

Job Description

Job Title:	Pharmacy Technician
Reporting To:	Senior Pharmacist
Place of work:	Unity Healthcare, Haverhill

Main Duties and Responsibilities

- To work as part of the Practice Pharmacy Team and contribute to a positive, patient-focussed and supportive culture which transfers work from GPs
- To build relationships with the wider multidisciplinary team to facilitate team working
- To work with the Practice Pharmacist Team to respond to medication queries including acute medication requests, patient medication queries or any medication related issue triaged by the GP Practice Team to the Pharmacy Technician appointment list
- To speak with patients and members of the healthcare team including doctors, nurses and receptionists regarding medication queries
- Liaising with local pharmacies to source alternative medications for patients
- To undertake Econsult (electronic online triage system) administration queries in line with scope of practice boundaries
- To undertake medicines reconciliation to patients recently discharged from hospital and ensure the patient's medical record is updated accordingly. This includes:
 - Accurately transcribing new medications added by clinic/hospital
 - Stopping medications on repeat. This may include medicines that don't adhere to national/local formulary
 - Read-coding if possible and appropriate
 - Ensuring monitoring such as blood tests are in progress
 - Setting review/reauthorisation dates
 - Adding notes to new journal summarising contents of letter
 - Forwarding to pharmacist for information and/or checking if needed
 - Telephoning patients to discuss medication queries
 - Seeking further medicines sources if discrepancies still exist
- To participate in medication audits which improve safety, quality and cost effectiveness.
- To actively participate in the practice pharmacy teams' quarterly meeting.
- To participate in the investigation of Practice Pharmacy Team incident via the DATIX system
- To advise on the sourcing and safe management of medicines.

- To support the achievement of Quality and Outcomes Framework and other contractual targets.
- To assist with the appropriate monitoring and management of prescribing budgets for the practice.
- Working with the Practice Pharmacy Team to review and develop systems/SOPs for repeat prescribing.
- To help plan, develop and support the introduction of new working processes within practices to optimise the quality and cost effectiveness of prescribing.
- To help support other teams within the practice from time to time, including providing ad hoc support to practice dispensaries or Practice Prescribing team
- Monitoring workload across the team to ensure workflow hasn't breached 7 days for discharge medicines reconciliation (as per NICE medicines optimisation)

Amending the job description: It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

Confidentiality: The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".

Data Protection: The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

Policies & Procedures: The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

General: The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

Health & Safety: Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

Equal Opportunities Policy and Anti-Harassment: The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

Safeguarding Children: Everyone employed by the organisation regardless of the work they do has a statutory duty to safeguard and promote the welfare of children. When children and/or their carers use our services it is essential that all child protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow the Southend Essex and Thurrock (SET) child protection procedures and the organisations safeguarding policy to ensure you are equipped to carry out your duties effectively, you must also attend mandatory child protection training and updates at the competency level appropriate to the work you do.

Safeguarding Adults: Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults. When patients and/or their carers use our services it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory vulnerable adult protection training and updates at the competency level appropriate to the work you do.