

Recruitment information pack



FAST FORWARD YOUR CAREER

BE PART OF A SUPPORTIVE TEAM

WORK ALONGSIDE WORLD-LEADING EXPERTS



RESEARCH OPPORTUNITIES

IMPACT ON PATIENT OUTCOMES

DEVELOP YOUR AREA OF INTEREST

WHO WE ARE

Join Imperial College Healthcare and become part of a community of 12,000 staff working with a wide range of partners to offer 'better health, for life'.

Formed in 2007, we are one of the largest NHS trusts in the country – providing acute and specialist care to over a million patients each year in central and north London and beyond.

With a global reputation for ground-breaking research and innovation as well as excellence in education, we offer huge expertise across a wide range of clinical specialities.

Alongside our five hospitals – Charing Cross, Hammersmith, Queen Charlotte's & Chelsea, St Mary's and the Western Eye – we have a growing number of community and digital services, reflecting our commitment to developing more integrated care with our partners. We also provide private healthcare at all of our hospitals (in dedicated facilities).

Together with Imperial College London and two other NHS trusts, we form one of six academic health science centres in the UK – focused on translating research into better patient care. We also host one of 20 National Institute for Health Research biomedical research centres in partnership with Imperial College London.

Our mission is to be a key partner in our local health system and to drive health and healthcare innovation, delivering outstanding care, education and research with local, national and worldwide impact.

OUR VALUES AND BEHAVIOURS

With our staff and partners, we have developed a clear and ambitious vision as well as a set of core values that shape everything we do. Together they guide our organisational strategy and our behaviours framework:

- **Kind:** we are considerate and thoughtful so everyone feels valued, respected and included
- **Collaborative:** We actively seek others' views and ideas so we can achieve more together
- **Expert:** We draw on diverse skills, knowledge and experience so we provide the best possible care
- **Aspirational:** We are receptive and responsive to new thinking, so we never stop learning, discovering and improving

OUR HOSPITALS

Our hospitals and services

We have five hospitals on four sites, as well as a growing number of community and digital services across central and west London:

Charing Cross Hospital, Hammersmith.

Charing Cross Hospital offers outstanding day surgery and cancer care, award-winning dementia services and medicine for the elderly, and is a renowned tertiary centre for

neurosurgery with a hyper-acute stroke unit. It is also a hub for integrated care in partnership with local GPs and community providers.

Hammersmith Hospital, Acton

Hammersmith Hospital is a specialist hospital renowned for its strong research connections, and haematology service. It is home to a dedicated heart attack centre and Europe's largest renal transplant centre.

Queen Charlotte's & Chelsea Hospital, Acton

Queen Charlotte's & Chelsea Hospital is a maternity, women's and neonatal care hospital. It is a tertiary referral centre and looks after women with high-risk, complicated pregnancies, as providing a midwife-led birth centre.

St Mary's Hospital, Paddington

St Mary's Hospital is a large, acute hospital and hosts one of the four major trauma centres in London, alongside a 24-hour A&E department. With one of the most renowned paediatric services in the country, St Mary's is also home to Imperial Private Healthcare's Lindo Wing.

Western Eye, Marylebone

The Western Eye Hospital is a specialist hub for ophthalmic services in West London with a 24/7 eye A&E – providing emergency treatment for both adults and children. Facilities include: outpatients, inpatients, day case and emergency services.

WHY JOIN US?

Reach your potential through outstanding learning and development opportunities

Every year we welcome hundreds of doctors, nurses and other healthcare professionals to train with us. We support staff to pursue formal education, conduct research and take part in courses, seminars and training programmes – including giving study leave. Wherever you are in your career, we offer opportunities for continuing professional development (CPD). If you are starting in an entry-level role, we also offer NVQ level two and level three qualifications. We also have a number of leadership development programmes to support you as you progress, alongside cross-specialty and cross-profession clinical education.

Experience the rich heritage of hospitals that have made history

Some of our clinicians' achievements continue to transform healthcare practice and make a lasting impact on the world. In 1928, Alexander Fleming discovered the antibiotic penicillin at St Mary's revolutionising medicine and earning himself a Nobel prize – this is just one in a long line of many discoveries and developments that have put us on the map as at the forefront of innovation.

