



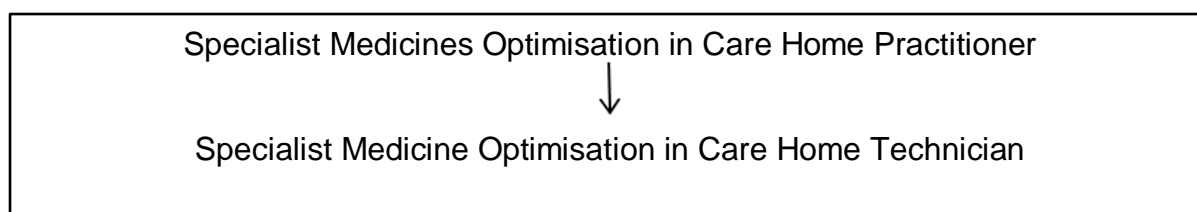
East Lancashire Hospitals

NHS Trust

JOB DESCRIPTION

POST TITLE	Specialist Medicine Optimisation in Care Home Technician
BAND	Agenda for Change Band 5
BASE	Ward 20 BGH CIC Division
REPORTS TO	Specialist Medicines Optimisation in Care Home Practitioner

ORGANISATIONAL STRUCTURE



JOB SUMMARY

The post holder will:

- Act as a role model in the field of clinical pharmacy and provide a consistently high level of pharmaceutical service in line with corporate objectives and initiatives.
- Contribute to the safe, effective use of medicines in regulated care settings, to meet the medicines management needs of individual patients and improve patient care and safety through medicines governance.
- Carry out medicines assessments in patients place of residence on a one-to-one basis with the patient, with the patient and their representative, or other health care professional if appropriate.
- Work on a multidisciplinary level with health and social care professionals in both primary and secondary care to deliver patient focussed care in the community and ensure that the individual patients' medicines support needs are met.
- Support the transfer of care processes so that patients identified in hospital as having medicines support needs are followed up on discharge to ensure people with long term conditions can safely take, or be administered medicines as prescribed in the community setting.
- Participate in multi-disciplinary reviews providing pharmaceutical advice and support.

- Identify opportunities to promote and support the future development of the service.

MAIN DUTIES

Medicine management, Leadership, Planning and Evaluation

- Support the provision of a high quality, cost effective and efficient, patient centred clinical pharmacy service.
- Support the development of Pharmacists, Pharmacy Technicians, Nurses and other professionals through provision of shadowing opportunities.
- Support the development of guidelines and documentation to support service development and delivery of the service.
- Act as a clinical pharmacy role model and demonstrate ability to provide safe, clinically effective and cost efficient use of medicines.
- Promote best practice and the efficient use of medicines across the Trust and wider health economy.
- Provide professional leadership and motivate and inspire colleagues in the area of medicines management.
- Clinical Pharmacy, Medicines Risk management
- Promote best practice related to medicines management in the Trust
- Answer complex queries and provide advice and recommendations for healthcare staff following medication review and assessment which may include, changes to medicines on discharge, managing patients' medicines in the home etc.
- Report relevant adverse medicines reactions to the MHRA.
- Support the implementation of and promote the Joint Formulary across Primary and Secondary Care.
- Support effective risk management by undertaking risk assessments as necessary, managing the risks on the Medicines Support risk register and identifying and reporting incidents via the Trust Risk Management systems.

CLINICAL GOVERNANCE

- Support the delivery of the pharmacy clinical governance agenda e.g. initiatives to reduce medication related risk and implement agreed strategies.
- Complete incident reports in line with Trust Risk Management Policy when medicines errors, incidents and complaints are identified during practice in order to investigate and best manage risk.
- Assist in the implementation of evidence-based prescribing guidelines and/or formularies, including the implementation of NICE guidance and National Service Frameworks that relate to medicine use and government initiatives.

