

## Primary Care Network Pharmacy Technician Job Description

**Responsible to:** OHP Supported PCNs

**Accountable to:** PCN Clinical Director and PCN Lead Pharmacist (OHP)

**Professionally accountable to:** Chief (Consultant) Pharmacist at OHP

**Salary:** Salary to be based on experience (£24,907 -£30,615)

### Job Summary

The post holder is a pharmacy technician registered with the General Pharmaceutical Council. They are required to act within their professional boundaries, supporting and working alongside a multi-disciplinary team within general practice and a Primary Care Network (PCN).

The post holder will contribute to improving prescribing practice, patient care and deliver the Directed Enhanced Service PCN prescribing agenda. This includes improving repeat prescribing processes in General Practices within the PCN, promoting digitalisation, reducing medicines waste and minimising clinical risk associated with medicines taking.

The post holder will help patients to get the best from their medicines, operating within clear protocols and guidance. They will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice and PCN teams and promoting good practice in line with therapeutic developments.

The post holder will work with all sectors of pharmacy across the health system and the wider OHP organisation to improve population health. Demonstrating improvement in patient outcomes and working to reduce health inequalities across the PCN contributing to improving the efficiency of general practice and delivering a best in class service.

## Primary Duties and Areas of Responsibility

**All Pharmacy Technicians must work within their competencies and have professional indemnity for their role.**

### Clinical

- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Carry out medicines optimisation tasks including effective medicine administration (e.g. checking inhaler technique), supporting medication reviews and medicines reconciliation. Where required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively.
- As determined by the PCN, support medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacies
- Support the Clinical Pharmacist in Structure Medication Reviews (SMR) i.e. organise necessary monitoring tests prior to SMR
- Provide expertise to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities.
- Manage shared care protocols and liaise with Clinical Pharmacists for more complex patients.
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing locally.
- Assist in the delivery of medicines optimisation and management incentive schemes and patient safety audits.
- Support the implementation of national prescribing policies and guidance within GP practices, care homes and the wider PCN. This will be achieved through undertaking clinical audits (e.g. use of antibiotics), supporting quality improvement measures and contributing to all appropriate elements of the delivery of the Directed Enhanced Service.

### Technical and Administrative

- Support the PCN multi-disciplinary team to ensure efficient medicines optimisation processes are being followed.
- Implement efficient ordering and return processes and reducing medication wastage.
- Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Promotion of Electronic Repeat Dispensing (eRD) (where appropriate) and online ordering
- Develop relationships with other pharmacy professionals and members of the multi-disciplinary team to support integration across health and social care including primary care, community pharmacy, secondary care and mental health.

- Support practice reception teams in streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.
- Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings.
- Support the PCN to deliver on QIPP agenda, QOF and locally commissioned enhanced services where appropriate.
- Support the PCN in reviewing and developing relevant policies for CQC requirements.

## Quality:

The post-holder will strive to maintain quality within the PCN, 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

## Patient Care

- Communicate effectively and sensitively and use language appropriate to a patient and carer/relative's condition and level of understanding.
- Effectively use all methods of communication and be aware of and manage barriers to communication.
- Effectively recognise and manage challenging behaviours, carers and or relatives.
- Provide information to patients, their carers and/or relatives on behalf of the multi-disciplinary team.

## Supporting Care Delivery

- Be the point of liaison for service users and interface with all health and social care professionals, including keeping everyone informed and updated.
- Follow through actions identified by the multi-disciplinary team including arranging tests, referrals, signposting, etc.
- Follow through with service users and others involved to ensure all services and care arrangements are in place.

## Autonomy/Scope within Role

- The post holder will be required to work within clearly defined organisational protocols, policies and procedures

## Key Relationships

### Key Working Relationships Internal:

- Clinical Lead for the multi-disciplinary team.
- GPs and General practice teams within the PCN
- PCN Clinical Director
- Multi-disciplinary team. members including but not exhaustive: Clinical Pharmacists, technicians, Physician Associates, Physios, Paramedics, Social Prescribing Link Workers, Care coordinators.
- OHP clinical and non-clinical staff.

