

## JOB DESCRIPTION

<b>Job Title:</b> Senior Pharmacy Technician - Offender Health	
<b>Reports to (post title):</b> Site Lead	
<b>Evaluated Banding:</b> Band 6	
<p><b>Role Purpose:</b></p> <p>To support provision of the highest quality patient care within the Offender Health directorate, through personal actions and continuous improvement.</p> <p>To lead the pharmacy team ensuring delivery of a specialist high quality, safe prison pharmacy ordering, distribution and supply service which reflects National and Local Policy and Priorities, taking into account the high level of security that must be maintained at all times.</p> <p>To maintain and support effective prescription management and medicines optimisation activity in the secure environment, including the administration and supply of prescribed medication directly to patients.</p> <p>To provide information and advice to patients and colleagues about medication and processes where appropriate.</p> <p>Support the Directorate Pharmacist with development and delivery of directorate-wide projects and interventions.</p>	
<p><b>Role Context:</b></p> <p>The role is significant leading on the provision of a comprehensive pharmacy service to patients in the prison, with the aim of affording patients in prisons equivalent healthcare to that in community.</p> <p>This role supports safe, cost effective prescribing and continuous improvement of patient care.</p> <p>This post holder will collaborate on Directorate wide initiatives within Offender Health as part of a wider clinical team</p>	
<b>Trust Values</b>	
<p>All colleagues are expected to demonstrate at interview and throughout employment that they act in line with Nottinghamshire Healthcare NHS Foundation Trust Values:</p> <p><b>Trust Honesty Respect Compassion Teamwork</b></p>	
<b>Key Accountabilities</b>	<b>Performance Measures</b>
<p><b>Working Practice</b></p> <p>Act as <b>line manager</b> for members of the pharmacy team.</p> <p>Act as a <b>role model for pharmacy staff</b> within the Trust, to ensure that all staff aspire to provide a consistent and high quality standard of service. This will also contribute to the development</p>	<p>Managerial supervision Managerial supervision</p>

of a departmental culture that is in line with the values and organisational culture of the Trust.	Managerial Supervision
<b>Effectively supervise and direct</b> the work of appropriate staff where necessary, leading on all aspects of the supply and distribution of medications, to ensure the safe, timely and accurate provision of medication to patients.	Activity records, patient medical notes
Confirm medication histories ( <b>medicines reconciliation</b> ) by appropriate means and with patient consent and liaise with the prescriber to ensure continuity of essential prescribed medicines.	Activity records
Undertake accurate <b>Risk Assessments</b> to ascertain whether patients may hold their medications 'In Possession' or otherwise, recording appropriately.	Activity records
<b>Respond to and process requests from patients</b> in order to facilitate the process of drug administration and supply to patients and ensure the safe effective and timely use of medication by patients, whether Not In Possession or In Possession.	Managerial Supervision, Activity records
<b>Manage prescribing pathway</b> , including oversight of generated prescriptions to ensure accuracy and a reliable supply chain. Ensure prescriptions are legal and valid before requesting supply.	Managerial supervision Audit, activity records
<b>Work unsupervised</b> in medication administration areas, and be responsible for medicines management within these areas.	Managerial supervision
Work collaboratively to manage administration of <b>controlled drugs</b> medication to treat substance users in an organised and timely manner with particular attention to maintaining correct records including controlled drug records in accordance with the Trust and Local Policy.	Activity records
Effectively <b>communicate with patients</b> to receive or provide information relating to medications in a challenging environment, and refer appropriately.	Managerial supervision
<b>Represent the pharmacy team</b> at patient forums, receiving feedback directly from patients and providing responses.	Managerial supervision
Effectively <b>communicate</b> with colleagues regarding patient care in a challenging environment. Provide advice on medicines related queries from any source. Refer as appropriate.	Stock Audits
Develop and deliver a <b>medicines use review service</b> for patients and liaise with prescribers to maximise safe, cost-effective prescribing, and improve the quality of patient care.	Expiry date checks
<b>Monitor prescribing expenditure</b> through use of formulary and audit.	Accurate documentation
Lead and direct <b>goods ordering and receipt</b> duties to ensure	Managerial supervision
	Activity records

