

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title: Medicines Optimisation Pharmacy Technician

Band: Band 5 (inc Outer London HCA)

Hours: 37.5 hours

Department: Trust Pharmacy Services

Location and mobility: Your normal place of work will be Chase Farm Hospital. However, you may be required to work at any other location of the Trusts interests, including travelling to appropriate meetings, outside of the division, as required.

Accountable to: Chief Pharmacist

Line manager: Borough Lead Pharmacist

The post holder will provide clinical pharmacy services across inpatient and community teams in Enfield and other divisions.

WORKING RELATIONSHIPS:

Internal: Pharmacy staff in Enfield and other divisions, ward and community team staff, medical staff, patient safety team.

External: General Practice staff, CCG Pharmacy advisors, staff from neighbouring acute trusts

JOB SUMMARY:

To provide medicines optimisation and technical pharmacy services to improve the quality of patient care to Barnet, Enfield and Haringey Mental Health Trust.

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MAIN TASKS AND RESPONSIBILITIES:

- Visiting wards to facilitate medicines reconciliation for new admissions
- Providing advice on medicines to patients and carers
- Assessing patients' own medicines for use during the inpatient stay (POD checks)
- Supporting the Lead Pharmacist in delivering the medicines optimisation agenda
- Supervision of staff on the wards/units including the monitoring of transcription logs
- Transcribing non-stock items

- Attendance at the clozapine clinic to assist with handing out medication and appropriate patient counselling. This will also involve acting as a link between pharmacy and the clinic staff to ensure the clozapine dispensing service runs efficiently.
- Helping to ensure that all activities within the area of work comply with departmental standard operating procedures which you will help to develop.
- The promotion of clinical governance through ward/team based audits.
- To undertake any other duties, commensurate with the post holder's grade, according to the needs of the service and at the discretion of the Chief Pharmacist.
- The postholder must comply with GPhC code of professional conduct
- To ensure compliance with CPD requirements as laid down by GPhC

Communication

- To plan, supervise and actively participate in pharmaceutical care with particular reference to the overall philosophy of the unit multi-disciplinary teams.
- To receive and distribute all relevant information at ward/unit level.
- To discuss the day-to-day ward/unit situation with the multi-disciplinary team and Ward Manager.
- To ensure the on-going education of patients is maintained via patient counselling on admission and discharge as appropriate.
- To be aware of one's own professional autonomy and communicate to colleagues around limitation to this.

Patient/Customer Care (if applicable) (both direct and indirect)

- To plan, supervise and actively participate in pharmaceutical care with particular reference to the overall philosophy of the unit multi-disciplinary teams.
- To contribute to the therapeutic alliance between healthcare professionals and patients and their carers
- To promote the involvement of patients/carers/family in their treatment.
- To be a champion for medicines optimisation within your clinical areas - The area of work requires a knowledge and appreciation of the philosophy and goals of medicines optimisation. *Medicines optimisation is an approach that seeks to maximise the beneficial clinical outcomes for patients from medicines with an emphasis on safety, governance, professional collaboration and patient engagement*
- To visit wards and team bases to provide pharmaceutical care for these areas through activities such as medicine reconciliation, checks of patients own drugs, and transcription of orders.
- To visit wards as necessary to determine stock requirements, six monthly review of stock list with ward/unit manager
- To input data electronically onto electronic patient administration system 'OpenRiO' and Careflow Medicines Management pharmacy system and other systems in line with Trust policy
- To maintain a clean and tidy work environment and to abide by the policies on security of drugs and premises

People (HR) Management

- There is no line management associated with this post
- Delivering training as a major job responsibility assisting with medicines management training on wards
- Attending relevant courses in relation to job role and mandatory training.
- To support the learning and development of staff including nurses, pre-registration pharmacy graduates and pre-registration technicians.
- To attend and contribute to training sessions given by pharmacy service.

Information Management

- Responsible for taking and transcribing formal minutes
- Regular requirement to create reports
- Responsible for the operation of a pharmacy computer system
- You will contribute to the design, data collection and dissemination of audit results and learning associated with this activity.
- To provide information from manual and electronic systems.
- To conform to the Trust IT strategy and IG regulations.
- Ability to work to set deadlines for providing quality assurance data and quality monitoring on a monthly basis with supervision.