CASE MANAGEMENT

- Manage an allocated caseload to ensure patients are seen in a time efficient manner, prioritising urgent referrals and making sure patients are followed up accordingly to ensure the best outcomes for the patient.
- Plan journeys in order to manage time and mileage efficiently and meet appointment times.
- Have use of own vehicle during working hours and the ability to manage the cost of fuel.
- Work unsupervised within sometimes unpredictable environments, ensuring adherence to Lone Worker Policy for personal safety and safety of others.
- Work in a discreet and professional manner, maintaining confidentiality of patient and other data of a confidential nature acquired as part of the duties of the post.
- Assessment planning - Access and interpret patient records on GP, hospital and social care systems for patients. Apply information retrieved to prepare accurate medicines history and assessment plans so that a safe, personal and effective assessment can be carried out and appropriate advice given.
- Assessment review – Carry out medicines support assessments in the patient's place of residence from prepared assessment plans.
- Medicines Support needs - Identify a patient's medicine support needs and if necessary, initiate suitable aides or adaptations to meet identified needs ensuring safe and effective use of medicines.
- Patient education - Educate and counsel patients on the actions and uses of their medicines, so that medicines are managed safely and effectively.
- Provide both written and verbal information for patients about their medicines.
- Provide advice for patients and carers on administration and handling of medicines.
- Medicines Safety - Improve medicines safety in the home by managing excess and unused medicines in line with service protocols.
- Record keeping – Support integrated working across primary and secondary care through use of EMIS Community to manage appointments, record consultations and contacts for patients on own caseload and others referred to the service. Supporting 'real time' working and the 'one patient health record'.
- Assessment outcome reporting – Use EMIS Community to communicate outcomes of assessments, make recommendations / requests etc. to GPs and other professionals involved in the patients care. Establish actions taken as a result of interventions and pursue interventions as necessary where action is not recorded.
- Follow Up - Provide follow up either face to face or by telephone to ensure that systems put in place or changes to medicines remain effective for patients.
- Review and identify issues required for prescribing management to enhance individual patient safety and the reduction of iatrogenic disease.

COMMUNICATION

- Promote best practice related to medicines management.
- Work across traditional boundaries e.g. primary / secondary care.

- Build strong working relationships with health and social care professionals in both primary and secondary care, to facilitate the delivery of the Medicines Support Service.
- Ensure accurate patient records are maintained encompassing all information relevant to the patients care.
- Communicate information accurately and clearly in order to realise changes in prescribing behaviour in accordance with national guidance e.g. NICE and local prescribing policy.
- Communicate details of local pathways for referrals related to medicines compliance issues to all relevant stakeholders.
- Communicate effectively with patients to assess their medication needs and provide advice and information to enable the patient to make informed decisions regarding their medicines. Deal with any concerns they may have as a result of these actions.
- Communicate with all relevant health and social care professionals on an individual patient basis to ensure best outcomes for the patient.
- Network within the organisation and promote a consistent prescribing strategy and dissemination of good practice.
- Discuss medication reviews, medicines use and clinical information with patients in a way that they will understand and be able to act upon, thereby improving concordance and therapeutic outcomes.
- Respond to medicines management enquiries from healthcare professionals, staff, patients and members of the public within the locality. Where necessary, enquiries will be forwarded to the appropriate team member.
- Report on progress at team meetings and through regular one to ones with line manager.
- Attend caseload review meetings and contribute to team learning and service improvement through sharing lessons learnt.
- Actively promote the Medicines Support Team service to publicise ways in which patients can be referred into the service.

TRAINING AND DEVELOPMENT

- Identify personal and professional development needs to support the needs of the service, career progression and the requirements of the professional body for continued registration. To agree these with your line manager as part of the PDR and KSF review process.
- Provide advice for carers on medicines support and the administration of medicines.
- Undertake, comment and perform in accordance with the pharmacy structure; Personal Development Reviews (PDRs) and the development of Personal Development Plans (PDPs) for staff.
- Identify own training needs and maintain portfolio of practice.
- Support structured Continuing Professional Development for Technicians.
- Keep up to date with regular CPD entries, be responsible for self-directed learning.
- Support competency based training to clinical pharmacy staff; pharmacists and technicians.
- Contribute to education and training pharmacy staff and medical and nursing staff as appropriate. This may include educational sessions for clinicians and nurses and providing shadowing opportunities.

- Provide education and training for patients, carers and other health professionals on a one-to-one basis and in groups to ensure the safe and effective use of medicines.
- Assist in the training of other members of the Team.
- Take responsibility for completing the organisational Core Mandatory Training.
- Facilitate and participate in multidisciplinary meetings and educational sessions, both clinical and administrative to benefit service improvement.
- Contribute to the development of the service.

ORGANISATIONAL RESPONSIBILITIES

Support colleagues as required which will include technical and operational responsibilities.

Assist in the general development of the organisation through the recognition of the need for flexibility and the willingness to take on additional duties as required, commensurate with the grade and responsibilities of the post.

Report actual or potential problems that may put health, safety and security at risk and suggest how they might be addressed.

Be aware of all Trust Infection Prevention and Control practice and observe good hand hygiene practice.

Maintain an up to date knowledge of the requirements of the Care Quality Commission Outcomes Framework, in respect of the service and the organisation being compliant.

Develop the role in order to maximise professional support within the organisation, improve services to patients and achieve the organisations objectives, vision and values.