### Key Working Relationships External:

- GP practice and multi-disciplinary teams from neighbouring PCNs
- Service providers
- Social care
- Voluntary services
- Patients/service users
- Carers/relatives

## Health and Safety/Risk Management

- The post-holder must comply at all times with the organisation and Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisation's Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984), The General Data Protection Regulations (2018) and the Access to Health Records Act (1990).
- The post-holder will comply with all necessary training requirements relevant to the role as identified by the organisation.

## Equality and Diversity

- The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

## Respect for Patient Confidentiality

- The post-holder should always respect patient confidentiality and not divulge patient information unless sanctioned by the requirements of the role.

## Special Working Conditions

- The post-holder is required to travel independently between practice sites (where applicable), and to attend meetings etc. hosted by other agencies.

## Job Description Agreement

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

## Personal/Professional development:

- The post-holder will participate in any training programme required by the PCN and PCN practices in addition to the wider OHP organisation, including the approved Primary Care Pharmacy Educational Pathway (PCPEP).
- 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.
- The Pharmacy Technician will work under appropriate clinical supervision to ensure safe, effective and efficient use of medicines, this will include leadership provided by the Consultant Pharmacist at OHP, the PCN Lead Pharmacists and the wider clinical pharmacy network within OHP.

## Person Specification

### Education, Qualifications and Training

#### Qualifications and Experience

- Professional registration with GPhC
- BTEC/NVQ level 3 or equivalent in pharmaceutical sciences
- Evidence of continued professional development (CPD)
- Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy
- Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges

#### Knowledge and Understanding

- Relevant advanced theoretical and practical knowledge of Primary Care Networks, General Practice and evidence-based medicine  
An appreciation of the NHS agenda and Government targets
- Awareness of systems to support management of patients in a primary care setting, delivering pharmaceutical input and support in the context of pathways of care and the business of the organisation(s)
- Awareness of GP budget-management and funding systems to enable GP clinical pharmacist services to assist delivery of PCN and NHS priorities and requirements for financial balance and quality
- Good clinical pharmacy knowledge including terminology
- An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing
- Knowledge and understanding of pharmacy law and ethics and current legislation

#### Skills and Competencies

- Computer literate with an ability to use the required GP clinical systems (**desirable**) and Microsoft office packages (**essential**)
- Understand the aims of current healthcare policy within the PCN
- Able to analyse and interpret prescribing data
- Has attention to detail, able to work accurately, identifying errors quickly and easily
- Able to effectively manage allocated resources
- Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines
- Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems
- Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience

- Excellent verbal and written communication skills with team members, patients, carers, and other healthcare professionals. Whilst recognising people's needs for alternative methods of communication
- Influencing and negotiating skills
- An excellent understanding of data protection and confidentiality issues

## Attributes

- Works effectively independently and as a member of a team
- Flexible approach to meet service needs and ensure a stakeholder focused response
- Self-motivated and proactive
- Continued commitment to improve skills and ability in new areas of work
- Able to undertake the demands of the post with reasonable adjustments if required
- Independently mobile to be able to work across several sites and travel to meet with stakeholders
- Adaptability, flexibility and ability to cope with uncertainty and change
- Demonstrate ability to work in a busy environment; ability to deal with both urgent and important tasks and to prioritise effectively whilst also supporting others
- Excellent time keeping and prioritisation skills

## Aptitude and Personal Qualities

- Professional attitude and assertive approach
- Committed to development
- Conscientious, hardworking and self-motivated to work with minimal supervision
- Creative and tenacious in finding solutions to difficult problems
- Ability to work with information and members of the multi-disciplinary team.
- Ability to meet deadlines and work under pressure
- Ability to engage and sustain relationships with all professionals, other organisations and service-users
- Approachable and flexible
- Honest and reliable
- Enthusiastic
- Sensitive to patients needs

### Values, Drivers and Motivators

- Willingness to undergo further training or development.
- Requires a flexible approach, and a highly motivated post holder. The role may need to be reviewed and developed in the future in line with changing priorities
- Access to and ability to use transport as travel between sites across the PCN and wider OHP footprint and beyond will be required for meetings and training
- Willingness to undergo further training and development as the job develops