Policy Development

- Implementing policies or protocols related to medicines optimization and ward based pharmacy
- The postholder should make the relevant authority aware of any policies, systems, working conditions, or the actions, professional performance or health of others if they may affect patient care or public safety. If something goes wrong or if someone reports a concern to you, this must be dealt with appropriately
- To work within Trust and local policies and procedures and to report any non-compliance to the Lead Pharmacist as well as providing input into the updating of policies and procedures in own area.
- To follow Standard Operating Procedures and all relevant regulations in the course of duties.

Service Development

- Contributing to business planning
- Developing practices or protocols
- Keeping up with modern methods of pharmacy practice and assisting in the initiation of new ways of working from time to time.
- To ensure effective liaison with other departments and external agencies.
- To attend supervision regularly and actively participate in own appraisal.

Resource Management

- Responsible for maintaining the safe and secure handling of stock and non-stock medicines

- To provide feedback on pharmacy expenditure reports to wards and teams

Systems and Equipment

- To be aware of and access all clinical information, patient administration and pharmacy IT systems as appropriate.
- To undergo and successfully complete RiO clinician training
- To maintain a clean and tidy work environment and to abide by the policies on security of drugs and premises.
- To promote awareness of information governance aspects and the confidentiality of patients and staff.

Effort, Mental and Environment

- Light lifting and handling of materials is required
- Barnet Enfield and Haringey Mental Health Trust provides services for those with mental health problems in Barnet, Enfield and Haringey and also community services for those in Enfield. Staff working in the pharmacy service may be exposed to challenging behaviour and distressing situations
- Work may be subject to interruptions, and as such a high level of concentration required
- There may be exposure to COSHH (Hazardous materials) items. Personal Protective Equipment (PPE) will be provided

JOB DESCRIPTION – CORE ADDITIONAL INFORMATION FOR ALL EMPLOYEES

MOBILITY

As an employee of this organisation you may be asked to carry out duties at any of its establishments, at any time throughout the duration of your contract.

HEALTH and SAFETY

It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.

INFECTION CONTROL

All staff will be expected at all times to practice in accordance with the infection control standard specified in the policies of the organisation.

RISK MANAGEMENT

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.

HEALTH PROMOTION

This organisation is committed to helping people live a healthier life. All staff are encouraged to make healthier choices and to be aware of the range of health promotion information and local policies that support the promotion of health and the prevention of ill health e.g. food and nutrition, stress management etc.

All clinical staff are reminded of their individual professional responsibilities for the promotion of health, by providing up to date and relevant best practice advice, in supporting their patients/clients to live a healthy life.

FLEXIBLE WORKING

This organisation is committed to offering flexible, modern employment practices which recognise that all staff need to strike a sensible balance between home and work life. All requests to work flexibly will be considered

SMOKING

As part of its responsibility for the promotion of health and prevention of ill-health this organisation is a non-smoking organisation. Staff are not permitted to smoke within or on any of the organisation's premises and are strongly urged not to smoke outside such premises in areas where they may be seen by patients and visitors.

EQUAL OPPORTUNITIES

In line with the organisation's Equal Opportunities Statement, this organisation is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by and promote this.

POLICIES AND PROCEDURES

All employees, at all times are subject to the policies and procedures of this organisation

SAFEGUARDING CHILDREN & VULNERABLE ADULTS

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.

Familiarisation with, and adherence to, the appropriate organisational Safeguarding Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

DATA PROTECTION

In line with national legislation, and organisational policy, all data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

CONFIDENTIALITY

This organisation attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, and other data held and processed by the organisation. All data should be treated as confidential and should only be disclosed on a need to know basis. Some data may be especially sensitive and is the subject of a specific organisational policy, including information relating to the diagnosis, treatment and/or care of patients, individual staff records and details of contract prices and terms. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. Due to the importance that the organisation attaches to confidentiality disciplinary action will be taken for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

All employees should be mindful of the six-information management Caldicott principles when dealing with data belonging to the organisation and person identifiable information.

