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| This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.  This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice. |

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| **Role Details** | |
| Job Title: | **Senior Pharmacy Technician** |
| Hours of work: | 37 hours per week |
| Primary Location: | The James Cochrane Practice Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE. Other locations within the UK. |
| Line Manager: | Practice Business Manager |
| Rate of pay: | £17.10 - £18.14 per hour dependent on experience |
| Accountable to: | Clinical Pharmacist |
| Responsible for: | To assist the multi-disciplinary medicines team in optimising Medicines Management. To undertake clinical support, technical and administrative tasks within your scope of practice and consistent with the Senior Pharmacy Technician position. |
| Commencement date: | April 2025 |

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| **Job Summary** |
| A qualified Senior Pharmacy Technician is an integral part of the general practice team, working within their professional boundaries.  This role will work under the clinical supervision of the Clinical Pharmacists to ensure the safe, accurate and timely supply of prescribed medication to patients. The Senior Pharmacy Technician must ensure that they recognise and work within their scope of practice, escalating any concerns to a senior clinician as appropriate.  The job will incorporate Medicine Management, assisting our Clinical Pharmacists with delivering medicines optimisation for our patient population, maximizing patient care and income for the practice.  Technical and administrative support to clinicians regarding medication queries, supporting clinicians with medication queries raised by patients. |

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| **Practice Drivers** |
| **Vision Statement -** Treating people the way we would like to be treated |

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| **Primary responsibilities** |
| The following are the core responsibilities of the Senior Pharmacy Technician:  Lead the medicines management process within the practice including, but not limited to:   * Undertake patient facing and patient supporting roles to ensure effective medicines use through shared decision-making conversations with patients      * Conduct medicine optimisation tasks including effective medicine administration (e.g., checking inhaler technique), support medication reviews and medicines reconciliation. When required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively * Support, as determined by the organisation, medication reviews and medicines reconciliation for new care home patients and synchronise medicines for patient transfers between care settings and linking with local community pharmacists * Undertake patient facing and patient supporting roles to ensure effective medicines use through shared decision-making conversations with patients * Conduct medicine optimisation tasks including effective medicine administration (e.g., checking inhaler technique), support medication reviews and medicines reconciliation. When required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively * Support, as determined by the organisation, medication reviews and medicines reconciliation for new care home patients and synchronise medicines for patient transfers between care settings and linking with local community pharmacists * Contribute to public health campaigns (e.g., COVID-19, flu and RSV clinics) through co-ordination, advice or direct care * Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (e.g., use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services. * Attendance at appropriate meetings (e.g. Clinical, medicines optimisation) * Assist in the delivery of medicines optimisation and management incentive schemes and patient safety audits. * Undertake patient facing and patient supporting roles to ensure effective medicine use through shared decision-making conversations with patients * Provide clinical support services, within scope of practice, to provide care for patients with long term conditions |

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| **Technical and administrative responsibilities** |
| In addition to the primary key responsibilities, the technical and administrative responsibilities of the Pharmacy Technician are:   * Work and meet with the multi-disciplinary team to ensure efficient medicines optimisation including implementing efficient ordering and return processes and reducing wastage. * Identify areas for improvement within the practice then formulate and implement solutions including new policies * Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective way * Alongside the dispensary team, support practice administration teams in sorting and streaming general prescription requests to allow GPs and Clinical Pharmacists to review the more clinically complex requests * Provide leadership for medicines optimisation systems with a range of services to get the best value from medicines by encouraging and implementing electronic prescriptions, safe repeat prescribing systems and timely monitoring and management of high-risk * Develop relationships with members of the multi-disciplinary team within practice, the PCN, or wider afield within the locality to support the integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care, and mental health * Support the delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives * There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels. |

The person specification for this role is detailed overleaf.