Draw on huge expertise as part of a strong international community

Get ready to work with colleagues from all over the world with a sense of community, wellbeing and shared endeavour. We look after children, adolescents and adults – caring for tiny babies through to patients who need end of life care. We have a global reputation for our expertise in areas like: cardiology, haematology, renal and transplantation, infectious diseases, neurology and trauma care – to name just a few. We are part of the

Reach your potential in hospitals that make history

Charing Cross | Hammersmith | St Mary's |
Queen Charlotte's & Chelsea | Western Eye

prestigious [Shelford Group](#) – the top ten NHS multi-specialty academic healthcare organisations dedicated to excellence in research, education and patient care.

Feel supported by a positive culture

You can expect leadership and the chance to do your best in an open, respectful working environment supported by a shared set of values. Our leadership team ensure they are accessible – meeting staff at monthly CEO sessions and on ward walk rounds. Every employee has an annual personal development review to discuss their progress and development needs. We have a number of thriving staff networks at the Trust for you to join including: the leadership network; the women's network, the LGBT+ network and the nursing and midwifery BAME network.

Recognition and career progression

We value our staff and recognise the unique contributions they make to their patients and colleagues with our [Make a Difference](#) recognition scheme and annual awards ceremony. We encourage patients, members of the public, visitors, carers as well as colleagues to nominate our staff when they go the extra mile and celebrate the dedication of long-serving staff. Every year you'll have a personal development review where you'll identify objectives and development needs for the next year. Together you and your manager will establish a plan to help you fast-forward your career and gain the experience and skill you need to progress to the next level.

Conduct research here

Our clinicians work alongside biomedical scientists, chemists, physicists and engineers from Imperial College London to develop new ways of diagnosing, treating and preventing disease. As part of an academic health science centre, we aim to apply research discoveries to healthcare as quickly as possible so we can improve the lives of NHS patients and populations around the world. Our culture is about identifying research opportunities and supporting our staff to pursue them. One of our goals is to encourage many more healthcare professionals outside of medicine to pursue academic careers by providing research skills training sessions, grant-writing support and access to fellowship opportunities. As of 2018/19 we have 600 active research projects.

Access brilliant benefits and enjoy a new social life

Join the NHS pension scheme – one of the most generous schemes in the UK. Have the opportunity to work flexibly. Benefit from on-site accommodation and employee travel. Voluntary benefits include: season ticket loan, on-site nurseries, childcare vouchers, cycle to work scheme, fitness facilities and well-being initiatives including yoga and meditation classes. Join the Trust's choir or orchestra, running club or football club, or become a member of the Charity's Arts Club to receive exclusive access to free exhibitions at the Tate Modern and shows. You can even enter the Royal Albert Hall ballot and win tickets to music events! Experience the best that London can offer on your doorstep – benefit from generous London weighting supplements that will help you make the most of it!

JOB DESCRIPTION

Job title	Lead Pharmacy Technician, Sickle Cell
Band	6
Directorate/ department	Pharmacy
Division	Surgery, Cancer, Cardiovascular
Location of work	Hammersmith Hospital
Hours	37.5
Reports to	Specialist Pharmacist, Sickle Cell
Accountable to	Chief Pharmacist

1. Job purpose

- To lead in the provision of a high quality patient focused medicines management service to patients with sickle cell disease.
- To work collaboratively with the sickle cell multi-disciplinary team in primary and secondary care to review and evaluate services, and identify and promote best practice.
- To support the continuing drive to improve medicines use and safety for sickle cell patients in primary and secondary care.
- To improve continuity of care for sickle cell patients between primary and secondary care.

2. Key stakeholders

- All pharmacy staff
- Nursing and medical staff
- Patients and their relatives/carers
- Primary Care Healthcare professionals

3. Key areas of responsibility

- Service provision and development for sickle cell patients in primary and secondary care. To support the Specialist Pharmacist, sickle cell to provide a pioneering and

compassionate medicines optimisation service for the Hyper-acute unit and for community services.

- To improve sickle cell patient's medication related experiences in primary and secondary care.

