

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Pharmacy Porter
Band:	2
Base	Pharmacy Department, Royal Surrey County Hospital NHS Foundation Trust
Department / Portfolio	Pharmacy
Reports to:	Lead Technician Stores and Distribution
Accountable for	

2. JOB PURPOSE

To provide an effective delivery service from the Pharmacy to wards and departments at the RSCH.

2.1 JOB SUMMARY

- To provide a delivery and support service from the Pharmacy Dispensary and stores to wards and departments at the RSCH.
- Securely deliver medicines, including controlled drugs to wards and departments.
- To work closely with the Pharmacy Dispensary and Store Teams to ensure delivery at allocated times.
- To order, receive and distribute IV and bulk fluids.
- Assist with the archiving of Stores picking lists and worksheets.

3. KEY RESULT AREAS/MAIN DUTIES AND RESPONSIBILITIES:

Collection of Ward Boxes and Returns

- Collect empty pharmacy boxes and envopaks from designated wards and departments and return them to the main Pharmacy.
- Collect Pharmacy returns boxes containing medicines for re-use and destruction from designated wards and departments and return them to the main Pharmacy.
- Collect Pharmacy chemotherapy boxes and return them to the Pharmacy Aseptic Department.

Delivery of Medicines – Pharmacy Stores

- Securely deliver filled ward boxes containing stock medicines from the Pharmacy store to designated wards and departments, completing all relevant paperwork.
- Deliver IV and bulk fluids from the Pharmacy Level A Storeroom to designated wards and departments, completing all relevant paperwork. Store in secure cupboards or allocated areas at ward level ensuring stock rotation.

Delivery of Medicines – Dispensary

- Seal envopaks containing inpatient medication and TTO's within the Dispensary, complete paperwork and securely deliver to wards and departments at allocated



times, obtaining a signature from ward staff upon receipt. Scan paperwork and update the tracker system of items delivered.

- Securely deliver Controlled Drug orders to wards and departments in sealed envopaks, obtaining a signature upon receipt from an authorised Nurse. Scan paperwork and update the tracker system of items delivered.

Receipt of Pharmaceutical Orders of IV and bulk fluids

- Sign for the delivery of drugs and ensure delivery notes and invoices are dealt with appropriately.
- Inform procurement staff immediately of any delivery errors.
- Responsible for checking, unpacking and putting away orders received from suppliers ensuring that the stock is correct, fit for use, stored correctly and that stock is rotated to ensure minimal wastage.
- Retrieve pallets of IV and bulk fluids from the level A loading bay and store in the level A fluid storeroom either manually or using the pallet truck as appropriate, removing empty pallets to the loading bay for collection.

IV and Bulk Fluid Stock top-Up

- Complete weekly stock check and order IV and bulk fluids for stock and distribution.
- Participate in the ward top up service to ensure ward stock levels of IV and bulk fluids are correct, order additional stock as needed and remove expired / excess stock to prevent wastage.
- Accurately top up IV and bulk fluid stock on wards or departments as allocated to ensure essential ward stock is maintained.

Processing of Stock Requests

- Accurately barcode and pick ward stock items. Generate picking and delivery lists and deliver to wards and departments.
- Assist with the ordering and receipt of pharmaceuticals by manually requesting out of stock items as needed.

GENERAL

Customer Service:

- Receive information and answer queries from pharmacy and ward staff relating to the delivery of pharmacy products.
- To answer the telephone in a prompt and professional manner, taking accurate messages and referring to a technician as appropriate.
- Handle verbal complaints from patients, relatives, trust staff and contribute to written responses if necessary.

Daily Duties:

- Assist with the daily filing of all paperwork used for deliveries within the dispensary and stores.
- Ensure deliveries from the dispensary and store are delivered at the appropriate times.

Stock Control

- Propose changes to IV and bulk fluid stock levels dependent on usage.
- Responsible for the routine verification of stock levels (KTAKEM) for the IV fluid storeroom.
- Perform expiry date checks on stock, maintain a log of expired stock and ensure that all expired stock is booked off the computer system appropriately.
- Participate in the identification of short dated items and maintain a log to ensure minimal wastage.



Environmental Monitoring and Control

- Keep the level A Fluid store tidy and free from rubbish.
- Ensure all stock areas are appropriately labelled for each selection.
- Ensure that the Pallet Truck is in good working order and report any faults to the Lead Technician.
- Record the Level A Fluid Storeroom room temperature each day and report any abnormal readings to the Lead Technician.
- Be aware of environmental conditions within operational areas and report any faults as necessary to the Lead Technician.

Audit

- Partake in audit work as appropriate including documenting necessary information.

Procedural

- Guided by departmental procedures and hospital policies.