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| **Person specification – Pharmacy Technician** | | |
| **Qualifications** | **Essential** | **Desirable** |
| Registered with the General Pharmaceutical Council (GPhC) | Yes |  |
| Meets the specific qualification and training requirements as specified by the GPhC criteria to register as a Pharmacy Technician | Yes |  |
| Enrolled in, undertaking, or qualified from, an approved training pathway. (E.g. Primary Care Pharmacy Educational Pathway (PCPEP) or Medicines Optimisation in Care Homes (MOCH)) | Yes |  |
| **Experience** | **Essential** | **Desirable** |
| Is working under appropriate clinical supervision to ensure safe, effective, and efficient use of medicines | Yes |  |
| Experience of working in a primary care environment | Yes |  |
| Good clinical system IT knowledge (EMIS, Ardens, Eclipse) | Yes |  |
| Understanding and knowledge of healthcare provision in GP practices, QOF and enhanced services |  | Yes |
| **Skills** | **Essential** | **Desirable** |
| Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email, and face to face | Yes |  |
| Leadership | Yes |  |
| Ability to prioritise and organise routine daily tasks using own initiative | Yes |  |
| Problem solving and analytical skills | Yes |  |
| Knowledge of IT systems, including the ability to use word processing skills, emails, and the internet to create simple plans and reports | Yes |  |
| Effective time management | Yes |  |
| Demonstrate personal accountability, emotional resilience and work well under pressure | Yes |  |
| Ability to work both independently and part of a team | Yes |  |
| Ability to motivate self and others | Yes |  |
| Understand the requirement for PGDs and associated policy | Yes |  |
| Venepuncture |  | Yes |
| Chaperone procedure |  | Yes |
| Requesting pathology tests and processing the results, advising patients accordingly |  | Yes |
| **Experience** | **Essential** | **Desirable** |
| Chaperone procedure |  | Yes |
| Immunisations e.g. Flu, Covid | Yes |  |
| Strong IT skills | Yes |  |
| Clear, polite telephone manner | Yes |  |
| Competent in the use of Office and Outlook | Yes |  |
| EMIS user skills | Yes |  |
| Good interpersonal skills | Yes |  |
| Ability to follow clinical policy and procedure | Yes |  |
| Experience with clinical risk management |  | Yes |

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| **Personal qualities** | **Essential** | **Desirable** |
| Polite and confident | Yes |  |
| Ability to maintain confidentiality | Yes |  |
| Able to finish work tasks | Yes |  |
| Sensitive and empathetic in distressing situations | Yes |  |
| Ability to use own initiative, discretion, and sensitivity | Yes |  |
| Ability to identify risk and assess/manage risk when working with individuals | Yes |  |
| Ability to follow legal, ethical, professional, and organisational policies/procedures and codes of conduct | Yes |  |
| Able to get along with people from all backgrounds and communities, respecting lifestyles, and diversity | Yes |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, health, and safety | Yes |  |
| Flexible and co-operative | Yes |  |
| Motivated, forward thinker | Yes |  |
| Problem solving and analytical skills | Yes |  |
| Effectively utilises resources | Yes |  |
| Punctual and committed to supporting the team effort | Yes |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | Yes |  |
| Disclosure Barring Service (DBS) check | Yes |  |
| Pre-Employment Check clearance | Yes |  |

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| **Generic Responsibilities** |
| All staff at The James Cochrane Practice have a duty to conform to the following:  **Safeguarding**  Safeguarding means protecting people’s health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care.  This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.  **Equality, Diversity & Inclusion (ED&I)**  Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  A good attitude and positive action towards ED&I creates and environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.  Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.  Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.  **Safety, Health, Environment and Fire (SHEF)**  This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements.  All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.  **Confidentiality**  This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met, and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.  **Quality & Continuous Improvement (CI)**  To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.  This practice continually strives to improve work processes, which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.  **Induction Training**  On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager.  **Learning and Development**  The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role.  All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.  Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and, enable them to improve processes and service delivery.  **Collaborative Working**  All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.  **Service Delivery**  Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.  **Security**  The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.  **Professional Conduct**  At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies  Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn. |