4. General responsibilities

1. Service Provision

- To work collaboratively with the Specialist Pharmacist, Sickle Cell to review and evaluate services, and identify and promote best practice for sickle cell patients in primary and secondary care.
- To ensure that all medicines management processes are followed by all staff and support the development of consistent medicines management practice for the Hyper Acute Unit and community services
- To maintain and develop high quality, consistent, patient-focused pharmacy services in conjunction with clinical and patient services staff.
- To carry out the duties of an Accredited Checking Pharmacy Technician (ACPT) in the dispensary and on wards as the service requires; exceeding minimum requirements required to maintain competence
- To audit and evaluate quality standards and performance indicators for safe medicines use and medication safety initiatives.
- To reduce wastage of medicines by developing systems to assist with medication transfer.
- To develop and lead audit on the quality of medicines use, and medication safety.
- To lead on service evaluations, and provide recommendations to the senior pharmacy team.
- To follow departmental SOPs and dispense medication accurately.
- To use pharmacy computer systems correctly, enter data accurately from transcription sheets, prescription forms and any other prescriptions written by others and ensure that data is stored and archived appropriately in accordance with local and regionally agreed guidelines.

2. Patient-Centred Care

- To provide a medicines management service to clinical areas and community services accessed by sickle cell patients.
- To improve medication on discharge processes for patients from hyper-acute unit.
- To ensure continuity of care between primary and secondary care for patients with sickle cell disease
- To liaise with care managers, community pharmacists and GP's to ensure accurate drug histories are obtained for patients requiring admission and ensure continuity of care between primary and secondary care for sickle cell patients
- Being able to reach vulnerable and hard to reach patients and supporting them to engage with services
- To review patients' own drugs and assess their suitability for re-use against the pharmacy department's standardised criteria.
- To cross check with patients if the medication history sent by their GP is up to date and correct and to check adherence with the patient.
- To counsel patients regarding the safe and appropriate use of their medicines and conducting a patient counselling clinic to improve patient education, adherence and medicines optimisation for sickle cell patients

- Supporting regular patient forums and providing an opportunity for patients to discuss treatments and holistic care
- Collaborating with the multi-disciplinary team to update patient specific care plans and support with the move to care plan availability across London then nationally.
- To assist in the development and promotion of self-medication schemes, assessing patients for suitability.
- To apply sound professional judgment to issues related to medicines use as required in conjunction with relevant senior pharmacists.
- To refer problems outside the limits of own expertise to the Specialist Sickle Cell Pharmacist or Senior Lead Pharmacist, Haematology as appropriate
- To deliver a customer-focused service and to adhere to the highest principles of customer services when dealing with patients, staff and the public.
- To contribute to the provision of information to trust staff on the safe use of medicines.
- To develop a good understanding of the medicines process within the trust in order to identify risks in medicines use.

3. Leadership and Management

- To provide support and promote best practice to pharmacy staff and multi-disciplinary team in primary and secondary care
- To develop and support patient centred pharmacy practice initiatives.
- To adhere to personally, and ensure that the team of medicines management pharmacy technicians adhere to, Trust and departmental guidelines on the code of conduct on wards with regard to confidentiality, infection control, dress code.
- To attend training and/or study days as required by the Specialist Pharmacist for sickle cell.
- To participate in the training of pharmacy staff as required
- To be an NVQ or equivalent assessor for pharmacy staff as required
- To act as a IQA Internal Verifier
- To attend training and/or study days as required by the Senior Lead Pharmacist, Haematology

4. Training and Development

- To participate in education and training of other healthcare professionals
- To participate in education and training schemes and meetings organised within the department
- To participate in other areas of pharmacy practice in order to ensure a broad base of pharmaceutical knowledge
- To undertake continual professional development and maintain a CPD portfolio, in line with requirements of professional body, including continuing education and attendance at appropriate courses and study days
- To participate in the pharmacy department and Trust appraisal system
- To supervise pharmacy staff as appropriate to job role

5. General Duties

- To participate in all relevant departmental meetings and contribute to effective communication within the department

- To be aware of and apply, relevant legislation such as the Health and Safety at Work Act, Control of Substances Hazardous to Health, GMP and Medicines' Act
- To provide a high quality, patient-centred pharmaceutical service to in-patients and discharge patients.
- To have a working knowledge of all procedures, legislation or national guidelines relating to the storage and dispensing of unlicensed medicinal products, controlled drugs, oral chemotherapy and clinical trials
- To have a working knowledge of pharmacy stock control and ordering systems
- To at all times practice in accordance with the Code of Conduct of the General Pharmaceutical Council
- To uphold the security of drugs and the premises at all times
- To take part in the weekend, late duty and bank holiday service according to rota

