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**Job Title:** **Pharmacy Technician**

**Reports To:** **Clinical Pharmacist (clinically)**

**Prescribing Lead (administratively)**

**Hours:** **Part time - hours to suit**

**Job Summary:**

We are looking for a proactive and detail-oriented Pharmacy Technician to join our general practice team. Working closely with GPs, pharmacists, and other healthcare professionals, the Pharmacy Technician will play a key role in supporting safe, effective, and efficient use of medicines across the practice. We would expect the Pharmacy Technician to use their knowledge in the following areas:

* assist patients with complex medication queries and provide advice to patients and staff under supervision
* conduct audits to increase patient safety and monitoring
* conduct clinical sessions working with patients to review or titrate their medication
* work autonomously to identify shortfalls in medication safety
* undertake projects using their skills to aid both the patients and the Practice

The ideal candidate will have strong communication skills, excellent attention to detail, and a patient-focused approach to care. Previous General Practice experience is preferred but not essential.

**Duties and Responsibilities:**

The duties and responsibilities may include any or all of the items in the following list. Duties may be varied from time to time dependent on current and evolving Practice workload and staffing levels:

* Deal with drug alerts and put structured plans in place to prepare alternatives when supply issues occur and monitor Drug and Device alerts from the MHRA
* Conduct audits on prescribing within the practice as required
* Reconcile medication on hospital discharges
* Process hospital letters with medication requests/amendments
* Audit patients with high levels of medications and look at ways to improve polypharmacy
* CQC searches and actions
* ESCAs
* Assist with work ups for SMRs, Medication reviews.
* Add/amend medication on patient records and ensuring processes are followed to allow relevant checks to be made by clinicians
* Help ensure that the Prescription Enquiry Team and all clinicians are prescribing in the most cost effective way and provide them with up to date information on most cost effective products and ways to do this.
* Assist in annual prescribing/medication projects set out by NHS England and Sussex ICB including Medicines Optimisation Incentive Scheme (MOIS) cost containment projects and LCS work.
* Up keep of patient records to ensure prescriptions are written in line with MEP (Medicines, Ethics and Practice) & GPhC (General Pharmaceutical Council) guidance.
* Liaising with local pharmacies, community nurse teams, local hospitals and local care homes.
* Support with training members of the Prescription Enquiry Team as required
* Responding to the needs and wants of the business to ensure excellent patient care
* Conduct clinical sessions with patients either over the phone or face-to-face such as lipid clinics, hypertension reviews and DOAC annual reviews.

**Confidentiality:**

* In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
* In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
* Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

The post-holder will assist in promoting and maintaining their own and others’ health, safety and security as defined in the Practice Health & Safety Policy, to include:

* Using personal security systems within the workplace according to Practice guidelines
* Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
* Making effective use of training to update knowledge and skills
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Actively reporting health and safety hazards and infection hazards immediately when recognised
* Reporting potential risks identified
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**Equality and Diversity:**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

* Acting in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
* Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
* Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

* Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

**Quality:**

The post-holder will strive to maintain quality within the Practice, and will:

* Alert other team members to issues of quality and risk
* Assess own performance and take accountability for own actions, either directly or under supervision
* Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance
* Work effectively with individuals in other agencies to meet patients’ needs
* Effectively manage own time, workload and resources

**Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:

* Communicate effectively with other team members
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly

**Contribution to the Implementation of Services:**

**The post-holder will:**

* Apply Practice policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audit where appropriate

***The duties listed above may change in the light of developments in the practice and are subject to review.***

I accept this job description………………………………………….. Date:…………………………….

**Person Specification –** **Pharmacy Technician**

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| --- | --- | --- |
| **Qualifications** | **Essential** | **Desirable** |
| Pharmacy Technician (NVQ level 3 or equivalent) |  |  |
| Good standard of general education (numerate and  good standard of English) |  |  |
| Accredited Checking Technician qualification |  |  |
| CPPE pathway completed |  |  |
| **Experience** | **Essential** | **Desirable** |
| Experience within a pharmacy, dispensary (or similar) |  |  |
| Experience with Primary Care |  |  |
| Experience of using TTP SystemOne clinical system |  |  |
| Experience of dealing with a wide range of people in different situations |  |  |
| **Knowledge and skills** | **Essential** | **Desirable** |
| Excellent customer service skills |  |  |
| Excellent communication and interpersonal skills |  |  |
| Excellent computer literacy skills |  |  |
| Excellent accuracy and attention to detail |  |  |
| Knowledge of medical terminology |  |  |
| **Other requirements** | **Essential** | **Desirable** |
| Willingness to work flexibly to cover holidays and sickness |  |  |
| Ability to work autonomously as well as part of a team with the insight to acknowledge the limits of own knowledge and when it is necessary to refer |  |  |
| Ability to work under pressure |  |  |
| “Can do” attitude to daily tasks, adversity and new ways of working |  |  |

Please note: The job description and person specification may be amended in discussion with the post holder.