1. Justify the purposes of using confidential information.
2. Only use it when absolutely necessary.
3. Use the minimum that is required.
4. Access should be on a strict need to know basis.
5. Everyone must understand his or her responsibilities.
6. Understand and comply with the law.

If there is any doubt whether or not someone has legitimate access to information, always check before you disclose.

STANDARDS OF BUSINESS CONDUCT FOR NHS STAFF & CODES OF CONDUCT

You are required to act at all times in accordance with the relevant professional Codes of Conduct and Accountability (including, where applicable, those for Board Members). In addition, all management staff must comply with the Code of Conduct for NHS Managers. All staff are required to

act in accordance with the rules and regulations as described in the organisation's Standing Orders and Standing Financial Instructions.

The organisation reserves the right to report any activity, incident or suspicion of behaviour likely to be deemed a breach of a professional code of conduct to the appropriate professional body. This decision as to whether such a report will be made will only be taken by the appropriate service Director after he/she has fully considered the available facts. At all times, the safety of the public, staff and the reputation of the employing organisation and the wider NHS will be key points for consideration before any report is made.

MANDATORY TRAINING

All staff are required to attend any training designated by the organisation and/or service as mandatory (compulsory) for the position held or to provide evidence of previous, recent equivalent training at a level appropriate to the post held.

SATISFACTORY CLEARANCES

For all posts where the appointment is subject to satisfactory clearance via the Criminal Records Bureau or Independent Safeguarding Authority, or any other successor agency, it should be clearly understood that the post holder must maintain satisfactory clearance status throughout his/her employment in the post.

PROFESSIONAL REGISTRATION

With respect to any post for which the appointment is subject to holding a specific professional registration, as set out in the person specification for the post, it should be clearly understood that the post holder must maintain satisfactory registration status throughout his/her employment in the post.

ADDITIONAL CLAUSE FOR ALL MANAGERS

RISK MANAGEMENT

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, and that staff receive appropriate training, that a local risk register is developed and regularly monitored and reviewed. Significant level risk must be reported through the Quality Improvement and Risk Committee (QIRC) network. Risk registers need to be submitted to the Support Services Manager or other nominated officer, on an annual basis.

ADDITIONAL INFORMATION FOR ALL STAFF

Where relevant, further information regarding these core clauses can be found in each employee's written statement of terms and condition of employment (contract documentation).

NHS VALUES

It is recommended that where possible the NHS values below are reflected in job descriptions. Please go to the NHS Confederation website for further information www.nhsconfed.org

RESPECT AND DIGNITY

We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.

COMMITMENT TO QUALITY OF CARE

We earn the trust that is placed in us by insisting on quality and striving to get the basics right every time – safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our success.

COMPASSION

We find the time to listen and talk when it is needed, make the effort to understand and get on and do the small things that mean so much – not because we are asked to but because we care.

Improving lives

We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

WORKING TOGETHER FOR PATIENTS

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

EVERYONE COUNTS

We use our resources for the benefit of the whole community, and make sure that nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources, we waste other's opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

PERSON SPECIFICATION**GENERAL INFORMATION****Job Title:** Medicines Optimisation Pharmacy Technician (Enfield)**Band:** Band 5**Department:** Trust Pharmacy Services

A person specification should comprise of a list of attributes required of the role. Essential criteria are those without which, the post holder would be unable to adequately perform the job. Desirable criteria are those that may enable the candidate to perform better or require a shorter orientation period. You should not include any reference to numbers of years' experience unless justified.

