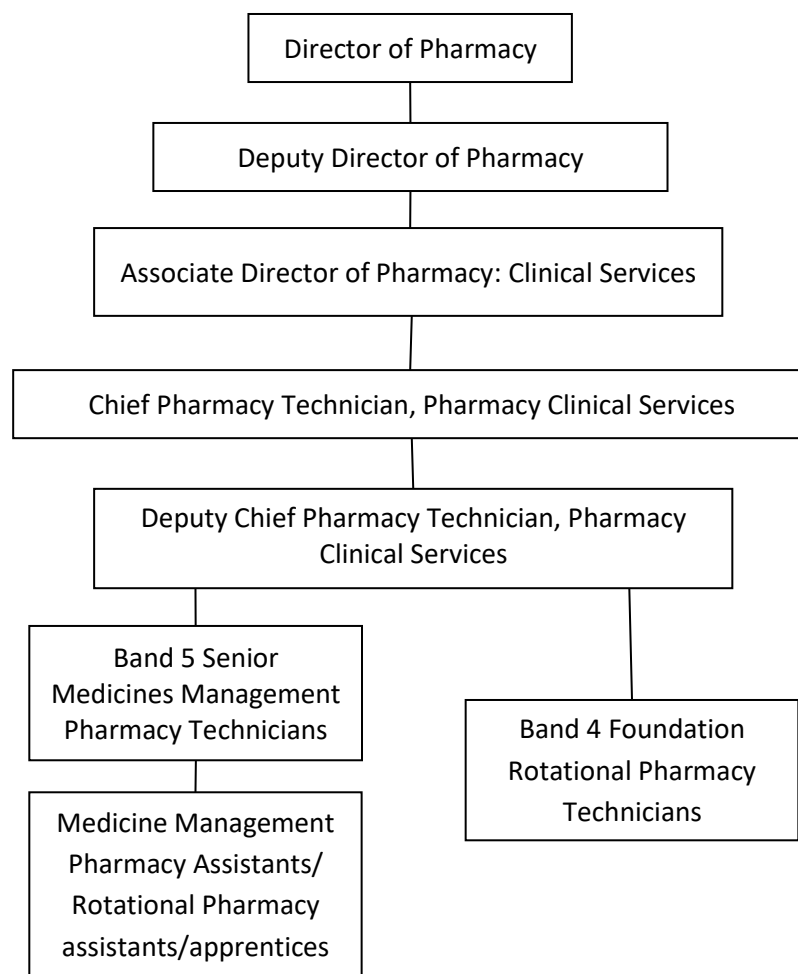
1. To communicate with the multidisciplinary healthcare team (doctors, nurses, dieticians, physiotherapists, occupational therapists, ward managers, and site practitioners), to intermediate care, general practice support and community pharmacists in the provision of medicine related information and assessment of patients treatment.
2. To work with appropriate staff to support development of ward-based clinical pharmacy services throughout the Trust.
3. To demonstrate good communication skills as the role liaises with a wide variety of people within the Trust. This will include service and general managers across all directorates, trust risk managers, directorate governance leads, multidisciplinary team members and all Pharmacy staff.
4. To liaise with external bodies including community pharmacies, GPs, local CCGs and necessary pharmacy networks.
5. The post-holder will be required to communicate clearly and sensitively about patient medication issues both internally and externally.
6. To provide training on medication related issues, policies, guidelines and service developments to pharmacy colleagues, nursing and medical staff, ranging from one on one communication to more formal presentations.

General

1. To ensure that the principles of safe and secure handling of medicines are adopted and to take part in quality assurance systems for pharmaceutical services.
2. To attend and participate in departmental education and training meetings.
3. To maintain a Continuing Professional Development portfolio.
4. To develop links with other departments and professionals within the Trust to ensure multidisciplinary working.
5. To participate in the Saturday, Sunday, Bank Holiday and late shift service according to the rota.
6. To participate in the dispensary cover rota. This includes:
 - To take in prescriptions and verify personal details.
 - Take a current drug history from the patient or carer to identify any drug allergies, interactions with patient's medications, or problems with the medication prescribed.
 - To give out patient medication to patients and counsel the patient on their medication to promote adherence. This will include the name of the medication, dosage, common side-effects and administration details including use of devices. In addition, resolve any queries or concerns a patient may have about their medications.

7. To authorise annual leave when requested for medicines management pharmacy assistants and pharmacy assistants/apprentices whilst having an overview of staffing levels in the clinical areas, dispensary and ward pharmacy cover.
8. To undertake any other duties as may be reasonably requested by the Director of Pharmacy consistent with the responsibility of the post.
9. To show professionalism in all work activities that are undertaken.

