

## JOB DESCRIPTION

**Post Title:** Practice Pharmacy Technician

**Working Hours:** Full time

**Reports to:** Practice Pharmacist

### JOB SUMMARY

To support the Practice Based Clinical Pharmacist to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

### Job responsibilities

- To undertake medicines reconciliation in accordance with practice protocols and to update patients' medical records / prescribing accordingly.
- To support the achievement of the practice's prescribing Quality and Outcomes Framework targets.
- Working with the Dispensary Team Leader to contribute to the review and development of repeat prescribing protocols / Standard Operating Procedures to improve the efficiency and effectiveness of repeat prescribing systems.
- To provide advice to GPs, staff and patients in changes to prescribing to support the improvement of prescribing safety, quality and cost effectiveness.
- To participate in medication audits.
- To assist in the appropriate monitoring and management of prescribing the budgets and to liaise with the medicines management team at the CCG.
- To prepare evidence based resources and information to support the implementation of rational cost-effective prescribing.
- To support the Practice Based Clinical Pharmacist to provide medication reviews, patient information leaflets, medicine awareness; and to undertake community visits as appropriate.
- To take a proactive approach to the safe handling of prescriptions, including assessment of risk and making recommendations for improvement.
- To respond to medication queries from patients and staff in a professional manner referring to the appropriate GP in accordance with practice protocols.
- To advise on the sourcing and safe management of medicines as appropriate.
- To assist in the submission of claims for personally administered drugs as required.

### Responsibility for administration

Other duties and responsibilities to be undertaken may include any or all the items in the following list:

- Taking messages and passing on information as appropriate.
- Computer data entry/data allocation and collation, processing and recording information in accordance with practice procedures.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare professionals and providers.
- Helping to keep all practice areas tidy and free from obstructions and clutter.
- Helping to maintain a positive, patient focussed culture.
- Helping to maintain a positive, supportive culture across the whole of the practice team.
- Any other duties commensurate with this position.

Duties will vary from time to time under the direction of the Partners / Practice Manager dependent on current and evolving practice workload and staffing levels.

### **Patient services**

- To provide medication review services to patients via clinics in the practice, domiciliary visits and in residential and nursing homes, and to deliver pharmaceutical care plans that maximise cost-effective prescribing and improve the quality of patient care.
- To present at patient group meetings or other appropriate events to give advice on the appropriate use of medicines.
- To produce patient information leaflets and posters and run medicine awareness projects throughout the year.
- Assist Partners with the appropriate monitoring and management of their prescribing budgets.
- To prepare evidence based resources and information to support the medicine management team and all other relevant health professionals in the implementation of rational cost-effective prescribing.
- To help plan, develop and support the introduction of new working processes within the practice to optimise the quality of prescribing.

### **Communication**

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

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognize people's needs for alternative methods of communication and respond accordingly.

### **Confidentiality**

- While 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.

#### PERSON SPECIFICATION:

##### 1. Qualifications

- NVQ3 Pharmacy services (or equivalent)
- Registration as a Pharmacy Technician with the General Pharmaceutical Council
- Evidence of CPD.

##### 2. Experience

- Understanding of prescribing and Medicines Management issues
- Understanding of working effectively within multidisciplinary groups
- Post qualification experience
- NHS Primary Care
- SystemOne clinical system.
- Microsoft Office software.
- Dealing with the public/patients.

##### 3. Knowledge/Skills

- Good verbal and written communication
- Motivated and enthusiastic
- Able to respond to change and apply new developments without difficulty.
- Demonstrates resilience and an ability to cope under pressure commensurate with the responsibilities of the post.
- Good interpersonal skills, ability to make effective relationships with others.
- Excellent attention to detail
- Advanced numeracy skills.
- Excellent keyboard and computer skills.
- Excellent communication skills.

##### 4. Qualities/Attributes

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- An understanding, acceptance and adherence to the need for strict confidentiality.
- Ability to use own judgement, resourcefulness and common sense.
- Ability to work as part of an integrated multi-skilled team.
- Pleasant and articulate.
- Able to work under pressure.
- Able to work in a changing environment.
- Able to use own initiative.
- Ability to self-motivate, organise and prioritise own workload.

#### 5. Other

- Car driver/clean licence.

EXAMPLE