TRAINING AND DEVELOPMENT

- Participate in the induction programme for new pharmacy support staff and stores staff as appropriate.
- If new to the department the post holder will be required to undertake and complete an in-house induction and training programme to ensure familiarity with the departmental procedures followed by a period of supervised practice. This training will be reviewed annually.
- Undertake ongoing training and education as appropriate to the role. Where not already achieved this may include working towards a NVQ level 2 in pharmaceutical services.
- Undertake manual handling training.
- Undertake training and be competent in the use of the Pharmacy pallet truck.
- Undertake and complete the relevant competency training within the Pharmacy Store.
- Undertake Continuing Professional Development and participate in training and development activities as are considered appropriate for the role and to keep up to date with advances in the service.
- Attend study days and departmental educational meetings.
- Performance will be formally reviewed every 6 months as part of the Personal Development Review (PDR) process.

COMPUTER SYSTEMS

- Take personal responsibility for the accurate and timely input of information onto the pharmacy computer system to ensure the maintenance of a reliable database including patient details.
- Book out of drugs and disposables on the pharmacy computer system to ensure an accurate database of the use of these items by patient name, location and cost centre.
- Print picking and delivery notes for ward stock items required.
- Use the JAC computer system to credit wards for returned stock ensuring that the correct cost centre is credited.
- Routine verification of stock levels to ensure accuracy and reliability of database information.
- Be familiar with procedures for the back up system if JAC is not operational.
- Competent in the use of the Pharmacy Tracker System.
- Responsible for the security of own confidential passwords.
- Undertake any other computer duties as directed.



HEALTH AND SAFETY

- Be familiar with and act in accordance with local hospital Health and Safety policies and COSHH.
- Be aware of the hazards involved in the handling of cytotoxics and make every effort to minimize risks of exposure to themselves and others.
- Be familiar with and be able to follow cytotoxic and formaldehyde spillage procedures.
- Undergo Statutory and Mandatory Training at regular intervals in accordance with Trust policy.
- Be familiar with procedures for the segregation and safe disposal of waste, including clinical drug waste, generated by the department.
- Ensure all areas of work are kept clean, neat and tidy and all equipment is safe to use.
- Be aware of and comply at all times with regulations relating to the Health and Safety at Work Act, the Medicines Act and the Misuse of Drugs Act and any relevant National Regional and local guidelines to ensure a safe and legal delivery of service.

Security

- Responsible for adhering to the pharmacy department and trusts security procedures for maintaining the security of the pharmacy department and the trusts patients, staff and visitors.
- Responsible for the safe and secure handling of medicinal products.

OTHER DUTIES

- Assist with moving large/heavy orders within the Department,
- Carry out other duties of a similar nature as requested by the Lead Technician or Chief Technician.
- The post holder will be required to work in shifts to cover the hours required

Security

- Responsible for adhering to the pharmacy department and trusts security procedures for maintaining the security of the pharmacy department and the trusts patients, staff and visitors.
- Responsible for the safe and secure handling of medicinal products.
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4. KEY WORKING RELATIONSHIPS AND COMMUNICATION

Internal to the Trust	External to the Trust
Patients, Relatives, Pharmacy Staff, Medical and Nursing Staff, Porters, Transport Drivers	External Customers including Outside Hospital Staff, Pharmaceutical Representatives, Secretaries, Cashiers and Volunteers.

5. DEPARTMENT CHART OR REPORTING STRUCTURE OF THE POST:



6. OTHER RESPONSIBILITIES

Finance

You are required to comply with the Trust Standard of Business Conduct policy and the NHS Codes of Conduct and Standards of Business Conduct for NHS Staff and you are required to declare all situations where you (or a close relative or associate) have a controlling interest in a business (such as a private company, public organisation, other NHS organisation or voluntary organisation) or in any other activity which may compete for an NHS contract to supply goods or service to the Trust.

Confidentiality

- All employees must respect and protect the confidentiality of matters relating to patients or other members of staff and must comply with the requirements of the Data Protection Legislation. This means that the protection of personal data in any form of media (e.g. system, paper, word of mouth by any means that personal information can be processed) is a requirement by law. Any member of staff found to have permitted unauthorised disclosure of personal confidential and sensitive information and is found in breach of their duty of confidentiality could lead to disciplinary proceedings in accordance with the trust's disciplinary policy. No confidential information must be accessed, read, discussed, or disclosed unless it is necessary in the pursuance of the legitimate duties of their role.



Equal Opportunities

- The Royal Surrey is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. A copy of Equality and Diversity Policy and our Single Equality and Diversity Scheme are available from the Human Resource department or on the internet/intranet.
- Staff must ensure that they treat members of staff, patients and visitors with dignity and respect at all times and report any breaches of this to the appropriate manager.

