

Job Description

Job Title:	Medicines Optimisation Pharmacy Technician
Grade:	Band 5 (AFC) plus High Cost Area Supplement (HCAS).
Speciality/Division:	Mental Health Services – Jameson Division
Location:	Based at St. Charles Hospital and associated offsite units in boroughs of Kensington & Chelsea and Westminster To meet the needs of the Trust's services you may be required from time to time to work outside your normal place of work. The Trust reserves the right to change your normal place of work to any other location within the Trust.
Responsible to:	Specialist Pharmacist Advanced Specialist Pharmacist Borough Lead Pharmacist, Kensington & Chelsea and Westminster
Accountable to:	Chief Pharmacist, CNWL Associate Chief Pharmacists – Jameson
Key Relationships:	All Pharmacy Staff, St. Charles Hospital and offsite units in boroughs of Kensington & Chelsea and Westminster Pharmacy Staff, CNWL Ward & Team Managers and Nursing staff Members of the multidisciplinary team Community Mental Health Hubs/Teams Patients and their carers and/or relatives Primary Care provider/ Carer & user groups All other staff at CNWL bedded services

Job Purpose:

- To be responsible for the provision of pharmacy services, providing a high quality, efficient service to inpatient wards and community mental health hub/ teams in Kensington, Chelsea and Westminster.
- Ensure that pharmacy technical operations (handling and storage of medicines) are undertaken in a safe, secure and efficient manner.

Main Responsibilities:

Overview of Main Responsibilities:

- As an Accredited Pharmacy Technician, complete the medicine reconciliation process, assess Patients Own Drugs (POD's), transcribe and order medicines following a clinically screened prescription.



- As an Accredited Checking Pharmacy Technician (ACPT), provide a comprehensive technical dispensing and checking service within mental health, and other bedded services, and advice to other pharmacy staff to assist in resolving problems with prescriptions.
- To order medicines from St. Charles Hospital pharmacy dispensary and liaise with the pharmacy dispensary team to ensure medicines are delivered to wards/clinical areas on time.
- Participate in late duty, Saturday and Bank Holiday rota.
- To ensure that all medicines are dispensed in accordance with the relevant legislation, local standard operating procedures, and CNWL Trust Medicines Policy.
- To participate with the labelling, dispensing in dispensary and at ward level other processes involved with clinical trials medicines at St Charles in accordance with the standard operating procedures (SOPs).
- To organise and provide a supply of stock and non-stock pharmaceuticals for allocated clinical areas and work within medicines optimisation systems to ensure the safe and secure handling of medicines.
- To support outpatient clozapine supply to Clozapine Point of Care Testing (PocHi – 100i Haematology analyser) clinics, and liaising with the Community Mental Health Team staff.
- Ensure validity of repeat prescriptions and develop systems for leave medication and the management of patients' own medicines.
- Maintain high quality of data input of patient information into the pharmacy computer system in order to ensure excellent labelling standards for dispensed medicines.
- To ensure clozapine monitoring system data is interpreted, maintained and communicated appropriately.
- Accurately dispense and issue prescriptions including controlled drugs.
- As a Medicines Optimisation Programme (MOP) Accredited Pharmacy Technician, complete the Medicine Reconciliation process, assess Patients Own Drugs (POD's), transcribe and order medicines following a clinically screened prescription. Participate in stock and non-stock management of medicines.
- Identify potential problems regarding the lack of availability of medicines for individual prescriptions, seeking advice on suitable alternatives or agreed delivery timetable.
- Ensure medication is ordered to meet agreed delivery times to support timely discharge on the wards.
- Liaise with specialist services to obtain specialist prescribed medicines such as renal, HIV.
- Responsible for the indirect management of rotational Pharmacy Technicians, Trainee Pharmacists, pre-registration Pharmacy Technicians and Assistant Technical Officers (ATOs).
- To participate and support data collection of medicines optimisation audits.
- Use software such as Refine to produce drug expenditure reports and feed these back to the ward team during business meetings
- Use software such as Adios to monitor abusable medicines and investigate anomalies
- To train and support nurses to maintain the automated medicine storage cabinet