MEDICINES AND RESOURCE MANAGEMENT

Be fully versed with the ELMMB Medicine Formulary and support its use in practice.

Promote high quality and cost effective medicines usage across the Trust.

Develop knowledge of the use of ICE (for accessing hospital discharge letters and patient test results), Liquid Logic (to establish social needs), Electronic Patient Tracking System (EPTS), EMIS Community, ERISS.

Support the development and implementation of IT solutions to improve the quality of medicines management.

Support the directorates cost improvement strategy and promote new ideas.

AUDIT, RESEARCH AND DEVELOPMENT

Take part and support audits and practice research within the Directorate.

PROFESSIONAL RESPONSIBILITY

Act as an Ambassador for the Trust.

Comply with GPhC codes of conduct.

Ensure that personal actions and conduct comply with Trust safety policies, procedures and guidelines so that patients, visitors and staff have a positive impression, feel confident in the professionalism of staff and feel that they are respected.

Promote the equality, diversity and rights of patients, visitors and colleagues.

Take responsibility for keeping up to date and implementing any changes to Trust policy, organisation and development.

Maintain registration with the General Pharmaceutical Council (GPhC) and pursue personal and professional development as required by the pharmacy profession, service needs and career progression.

GENERAL

Maintain satisfactory personal performance and professional standards and achieve, where possible, agreed objectives described in the Annual Staff Appraisal system undertaken by the line manager.

Uphold the principles of Clinical Governance within the Trust.

Participate in relevant education and training and CPD activities as appropriate to ensure professional development and the concept of lifelong learning.

Be aware of and apply relevant legislation such as Health and Safety at Work Act, COSHH, Medicines Act, GMP etc.

Nothing omitted or written here shall absolve the post holder from at all times ensuring that correct, professional techniques, ethics, attitudes and procedures are maintained by his or herself or the staff for whom he/she is responsible.

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent.

Alternatively they may carry out additional duties if they are receiving support or training in order to obtain the recognised level of competence.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with meeting statutory requirements.

Sustainability and Corporate Social Responsibility

The Integrated Health and Care Partnership attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of their employing organisation and the Integrated Health and Care Partnership.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS / Local Government / or Social Care duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post hold

STANDARDS OF CONDUCT

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively, they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:

SIGNED:

DATE.....

PERSON SPECIFICATION

Knowledge Training and Experience essential for the post	Essential at recruitment	Developed within the role
	√	√
Qualifications <ul style="list-style-type: none"> Registration with the General Pharmaceutical Council (GPhC) City and Guilds, B/Tech in Pharmaceutical Science, NVQ Level 3 or equivalent. Evidence and commitment to life-long learning Academic Qualifications to a good standard 	√ √ √ √	
Experience <ul style="list-style-type: none"> Recent General Clinical Pharmacy Activity Substantial post qualification experience in hospital and/or community. Previous experience of providing prescribing support in primary care Experience in primary care practice Knowledge of both primary and secondary care pharmaceutical services. 	√ √	√ √ √
Work Related Knowledge and Skills <ul style="list-style-type: none"> Knowledge of medicine uses and their actions Good analytical and presentation skills (verbal and written) Ability to work both as a team member and independently. Multi-disciplinary working. Ability to plan own workload with priorities and objectives Basic IT literacy i.e. use of e-mail, the internet and word processing Enhanced IT skills (including word-processing and spreadsheets) Experience of using primary care clinical systems Experience of using epact.net Experience of managing discrete projects from concept to completion <ul style="list-style-type: none"> Experience of training both individually and in groups 	√ √ √ √	√ √ √ √ √ √ √
Personal Attributes <ul style="list-style-type: none"> Excellent interpersonal skills Ability to work on own initiative 	√ √	

<ul style="list-style-type: none"> Ability to effect change and influence others Team worker Develops ideas and plans that improve delivery of patient care Smart appearance 	√	√
Other <ul style="list-style-type: none"> Driving licence and access to a car Flexibility to attend occasional evening meetings 	√ √	

PHYSICAL EFFORT

What physical effort is required for the job?

Type of Physical Effort	How Often	For How Long	What weight is involved	Any mechanical Aids
Transport of equipment (laptops, files & reference books) between office and practices involves lifting in and out of car and negotiating corridors and stairs in practices.	Dependent on visits-possible twice per day	On average 30 mins per day	20lbs	Trolley/Case
Training and promotional work – transport of display boards, resources and equipment.	Training on an ongoing basis	On average 20 mins per occasion	40lbs (bulk handling)	Nil

Is the job holder expected to sit/stand in a restricted position?
How often?
For How Long?