Corporate Governance

- The Trust, as a public organisation, is committed to acting with honesty, with integrity and in an open way. The Trust Board of Directors is responsible for ensuring that Trust services are managed in this way. We are working together to achieve the highest levels of compliance with the risk management standards promoted through the NHS Executive's Controls Assurance programme and the Clinical Negligence Scheme for Trust (CNST). All of us are expected to become familiar with these standards as they relate to our work and further details are available from your manager.
- One of the controls assurance standards relates to Health & Safety. Under the Health & Safety at Work Act 1974, all of us have a duty:
 - To take reasonable care of ourselves and others at work; and
 - To co-operate in meeting the requirements of the law.

Further details are available from the Trust's Health & Safety Advisors.

Safeguarding

Royal Surrey NHS Foundation Trust has a safeguarding policy for both adults and children and is committed to the protection of children, young people and adults. The Trust acknowledges that, due to the nature of hospitals, many people who would not normally be considered vulnerable can be in a position where they lack capacity or have reduced control. It also recognises that abuse of vulnerable adults/children can occur within domestic, institutional and public settings, and as such we have a responsibility to protect patients and associated dependents within our care. All employees have a responsibility to meet the statutory requirements to safeguard and promote the welfare of both children and adults to ensure that they come to no harm and to raise any concerns regarding safeguarding. All employees would be fully supported in raising any safeguarding concerns. All employees must be aware of Trust policies in relation to safeguarding and must adhere to them at all times.

Our vision, mission and values

The Trust undertook a listening exercise with its staff which has formed our vision, mission and values. We are currently working with staff to define our new behaviours which will become part of everything we do.

Our Mission

Together we deliver compassionate, safe care every day.

Our Vision

To provide nationally celebrated, community focused health and care.



**WORLD CLASS CARE
FOR OUR COMMUNITY**

Our values are:

- **Continuously improving**
Continuously improving is not just a value.
It's what unlocks our innovation.
- **Excelling together**
Excelling together is not just a value.
It's what we do every day.
- **Caring together**
Caring together is not just a value.
It's what sets our Royal Surrey family apart.
- **Learning together**
Learning together is not just a value.
It's what keeps our services safe.

7. RIDER CLAUSE

This is an outline of 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 Division.

Signed (Employee):----- Date:-----

Print name (Employee):-----

Royal Surrey NHS Foundation Trust aims to ensure that no job applicant or employee is unfairly disadvantaged on the grounds of race, colour, nationality, ethnic origin, age, disability, sex, sexual orientation, marital status/civil partnership, religion/belief or trade union status.



PERSON SPECIFICATION

POST: Pharmacy Porter

BAND: 2

*Assessment will take place with reference to the following information

A=Application form

I=Interview

T=Test

C=Certificate

Area	Essential	Desirable	Assess- ment
Values and Behaviours			
ESSENTIAL CRITERIA FOR ALL POSTS			
Demonstrable commitment to and focus on quality, promotes high standards to consistently improve patient outcomes	√		A/I
Demonstrable skill to work together to serve our community through delivering safe and excellent clinical care	√		A/I
Value diversity and difference, operates with integrity and openness	√		A/I
Treating others with compassion, empathy and respect	√		
Share information openly and effectively with patients, staff and relatives	√		
Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others	√		A/I
Uses evidence to make improvements, increase efficiencies and seeks out innovation	√		A/I
Actively develops themselves and others	√		A/I
Qualifications			
Pharmacy Stores Services qualification or relevant experience		√	A/C
GCSE English and Maths or equivalent	√		A/C
Knowledge and Experience			
Team working	√		A/I
Stores and distribution experience		√	A/I
Experience dealing with the public	√		A/I
Previous experience in stock control		√	A/I
Skills and Capabilities			
To work accurately within recognized procedures with competency based supervision	√		A/I
Good communication and interpersonal skills	√		A/I
Good organizational skills	√		A/I
Good command of the English language	√		A/I
Basic maths skills	√		A/I
Basic computer and keyboard skills	√		A/I
To work systematically and flexibly	√		A/I
To work individually and as part of a team	√		A/I
Willing to undergo appropriate training	√		A/I



Ability to problem solve			A/I
Personal Attributes			
Mature, responsible attitude	√		I
Adaptability, flexibility and ability to cope with uncertainty	√		I
Able to demonstrate initiative	√		I
Accuracy and attention to detail	√		A/I
Complete assigned tasks in a timely manner	√		A/I
Physically able to move and handle loads safely	√		A/I
Well -presented appearance	√		I
Work without regular supervision	√		A/I
Honest, trustworthy and reliable	√		A/I
Friendly and helpful	√		I