Patient care:

- To provide specialist pharmacy technical services to groups of patients within the mental health setting
- Provide medication review to ensure appropriateness of treatment, formulation choice and dosing

- Sign post patients to other services when appropriate e.g. smoking cessation
- Provide discharge counselling for medications to all inpatients before they are discharged from the ward
- To develop, participate in and deliver education for patients, carers, health and social care workers regarding medication, including appropriate use and possible adverse effects and other related matters to ensure concordance within the professional scope of the pharmacy technician
- To identify potential therapeutic issues requiring further input from a pharmacist

Communication:

- Provide straightforward advice to patients on pharmaceutical products and obtaining further supplies.
- To ensure information is provided in a timely manner, to the appropriate individual(s) (in accordance with the degree of urgency of the request or issue identified).
- To be able to present information in a suitable format (e.g. written and/or verbal) and style for the target audience. Barriers to effective communication may include learning disability, mental impairment, non-consenting/noncompliant patients, and patients detained under the mental health act who may be violent / aggressive.
- To communicate with the community mental health team staff regarding effective Homecare supply and dispensing of clozapine and all long-acting depot injections.
- To communicate with staff in clinical areas about medicines supply (stock and non-stock).
- To attend and present at CNWL Pharmacy Continuing Education meetings.
- To communicate pharmacy technical issues with other pharmacy staff employed across the Trust.
- To participate in service development and monitoring through attendance at relevant meetings with other senior staff of the department.
- Ensure effective communication with primary care sector to ensure patient receives continuity of care and support following discharge.

Training:

- Train rotational Pharmacy Technicians, Trainee Pharmacists, Pre-registration Pharmacy Technicians and ATOs in mental health procedures.
- Prepare and conduct a mental health pharmacy induction programme for other pharmacy and nursing staff.
- Act as a mentor for rotational band 4 Pharmacy Technicians
- To be responsible for own continuing professional development (and portfolio) to continue updating pharmaceutical and clinical knowledge and skills.

Policy and/or Service Development:

- To assist with the review and modernisation of pharmacy services by identifying opportunities for Pharmacy Technicians within mental health services.
- To provide technical input into policy and procedures.
- Maintain and develop good practice procedures and standards.
- To contribute to the development of CNWL pharmacy technical services through CNWL Pharmacy Technician meetings.

Management of Resources:

- Monitor and prepare regular reports detailing the workload, finance and waste figures / data within the pharmacy service.
- Manage rotational Pharmacy Technical staff and ensure staff receives an appraisal at the end of the rotation.
- To be responsible for supplying medicines in accordance with agreed stock lists and non-stock items, in line with the changing clinical needs of each clinical environment to minimise waste and reduce risk.
- To participate in the recruitment and selection of technical staff.

Research and Development:

- To participate in any pharmacy related service development projects.
- To assist with data collection for medicines optimisation audits within the Trust.
- To assist with the implementation of clinical trials as undertaken by the pharmacy department

Rider Clause

This is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of the Trust and Department.

Supplementary Information:

Based at St. Charles Hospital; the post-holder will work to the job description outlined above providing Trustwide Pharmacy service. The pharmacy services will be provided to the inpatient services, outpatient services, Community Mental Health Hubs/Teams (CMHH/T) and Home Treatment Teams (HTT's)

The post holder will be expected and will participate in Bank holiday, late duty and Saturdays rotas as per current departmental practice.

Notice Period: 8 weeks

Job Flexibility

The post holder will be required to work flexibly, aiding as and when necessary, which may involve them in a developing role.

Working Relationships

The working relationship between all members of staff should be mutually supportive, with staff deputising and covering for each other when appropriate.