Yes
n/a
n/a

No x

Are there any duties requiring particular concentration?		
Types of Duties	How Often	For How Long
1) Entering clinical data onto GP clinical systems 2) Compiling data searches on GP clinical systems 3) Reviewing medication a) On GP clinical system b) Face to face with patients and carers 4) Extraction of clinical data for audits 5) Interpretation of clinical notes/ patient records 6) Identification of drug interactions / appropriateness of medicines / side effects / contra indications 7) Collection and analysis of statistical data 8) Design and development of forms and procedures 9) Communication with patients, GPs and other HCPs 10) Minute taking 11) Driving	Regular	4-5 hours

Are there any duties of an unpredictable nature?		
Medication reviews	Regular	For up to 2 hours per review
Entering data from discharge prescriptions	Regular	Up to 3 hour per review
Meeting with GP and other HCPs	Regular	Up to 3 hours per meeting
Promotional events with the public	Irregular	As need arises
Does the job involve dealing with any distressing or emotional circumstances?		
Type of Circumstance	Direct/ Indirect/ Exposure	How Often
Reviewing patients' clinical notes	Indirect	Regular
Visiting patients in own homes or care homes	Direct	Regular
Communicating with practice staff	Direct	Regular
Communicating with other HCPs	Direct	Regular

Does the job involve exposure to unpleasant working conditions?

What Working conditions	How Often
<ol style="list-style-type: none"> 1. Practices <ol style="list-style-type: none"> a. lack of facilities b. poor lighting c. inadequate seating d. positioning of VDUs e. lack of space 2. Exposure to unclean / unpleasant environments <ol style="list-style-type: none"> a. practice visits eg. Food on work surfaces b. domiciliary visits eg. Tobacco smoke, general hygiene 3. Exposure to unpredictable clientele 	<p>Regular – up to 3 hours per session</p> <p>Regular dependant on area of work</p> <p>Regular – risk when transporting equipment</p>

KNOWLEDGE & SKILLS FRAMEWORK (KSF) SUMMARY OUTLINE

Title of Post: Prescribing Support Technician

NHS KSF DIMENSIONS	Type	Foundation Level	Full Outline Level
1. Communication	Core	3 a, d, e, f	3
2. Personal and people development	Core	3 a, b, c, d, f	3
3. Health, Safety and security	Core	3	3
4. Service Improvement	Core	3 b, c, f, g	3
5. Quality	Core	3 a, c, d, f, g	3
6. Equality and diversity	Core	3 a, c	3
<u>HEALTH & WELLBEING</u>			
HWB1 Promotion of health and wellbeing and prevention of adverse effects to health and wellbeing	Specific	2a,b,c,d,e,f,g	2
HWB2 Assessment and care planning to meet people's health and wellbeing needs	Specific		
HWB3 Protection of health and wellbeing	Specific		
HWB4 Enablement to address health and wellbeing	Specific		
HWB5 Provision of care to meet health and wellbeing	Specific		
HWB6 Assessment and treatment planning	Specific		
HWB7 Interventions and treatments	Specific		
HWB8 Biomedical investigation and intervention	Specific		
HWB9 Equipment and devices to meet health and wellbeing needs	Specific		
HWB10 Products to meet health and wellbeing needs	Specific		
<u>ESTATES AND FACILITIES</u>			
EF1 Systems, vehicles and equipment	Specific		

EF2 Environments and buildings	Specific		
EF3 Transport and logistics	Specific		

<u>INFORMATION AND KNOWLEDGE</u>			
IK1 Information processing	Specific		
IK2 Information collection and analysis	Specific	3 a, b, d, f, g	3
IK3 Knowledge and information resources	Specific		
<u>GENERAL</u>			
G1 Learning and development	Specific	2	3
G2 Development and innovation	Specific		
G3 Procurement and commissioning	Specific		
G4 Financial Management	Specific		
G5 Services and project management	Specific		
G6 People Management	Specific		
G7 Capacity and capability	Specific		
G8 Public relations and marketing	Specific		

Post holder signature: **Date:**

Line Managers Signature:..... **Date:**.....

☐ **Employment Acts and Codes of Practice**

All employees are required to comply with employment legislation and codes of good practice.

- **Health and Safety**

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to take reasonable care to avoid injury during the course of their work and co-operate with the Trust and others in meeting statutory requirements.

- **Research and Development Projects**

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

- **Development Review**

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

- **Training**

Postholders are required to attend any relevant and mandatory training for the post

- **Rules, Regulations, Policies, Standing Orders and Financial Instructions**

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

- **Review**

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

- The Trust operates a Smoke Free Policy and is an Equal Opportunities Employer

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME: (PRINT)

SIGNED: **DATE:**