REQUIREMENTS	ESSENTIAL	DESIRABLE	Assessment Type Interview (I) /Test (T) /Application (A)
EDUCATION AND QUALIFICATIONS	<ul style="list-style-type: none"> Current GPhC Registration on the Pharmacy Technicians' Register. NVQ level 3 in Pharmacy Services or suitable equivalent Evidence of CPD 	<ul style="list-style-type: none"> Accredited Checking Pharmacy Technician Qualification AIMMS Qualification or HEE Medicine Management Module completion 	A/I
EXPERIENCE AND KNOWLEDGE	<ul style="list-style-type: none"> Awareness of the role of medicines optimisation in advancing individualised care Knowledge of local and national policies which influence the provision of pharmacy services 	<ul style="list-style-type: none"> Knowledge of Careflow Medicines Management ePMA system Evidence of involvement in the management of difficult situations and conflict resolution 	A/I

	<ul style="list-style-type: none"> • Knowledge of quality issues, the audit process and clinical governance • Experience of working within multi-disciplinary teams • Experience in completing medicines reconciliations 	<ul style="list-style-type: none"> • Evidence of working without direct supervision and managing own workload • Presentation/teaching skills • Involvement in project work • Familiarisation with medications used in a mental health setting 	
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work with other healthcare professionals • Good computer literacy skills e.g. Microsoft word, excel • Excellent, adaptable communication skills both written and verbal • Numeracy and Literacy skills • Ability to support people to make informed decisions in relation to their health and well-being through medication choices • Demonstrate ability to adapt to working within a changing environment 		A/I

	<ul style="list-style-type: none"> Evidence of supporting equality and valuing diversity in own practice 		
PERSONAL QUALITIES	<ul style="list-style-type: none"> Should include team working, interpersonal skills and written and verbal skills, importance of a positive “can do” attitude and a positive attitude to change 		A/I
OTHER REQUIREMENTS	<ul style="list-style-type: none"> The ability to travel to a variety of sites within the Trust is essential 		A/I

Values-based Model

1. Accountability and Achieving results

You act as an ambassador for the Trust by taking personal accountability and responsibility for your workload.

You always achieve the best possible outcome by striving for excellence, high quality standards and achieving results in everything you do.

2. Building Relationships & Team Working

You develop and maintain effective relationships with key partners, providers and stakeholders.

You build effective relationships with a range of key stakeholders which are based on openness, honesty, trust and confidence.

Your contribution towards a ‘one team culture’ by providing on-going support within your division, service and team.

3. Change Focus

You recognise, understand and anticipate the need for change, use it successfully and adapt to changing demands and conditions to improve organisational performance.

4. Collaborative & Partnership working

You build strong partnerships in a team, with other divisions, services, other organisations for the benefit of our patients, carers and service users with the aim of collaboratively achieving organisational strategic priorities. In practice this means consulting with and establishing professional working partnerships that lead to excellence in delivering services. This also involves encouraging and supporting others so that we contribute to their success.

5. Communication & Customer Focus

You speak clearly, fluently and in a convincing manner to both individuals and groups. You provide a high quality customer focus service to our patients, carers, staff and other stakeholders putting the customer first in every interaction.

6. Creativity and Innovating

You produce new ideas, creative approaches or insights to work-related issues. You create innovative service or designs by identifying fresh approaches and show willingness to question traditional assumptions. You produce a range of solutions to problems and see opportunities for organisational improvement and devises effective change interventions.

7. Decision making

Makes prompt, clear decisions, which may involve tough choices or considered risks. Takes responsibility for actions, projects and people. Takes initiative, acts with confidence and works under own direction. Initiates and generates activity.

8. Enablement is based around the principles of recovery + social inclusion.

Enablement provides support and interventions which enhance and promote recovery, social inclusion, and community integration to maximise resilience and independence. Key to the delivery of this model are the principles of coproduction and Values Based Practice.

9. Inspirational Leadership

You provide inspirational leadership by innovating, motivating and empowering others to create a high performing organization.

10. Planning and implementation

You generate viable action plans, putting them into operation and then monitoring progress to ensure objectives are achieved.

This involves anticipating what is required to deliver excellence and the resources (human, capital or financial) that will be required to successfully implement the plan. This involves planning actions in a coordinated way, setting clear milestones and other performance measures / success factors and regularly monitoring progress as the plan is implemented.

11. Problem Solving

You identify and understand the causes of problems and use a range of methods or approaches to arrive at effective solutions. In practice this involves assimilating important information, possibly from a number of sources, without being distracted by irrelevant facts. This means taking into consideration the relevant tangible and intangible factors to arrive at the best possible solution that will enable organisational objectives to be achieved.