Structure Chart



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postholder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

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Risk management

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Financial Regulations

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Safeguarding Children

All staff must be familiar with and adhere to Trust child protection procedures and guidelines.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff have a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Valuing Diversity

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age,

creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Single Equality Scheme and it is for each employee to contribute to its success.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy.

Trust values and behaviours

Our values



We treat everyone with **respect** and **compassion**



We take **responsibility** for our actions



We **learn**, develop and share knowledge



We **work together** for patients and colleagues



We work as a team to **improve quality**

Our behaviours

We are always polite, honest and friendly
We listen and show we are listening
We show empathy to colleagues and patients
We are inclusive

We do what we say we're going to do
We take ownership and don't place blame on others
We learn from our successes and from where things didn't go so well

We make the most of opportunities to learn
We share our ideas and encourage others to do the same
We value our development and commit to continuous learning

We believe our colleagues have the best intentions
We collaborate because we are ambitious for ourselves, our patients and service users
We have responsibility to speak up if we think something is wrong
We make sure those affected by decisions are involved in making them

We acknowledge everyone's contribution and say thank you for it
We give clear feedback and welcome it from others
We are open to improvement and change

PERSON SPECIFICATION

Job Title: Medicines Management Pharmacy Technician

	Essential	Desirable
Qualifications and Training	<p>BTEC Level 3 Diploma in the Principles and Practice for Pharmacy Technicians (post 2022) or NVQ Level 3 in Pharmacy Service Skills (pre 2022) or equivalent and Accredited Checking Pharmacy Technician (Or willing to undertake) and Accreditation in Medicines Optimisation Programme (MOP) or equivalent.(Or willing to undertake)</p> <p>Registration as a Pharmacy Technician with the General Pharmaceutical Council</p> <p>Evidence of CPD.</p> <p>Specialist knowledge of pharmacy procedures and processes.</p> <p>Completion of Foundation Pharmacy Technician Framework</p>	Any relevant management courses.
Experience & Skills	<p>Must have worked in a UK hospital pharmacy, with a minimum of 1 year post qualification experience.</p> <p>Accurate dispenser, familiar with pharmacy computerised labelling system.</p> <p>Supervision and training of others.</p> <p>Evidence of ability to work independently and proactively with limited supervision.</p> <p>Examples of contribution to clinical audit and project work.</p> <p>Demonstrable clinical knowledge of medicines use.</p>	<p>Project planning.</p> <p>Educational/Practice supervisor</p> <p>Previous line management experience</p> <p>Has experience of undertaking investigation of errors and/or complaints.</p>
Knowledge & Skills	Practical knowledge of the role of ward-based pharmacy technicians in	Ability to contribute to the planning of service

	<p>provision of medicines management services on wards.</p> <p>Good understanding of law and good practice related to prescribing, storage and handling of pharmaceuticals.</p> <p>Ability to work on own initiative and effectively as part of a team both within pharmacy and a multidisciplinary environment.</p> <p>Ability to apply knowledge and expertise to inform decision-making processes.</p> <p>Demonstrable ability to communicate information effectively using clear written and spoken English and overcome barriers to understanding.</p> <p>Proficient in the use of computers.</p> <p>Able or willing to give a presentation using relevant materials</p> <p>Demonstrable accurate numeric skills.</p> <p>Ability to work positively and calmly under pressure.</p> <p>Ability to motivate self and others.</p>	<p>developments within a department or service.</p> <p>Ability to manage difficult and complex teams.</p> <p>Experience of mentoring</p> <p>Experience of use of electronic prescribing systems</p> <p>Experience of use of electronic transcribing systems</p>
Personal Qualities	<p>Be flexible in responding to demands of the service.</p> <p>Reliable, polite and approachable.</p> <p>Knows own professional and personal limitations and seeks advice where necessary.</p> <p>Show empathy towards patient's needs.</p> <p>Complies with confidentiality legislation.</p> <p>Ability to cope with challenges and change.</p>	

Other	<p>Willingness to contribute to the general life and work of the Pharmacy and Trust, in accordance with the trust values.</p> <p>Willingness to participate in weekend, evening, Bank Holiday and late shifts as required.</p> <p>Able to work agreed hours.</p> <p>Willingness to work / cover at different Trust hospital sites when required</p>	

PRODUCED BY: Simon Weekes - Chief Technician Pharmacy Clinical Services, Patrick Reid – Deputy Operations Manager, Emma Kingman – Lead Pharmacy Technician Education & Training, Richard Pudney – Principal Pharmacist Education & Training.

DATE PRODUCED: Feb. 2020