the continued availability of medicines and related items within the Trust.	Activity records
Lead and direct <b>stock control process</b> including goods ordering and receipt to ensure appropriate stock levels and to minimise waste, including participation in daily rolling stock takes and monthly expiry date checks.	Audit
Assess and record all returned medication to the department to <b>monitor wastage</b> (eg returns from houseblock/ wing areas, amnesty boxes)	Managerial supervision
<b>Respond to MHRA drug alerts</b> through facilitation of appropriate action within prison healthcare over an appropriate timeframe and to support any medication changes that occur as a result.	Annual appraisal
Report <b>any incidents or near misses</b> by appropriate means.	Managerial supervision
Support the investigation of <b>incidents and near misses</b> .	Activity records
Perform <b>temperature monitoring</b> in relevant areas, following standard procedures, and taking appropriate action when necessary.	Managerial supervision
To adhere to the Trust and departmental policies and <b>Standard Operating Procedures</b> , in line with current legislation, covering Health and Safety, Data Protection Act and Equality and Diversity.	Annual appraisal
Attend relevant meetings/ training associated with continuing professional development. This is to include Health and Safety, Manual Handling, Fire updates and any other Mandatory training, as well as daily handover and pharmacy team meetings.	Managerial supervision
Assist in the <b>development, implementation and review</b> of Standard Operating Procedures in relation to medicines	Managerial supervision
Contribute to the development of and support implementation of <b>medicine management strategy</b> and associated services and projects.	Managerial supervision
<b>Identify areas of development or improvement</b> of the medicines management service and lead on actions taken.	
<b>Achieve objectives agreed at individual performance review</b> , with line manager in order to effectively contribute to the systematic provision of pharmacy services ensuring progressive innovation and service development.	
To be aware of the safety and security requirements of a Prison environment and report any concerns in accordance with Trust and Local policies.	
To undertake <b>any other duties that would be a reasonable</b>	

<b>expectation</b> of the role.	
<b>Dimensions</b>	
<p>Working within prisons (or other secure environment) housing up to 2000 prisoners or detainees.</p> <p>Involvement in the care of prisoners under supervision.</p> <p>Liaison with the nursing and wider healthcare team and prison staff to ensure continuity of care.</p> <p>Working across other prison sites as required to meet the needs of the service.</p>	
<b>Safeguarding</b>	
<p>All employees are responsible for taking all reasonable measures to ensure that the risks of harm to children and vulnerable adults are minimised. They should take all appropriate actions to address concerns, working to agreed local policies and procedures including the guidance on Safeguarding, in partnership with other relevant agencies. This includes accessing appropriate training, advice, and support.</p>	
<b>Disclosure and Barring Services</b>	
<p>Where this post relates to the types of work, activity, employment, or profession as set out in The Exceptions Order made under the Rehabilitation of Offender Act 1974; the post will be subject to a DBS Disclosure check at the point of recruitment and thereafter, as the Trust determines appropriate. The level of the check will be determined by the type of activities undertaken and the level of contact the post holder will have with children and/or adults in receipt of health services.</p>	
<b>Infection Control</b>	
<p>All employees of Nottinghamshire Healthcare NHS Foundation Trust have an individual responsibility to have knowledge of and employ the basic principles of infection prevention and control practice. All employees must comply with infection prevention and control mandatory training requirements specific to their role.</p>	
<b>Equality and Diversity</b>	
<p>All staff should be able to demonstrate an understanding of and commitment to Equality, Diversity and Inclusion as identified within the Trust's Equality and Diversity Policy and associated Equality, Diversity and Human Rights legislation.</p>	
<b>Sustainability and Net Zero – Supporting Our Green Plan</b>	
<p>The Trust places great importance on reducing its carbon footprint and maximising the positive social, economic, and environmental outcomes of Trust actions and activities on its patients and the planet. It is the responsibility of all staff to support the delivery of the Trust's Green Plan and contribute to achieving Net Zero Carbon. This will include using energy and water efficiently, reducing the consumption of materials, reducing waste, and increasing recycling, printing less, reporting faults or heating/cooling concerns promptly and minimising travel.</p>	
<b>Data Quality Statement</b>	

All staff of Nottinghamshire Healthcare NHS Foundation Trust have a responsibility for data quality, improved data quality leads to better decision-making across the Trust. The more high-quality data, the more confidence the organisation has in decisions. Good data decreases risk and can result in consistent improvements in results. Employees within data roles have a responsibility for inputting high quality data (accurate, valid, timely, complete) and for ensuring that high quality data is maintained.

## **Communication**

Communicate complex and sensitive information concerning patient's conditions and medicines within a custodial environment, requiring the post holder to have persuasive and reassurance skills and overcoming barriers to understanding with patients with additional or special needs

Answer routine queries and referring to appropriate senior pharmacy or nursing staff as necessary.

Establish effective working relationships within the pharmacy/ prison healthcare team and Medicines Management Team and with other colleagues.