12. Thinking broadly

The ability to think broadly, to see the whole picture and identify patterns and connections between situations that are not obviously related.

Date:

May 2023

PROFORMA FOR EFFORT AND ENVIRONMENT FACTORS

MENTAL EFFORT

Examples:
Check documents
Carry out calculations
Analyse statistics
Data Entry
Operate equipment/machinery
Drive a vehicle
Attend Meetings (describe role)
Screening tests/microscopic work
Prepare detailed reports
Carry out formal assessments
Give evidence in court/tribunal/formal hearing
Carry out clinical/therapeutic or social care interventions/treatment
Carry out non-clinical fault finding

What activities require you to concentrate and what is the nature of the concentration required?	How often – every shift, day or week?	For how long continuously each time?	Are there interruptions?	If yes, does it change what you are doing and how?
Check documents	daily	1-2 hours	yes	Checking and transcribing from prescriptions
Carry out calculations	daily	1 hour	yes	Calculation of amount of medication to dispense to ensure patients do not run out
Analyse statistics	weekly	1 hour	yes	Safe and secure handling of medicines audits and other audits

Data Entry	weekly	1 hour	yes	Data entry for audits, use of pharmacy and RiO IT systems
Prepare detailed reports	weekly	1 hour	yes	Preparation of audit reports on medicines including controlled drugs
Carry out clinical/therapeutic or social care interventions/treatment	Daily/each shift	1 hour	yes	Patient counseling, and MDT work

EMOTIONAL EFFORT

Examples:
 Processing (e.g. typing/transmitting) news of highly distressing events
 Providing a service for distressed/angry patients/clients
 Giving unwelcome news to patients/clients/carers/staff
 Caring for the terminally ill
 Dealing with difficult situations/circumstances
 Provide emotional support to front line staff
 Providing therapy to emotionally demanding patients/clients
 Communicating life changing events to patients/clients
 Dealing with people with challenging behaviour
 Arriving at the scene of an accident

What unpleasant working conditions or hazards do you experience in your job?	How often – per shift, daily, weekly, monthly?	How many times during each period?	Please describe how you are exposed to these unpleasant working conditions or hazards
Processing (e.g. typing/transmitting) news of highly distressing events	weekly	2	Expected to write reports such as DATIX and review
Providing a service for distressed/angry patients/clients	Each shift	2	Will work on acute inpatient and forensic wards/units, expected to have breakaway
Dealing with difficult situations/circumstances	Each shift	4-5	Clinical care on inpatient and community units, harrowing life events will be discussed and difficult diagnoses as well

Dealing with people with challenging behaviour	Each shift	1-2	May have to deliver news regarding supply issues to angry/upset patients
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WORKING CONDITIONS

Examples:
Excessive Temperatures
Unpleasant smells/odours
Noxious fumes
Excessive noise and/or vibration
Use of VDU more or less continuously
Unpleasant substances/non-household waste
Infectious material/foul linen
Body fluids, faeces, vomit
Dust/dirt
Contaminated equipment or work areas
Driving/being driven in normal situations (not to work)
Exposure to uncontained dangerous chemicals/substances
Exposure to contained dangerous chemical/substances
Exposure to aggressive physical/verbal behaviour where there is little or no support

What unpleasant working conditions or hazards do you experience in your job?	How often – per shift, daily, weekly, monthly?	How many times during each period?	Please describe how you are exposed to these unpleasant working conditions or hazards
Unpleasant smells/odours	weekly	1-2	May be involved in patient care of those who self neglect
Use of VDU more or less continuously	Each shift	1-2 hours once to twice a day	Adding notes to record, utilising IT for medicines reconciliation etc
Unpleasant substances/non-household waste	Each shift	1-2	Will be exposed to clinical waste working in wards and community team clinical rooms (inc sharps)
Exposure to uncontained dangerous chemicals/substances	monthly	1-2	May be involved in destruction of CDs- PPE will be made available

Contaminated equipment or work areas	weekly	1-2	Works in clinical rooms where procedure may be taking place, such as wound care.
Driving/being driven in normal situations (not to work)	monthly	2-3	Will need to commute between divisions using own or public transport