6. Other duties

- To be actively involved in undertaking projects and audits to continually review and improve the quality of service provision
- To assist in the recruitment of pharmacy staff as appropriate
- To attend course and study days as deemed appropriate by Deputy Chief Pharmacist
- To undertake any other duties commensurate with the grade as requested by the Deputy Chief Pharmacist
- To participate in the late duties, weekend and bank holiday rotas as determined by the needs of the Pharmacy Department

5. Scope and purpose of job description

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the postholder.

PERSON SPECIFICATION

Directorate/ department	Job title	Band
Pharmacy	Specialist Pharmacy Technician, Sickie Cell	6

Criteria relevant to the role	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> Professional registration with the General Pharmaceutical Council (pharmacy technician) AIMMS / MOP or equivalent qualification Checking Pharmacy Technician accreditation Mandatory CPD portfolio up to date 	<ul style="list-style-type: none"> Short courses relevant to practice, to include supervisory/management qualification Good working knowledge of MS Word and MS Excel software NVQ or equivalent assessor qualification IQvalidator
Experience	<ul style="list-style-type: none"> Post qualification experience of working in a UK hospital; this must include a solid grounding in all aspects of hospital pharmacy. Experience of training and supervision of pharmacy staff Experience working as a Medicines Management 	<ul style="list-style-type: none"> Practical experience with an electronic in-patient prescribing system Experience of training of nursing and/or medical staff Experience of using Quality Improvement

	<p>Pharmacy Technician in a busy clinical environment</p> <ul style="list-style-type: none"> • Experience of research and audit work • Experience of conducting service evaluation 	<p>tools in practical environment</p> <ul style="list-style-type: none"> • Implementing change as a result of audit or service evaluation • Line management experience
Skills/knowledge/abilities	<ul style="list-style-type: none"> • Able to analyse and interpret information relating to medicines and their uses • Be able to provide information and advice to distressed patients in a calm and empathetic manner • Ability to motivate self • Ability to recognise own limitations • Ability to plan own workload and priorities to meet deadlines • Ability to plan workload of a team and delegate tasks appropriately • Ability to identify the scope of a problem, consider options for solution, select solution and review outcomes 	<ul style="list-style-type: none"> • Ability to analyse data relating to service provision and draw conclusions where there are multiple factors in consideration • Able to motivate others, both within your team and in others • Able to influence others through a logical and reasoned approach
Values and behaviours	<ul style="list-style-type: none"> • Demonstrable ability to meet Trust values 	
Other requirements	<ul style="list-style-type: none"> • Accurate and concise written communication • Ability to use appropriate techniques in delivering training • Effective verbal communication, able to provide complex information on medicines use 	<ul style="list-style-type: none"> • Ability to adapt communication style appropriately to the content and context • Understanding of email etiquette and appropriate use of individual / group email

Additional information

1. Health and safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law while following recognised codes of practice and Trust policies on health and safety.

2. Medical examinations

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract.

3. Equal opportunities

The Trust aims to promote equal opportunities. A copy of our Equality Opportunities Policy is available from the Human Resources department. Members of staff must ensure that they treat other members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

4. Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role.

5. Disclosure & Barring Service/safeguarding children and vulnerable adults

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. [Find out more about the Disclosure & Barring Service](#). Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

6. Professional registration

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any codes of conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

7. Work visa/ permits/Leave to remain

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

8. Conflict of interests

You may not, without the consent of the Trust, engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust while you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require

you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

9. Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with, and adhere to, current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

Clinical staff – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

Non clinical staff and sub-contracted staff – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Flu vaccination – All patient-facing staff are required to have the flu vaccination on an annual basis, provided free of charge by the Trust. Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents' library section on the intranet.

10. No smoking

The Trust operates a smoke free policy.

11. Professional association/trade union membership

The Trust is committed to working in partnership with trades unions and actively encourages staff to join any trade union of their choice, subject to any rules for membership that the Trade Union may apply.