Establish relationships with other health professionals so that they are kept informed to ensure a partnership approach to medicines management that promotes seamless patient care.

Liaise with external suppliers as required both face to face and by telephone, fax and email.

Lead team meetings on issues relevant to prison pharmacy services, prescribing, medicines management and service development.

Represent the team at prison-related public awareness events when required in order to promote a partnership approach to medicines management as appropriate.

Attend and contribute to team and relevant directorate meetings on issues relevant to prison pharmacy services, prescribing, medicines management and service development.

Communicate systems and procedures to new staff in a way they can understand, to enable them to utilise the information.

Always act in a dignified and responsible manner with patients, visitors and colleagues, using appropriate language and communication skills which acknowledge cultural differences.

## **Knowledge, Training and Experience**

BTEC in Pharmaceutical Sciences/ NVQ Level 3 in Pharmacy Services or equivalent plus knowledge and experience of pharmacy and technical procedures to degree level or equivalent

Professional registration with the General Pharmaceutical Council.

Evidence of up to date CPD portfolio

Solid understanding of pharmacy procedures and practices, eg ordering of stock and prescribed medication, supply and administration to patients.

Up to date clinical and technical knowledge of a broad range of medicines management issues

Sound understanding of Standard Operating Procedures and policies

Excellent verbal and written communication skills

Influencing skills and patient counselling skills

Strong IT skills to use software packages for Patient Medication Record, SystmOne and /or other programmes

Knowledge of Microsoft Office tools

Knowledge of data protection and confidentiality issues

Experience of participating in clinical research or clinical audit

Experience in development of systems and procedures and audit of these

Knowledge of manual handling

### **Analytical and Judgement Skills**

Identify risk issues concerning medicines, such as poor compliance and concordance, bullying, diversion and overdose; and contribute to solutions through multidisciplinary treatment planning.

Identify patients requiring additional monitoring and refer when appropriate.

To make independent judgements involving role related facts and situations, some of which require analysis. These include assessing levels of stock, resolving emergency stock problems, the review of stock lists and processing returns eg following receipt of Drug Alerts.

Processing patient requests (via healthcare applications or 'apps') for medication supply and taking appropriate action. Accurately and efficiently reviewing prescriptions, orders and requests for medication.

Assess complex medicines related queries and liaise with prescribers, healthcare staff and external providers to resolve such queries. Provide daily support to prescribers.

Utilise SystmOne reporting and stock check data to identify medications that require reordering and take appropriate action.

To analyse and reconcile medicines for new receptions into prison

Lead on problem solving advice about service provision and medicines management issues to patients.

To lead on the analysis of audit data supporting the Trust clinical audit programme

### **Planning and Organisational Skills**

The post holder is required to organise their own time, planning work (e.g. treatments, audits, stock management, responding and prioritising patient queries and movement of medicines), in line with the Prison regime and service ordering deadlines, including transport and delivery schedules, and medication administration times.

Allocating roles and tasks to the team

Lead on the planning and organisation of pharmacy staff rotas.

Approval and organisation of the team's annual leave and other special leave, to ensure adequate staffing levels for the service.

Organisation of the pharmacy team to ensure that mandatory training, Appraisals and other requirements are fulfilled in a timely manner.

Allocation and reallocation of work to junior members of staff in the Pharmacy Team

### **Physical Skills**

Requirement for hand eye coordination for accurate medicine administration

Standard keyboard skills, with prolonged periods looking at visual display equipment.

Dispensing and replenishing stock carried out while standing for long periods.

Bending, stretching, lifting and carrying of objects, eg trollies, tote boxes, boxes of feeds etc.

Walking long distances to collect stock deliveries and manoeuvring trollies etc

Personal Protection and Breakaway training.

### **Responsibility for Patient/ Client Care**

Provide specialist advice

To support patients, nursing team, prescribers and healthcare teams in the implementation of medicines related policies and formulary.

Supply in-possession medicines and supervised medicines directly to patients, and act as 'First signature' for Controlled Drugs requiring two members of staff to administer.

Advise and assist patients to adjust and manage issues around their medicines use, providing medicines information and counselling to improve compliance and concordance.

Lead on development of patient clinics to provide access to healthcare for patients in prison.

### **Responsibility for Policy/ Service Development**

Implements policies in own role, and proposes changes to working practices which will impact beyond own work area for example when reviewing and developing SOPs

Assist in the development and implementation of local guidelines and integrated pathways.

The duties and responsibilities of the post will be undertaken in accordance with Local and Trust policies and procedures. It is the post holder's responsibility to ensure they keep up to date with these policies.