Health and Safety

Central and North West London NHS Foundation Trust has a Health and Safety Policy applicable to all employees. Employees must be aware of the responsibility placed on them under the Employment Rights Act 1996, to ensure that agreed safety procedures are carried out, and to maintain a safe environment for employees, patients and visitors.



Infection Control

The prevention and control of infection is the responsibility of everyone who is employed by Central and North West London NHS Foundation Trust. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Improving Working Lives

Central and North West London NHS Foundation Trust is committed to the principles of Improving Working Lives and all managers are encouraged to follow Improving Working Lives practices. Consideration will be given to all requests for flexible working in line with Trust policy.

Staff Involvement

Central and North West London NHS Foundation Trust is committed to involve staff at all levels in the development of the organisation.

Managers should ensure that staff are encouraged and involved in organisational and service developments including business planning and they are able to influence discussions, which affect them and their working conditions.

All managers should engender a culture of openness and inclusion so that staff feel free to contribute and voice concerns. They should develop and implement communication systems that ensure staff are well informed and have an opportunity to feedback their views.

Smoking

Central and North West London NHS Foundation Trust acknowledges its responsibility to provide a safe, smoke free environment to its employees, patients and visitors. In expressing its commitment to the prevention of smoking related diseases, the Trust has a 'Non Smoking Policy' and all Trust buildings and vehicles are designated as smoke free areas.

Alcohol and Recreational Drugs

Employees are expected to be aware of and understand that Central and North West London NHS Foundation Trust has a policy on alcohol and the consumption of alcohol. Alcohol and recreational drugs are not permitted whilst on duty.

Trust Sustainability Green Plan Pledge

CNWL are committed to a sustainable future and to improving the social and environmental well-being of our care community. We are dedicated to environmental improvements that embrace a sustainable future that require a shared understanding of our ambitions. Please see the Trust Green Plan - Caring Today and Tomorrow; Carbon-Free available on the Trust Intranet.

Confidentiality

Employees should be aware that the Trust produces confidential information relating to patients, staff and commercial information. All employees have a responsibility for ensuring the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of personal, medical, commercial information, systems passwords or other confidential information to any unauthorised person or persons will be considered as gross misconduct and may lead to disciplinary action which may include dismissal.

Equal Opportunities

All employees of Central and North West London NHS Foundation Trust are expected to be aware of, and adhere to, the provision of the Trust's Equal Opportunities Policy, and to carry out their associated duties and responsibilities under



this policy. As users of the disability symbol, the Trust guarantees to interview all disabled applicants who meet the minimum essential criteria for a vacant post.

Grievances, Disputes, Disciplinary and Other Industrial Relations Procedures

Central and North West London NHS Foundation Trust has grievance, disputes, disciplinary and other industrial relations procedures. Employees are required to make themselves aware of these procedures, copies of which are available on the Trustnet, from your manager and the Human Resource Directorate.

Personal Development

The post holder is expected to co-operate in activities which line management believes will contribute to personal and/or to team growth. This includes attending supervisory sessions and training modules, both at their work base and other selected venues of instruction.

Conflict of Interest

Employees are expected to declare any private 'interest or practice', which might conflict with their NHS employment, and be perceived to result in actual or potential financial or personal gain.

Working Time Regulations

The Working Time Regulations 1998 require that you should not work more than an average of 48 hours each week i.e. no more than 816 hours in a 17-week period. To work more than 48 hours you must have management authorisation and you will be required to sign an opt out agreement.

The Trust policy has a limit of 60 hours per week and all staff must ensure a 24 hour rest period is taken in every 7 days.

Conditions of Employment

The Trust will screen all staff who will be working with children and police checks will be carried out on all staff appointed to posts which have access to children.

This will also apply if role develops to include access to children.

Terms and Conditions

The terms and conditions of service associated with this position are those agreed by the Trust.

Reviewed by:

Natasha Mohi-El-Din
Specialist Pharmacist
May 2022