### **Responsibility for Financial and Physical Resources**

Maintains security of stock – Receives, stores and issues pharmaceutical stock.



Supporting cost effective prescribing through the effective use of approved formulary.

Authorised signatory up to £1000 per month for travel expenses, time sheets

### **Responsibility for Human Resources**

Day to day supervision and direct line management of the pharmacy team.

Lead on the delivery of training to prison healthcare staff to ensure that services provided to patients are of a consistently high standard.

Provide clinical supervision to direct reports.

Oversee and demonstrate daily duties, and provide advice and guidance, to less experienced staff, including student technicians, pre-registration trainee pharmacists, work experience students and new staff.

To communicate systems and procedures to new staff in a way they can understand, to enable them to utilise the information.

### **Responsibility for Information Resources**

Maintain accurate and contemporaneous patient health care records including computerised systems (SystemOne) and databases.

Requirement to produce statistical reports for audits

Data entry - inputting of stock control data onto the pharmacy computer system.

Using Pharmacy computer systems, and shared areas to manage files.

Ensure adherence to Information Governance policies relating to the safeguarding of information.

### **Responsibility for Research and Development**

Lead on surveys and complex audits, data collection and analysis with regards to service improvement and development.

Lead and direct the implementation of new working practices to achieve improvements within the healthcare department.

### **Freedom to Act**

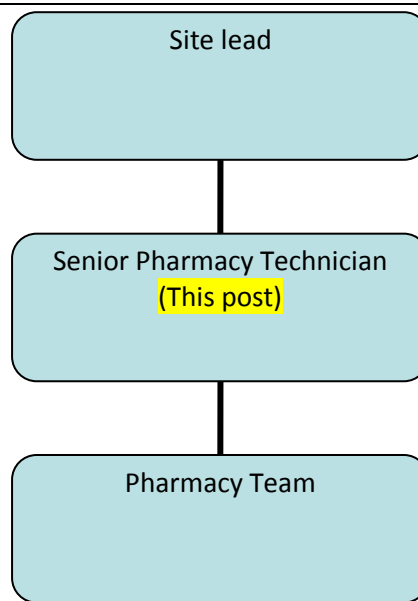
Work is managed rather than supervised and follows Trust, Directorate and local Standard Operating Procedures.

Adhere to COSHH regulations and all other relevant legislation relating to medications management.

To work independently to deliver pharmacy services within the prison environment to ensure continuity of supply of medicines and in accordance with the Medicines Act 1968 and current GPhC guidance



Work within approved prison medicines management policies and Standard Operating Procedures
<b>Physical Effort</b>
<p>Frequent requirement to exert light physical effort for several long periods during a shift.</p> <p>Requirement to walk to prisoner wings, clinic areas and reception across a large geographical site.</p> <p>Unlocking and locking prison gates throughout the site.</p> <p>Moving, lifting and carrying of orders, using appropriate methods eg trolley.</p> <p>Ability to travel across all Trust sites</p>
<b>Mental Effort</b>
<p>Frequent requirement for concentration; work pattern can be unpredictable due to the nature of the prison environment.</p> <p>Work is frequently interrupted to answer the telephone, queries from colleagues and/ or respond to drivers/ deliveries.</p> <p>Requirement to operate at high level of mental effort as senior member of staff.</p> <p>Required to prioritise urgent orders or requests.</p>
<b>Emotional Effort</b>
<p>Occasional exposure to distressing or emotional circumstances i.e. challenging behaviour from patients.</p> <p>Dealing with staff issues as line manager</p>
<b>Working Conditions</b>
<p>Occasionally working with medical gases and other hazardous solutions (cytotoxic drugs).</p> <p>Occasional exposure to aggressive behaviour of prisoners, with potential verbal abuse and/ or physical violence.</p> <p>The prison environment houses healthcare services for offenders who are either on remand awaiting court dates or have been sentenced. This involves being the subject of searching and security procedures, having responsibility for keys and working in a restrictive, locked environment.</p>
<b>Organisation Chart</b>



### Our promise to you

We will ensure that you are supported and lead in line with our Trust Values: **Trust**, **Honesty**, **Respect**, **Compassion** & **Teamwork**



Nottinghamshire Healthcare NHS Foundation Trust actively works to fulfil the seven elements of the NHS People Promise.

We will adhere to the promise and support all our colleagues, assuring that we are continuously striving to listen to colleagues, adapting accordingly and striving always to be the best place to work.



### Signatures

After reviewing the questionnaire please sign to confirm agreement

Post holder:

Date:

Line Manager:

Date:

Next level Manager :

Date:

