



Job Description

Job Title: PCN Pharmacy Technician

Reports to: PCN Lead Pharmacist

Salary Range: Band 5

About Vertis Health

We're a federation of GP surgeries and PCNs in Worcestershire, serving over 600,000 NHS patients through a variety of local services. Our community of GPs are our stakeholders, meaning we're powered by the community we've created - and our goal is to find ways to make it easier for them to spend less time and money on administrative workload, and more time with their patients.

Our GP surgeries remain independent, while keeping the benefits of being part of a larger organisation - and we exist to protect the interests of our members through advocacy, business support, and revenue generation.

We're ambitious about growth in our network - and so, our diversified services help our PCNs to reinvest in vital local healthcare initiatives, providing a sustainable future for their communities in the long term.

Equal Opportunities

At Vertis Health we want to build a diverse workplace, and so and encourage women, people of colour, LGBTQIA individuals, people with disabilities, members of ethnic minorities, foreign-born residents, older members of society, and others from minority groups and diverse backgrounds to apply.

We do not discriminate on the basis of race, gender, religion, colour, national origin, sexual orientation, age, marital status, veteran status, or disability status. All Vertis employees and contractors are responsible for maintaining a work culture free from discrimination and harassment by treating others with kindness and respect.





Job Purpose

To support the Primary Care Network in maximising clinical outcomes for patients from medicines with an emphasis on safety, governance, professional collaboration and patient engagement. The role holder will also help to deliver the MOCH Contract as part of the Care Home Team. The core themes are based on;

- Integrate care around the patient
- Design, implement and facilitate clinically led medicine optimisation services
- Improve the productivity and affordability of services
- Advise, engage and train health care professionals (where appropriate)
- Improve patient safety and reduce risk
- Empower patients through education and engagement
- Deliver improved patient outcomes
- Manage medication safety within the Worcester City Care Homes via annual audits and reviews
- Medication reconciliations of community patients and Care Home Residents when appropriate.

Key Responsibilities

Pharmacy technicians play an important role, complementing clinical pharmacists, community pharmacists and other members of the PCN multi-disciplinary team. Pharmacy technicians are different to clinical pharmacists as they are not able to prescribe or make clinical decisions, instead working under the supervision of GPs and Clinical Pharmacists to ensure effective and efficient use of medicines. Pharmacy technicians' core role responsibilities will cover clinical, and technical and administrative categories within surgeries and Care Homes

The purpose of the role is to lead improvements to maximise safe, cost-effective best practice in prescribing to improve the quality of patient care. The post holder will help patients to get the best from their medicines by switching medications to agreed and approved protocols, improving repeat prescribing processes in General Practice, including promotion of repeat dispensing and online ordering, minimising clinical risk and aiming to reduce wasted medicines. In addition, the post holder will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice teams and promoting good practice in line with therapeutic developments. This will involve assisting the PCN in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives.

It is a requirement of the role to be registered with the General Pharmaceutical Council as a Pharmacy Technician. We are seeking a pharmacy technician preferably with previous experience of working in community pharmacy, hospital pharmacy or primary care. The PCN Pharmacy Technician role is a new development within our PCN and we expect the successful candidate to contribute to the delivery of a comprehensive primary care medicines management system acting on current best practice / service change requests from our clinical commissioning group. The PCN Pharmacy Technician will be required to undertake activities predominantly at a practice level, but will need to be flexible to work to the wider demands of the network. For example, the role will involve liaising with community pharmacy teams to highlight and manage problems identified by community pharmacy, such as medicines waste. An understanding of primary care operations and use of Emis Web would be an advantage but is not essential.

Clinical Responsibilities:





- Undertaking patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients and carers
- Carrying 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, supporting medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacists, and referring to the pharmacist for structured medication reviews.
- Providing specialist expertise, where competent, to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities.
- Taking a central role in the clinical aspects of shared care protocols and liaising with specialist pharmacists for more complex patients.
- Supporting initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.

Technical and Administrative Responsibilities:

- Working with the PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes and reducing wastage.
- Providing training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Developing relationships with other pharmacy technicians, pharmacists and members of the multi-disciplinary team to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care and mental health.
- Supervising practice reception teams in sorting and streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.

The role will also require pharmacy technicians to 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. In addition, pharmacy technicians will assist in the delivery of medicines optimisation incentive schemes (e.g. medicines switches) and patient safety audits. Pharmacy technicians will provide leadership for medicines management systems across PCNs, supporting practices 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 medicines).

General





- To maintain the integrity of medicines delivery for the PCN
- Maintain a positive demeanour that supports a happy working environment, and remain flexible and professional at all times;
- Treat other staff as one expects to be treated oneself;
- Be a good ambassador for the PCN in any external dealings;
- Undertake continuing professional Development (CPD) in line with the relevant institute requirements;
- Undertaken any other duties as directed by the Clinical Director and PCN Board.

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.

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;
- Reporting potential risks identified.

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 recognises 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;

Personal/Professional Development

The new curriculum for pre-registration trainee pharmacy technicians is being tested with placements in general practice, through the Pharmacy Integration Fund (PhIF). All pharmacy technicians must have completed or be enrolled in, be undertaking or be prepared to start an approved 18-month training pathway (e.g. Primary care pharmacy educational pathway (PCPEP) or Medicines Optimisation in Care Homes (MOCH)). Pharmacy technicians must be registered with the General Pharmaceutical Council. Entry to the PCPEP programme will include the option for an accreditation of Prior Learning (APEL) process.

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, 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, annual Appraisal 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 Clinical Governance issues, quality and risk; participate in Significant Event Analysis reviews
- 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 patient's needs;
- Effectively manage own time, workload and resources. He/she will also contribute to the overall team-working of the Practice putting the needs of the Practice first.

Contribution to the planning and 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.
- Work with the Lead GP to achieve standards of quality, performance standards, without compromising levels of patient healthcare.
- Contribute towards the development and implementation of new standards, policies and procedures that are/will be required of GP Practices now and in the future (as directed by NHS/ DoH/, new legislation etc.)


Communication

- Be able to effectively communicate at all levels of the organisation to a variety of health professionals, users and carers, independent and voluntary sector to provide the best outcomes for users of the services.
- Provide interface between hospital, primary, community and social settings, participate where appropriate in clinical meetings relating to patient care and outcomes
- Communicate effectively with patients and carers
- Be able to keep accurate contemporaneous documentation, both written and computerised, inpatient records and will need to be familiar with EMIS Web.
- Recognise people's needs for alternative methods of communication and respond accordingly

Clinical Governance

- To participate and operate within the clinical governance framework for the organisation at all times, incorporating service users and carers, audit, guidelines and risk management.



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- To actively participate in the practices, becoming familiar with and abiding by its plans, policies and procedures.

IT Security Policy

- You are required to work within the remit of the Vertis Health/SW Healthcare and Technology Security Policy.
- As a consequence of the above unauthorised/inappropriate use of computers including the internet, email, passwords, computer packages etc. will be regarded as gross misconduct and will be treated as such under Vertis Health/SW Healthcare disciplinary procedure.

This job description may be reviewed in the light of changing organisational and service needs. Any changes will be fully discussed with the post holder. The post holder may also be required to carry out other work appropriate to the grade of the post.





PERSON SPECIFICATION

Person specification – Pharmacy Technician		
Profession	Essential	Desirable
Registration with General Pharmaceutical Council as a Pharmacy Technician	✓	
Qualifications and experience	Essential	Desirable
BTEC/NVQ3 Pharmacy services (or equivalent)	✓	
Evidence of commitment to continuing professional development	✓	
Experience working as a qualified, registered pharmacy technician	✓	
Experience of working within a community pharmacy / hospital or primary care	✓	
Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges	✓	
Experience of working within primary care		✓
Skills and knowledge	Essential	Desirable
Understanding of prescribing and medicines management issues	✓	
Good clinical pharmaceutical knowledge including terminology	✓	
An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies to improve prescribing	✓	
Understanding of prescribing and medicines management issues	✓	
Relevant theoretical and practical knowledge of Primary Care Networks, General Practice and evidence-based medicine	✓	
Awareness of systems to support the management of patients in a primary care setting, delivering pharmaceutical input and support the context of pathways of care	✓	
Awareness of GP budgets and funding systems	✓	





Good clinical pharmaceutical knowledge including terminology	✓	
Knowledge and understanding of pharmacy law and ethics and current legislation	✓	
Able to analyse and interpret prescribing data	✓	
Good interpersonal, influencing and negotiating skills	✓	
Good communication skills, verbal and written, with ability to adjust communication style and content to suit the audience	✓	
Able to work under pressure and meet deadlines	✓	
Ability to work in a busy environment and prioritise tasks effectively whilst also supporting others	✓	
Ability to accept guidance and constructive criticism	✓	
Works effectively independently and as part of a team	✓	
Demonstrates attention to detail, able to work accurately, identify errors quickly and easily	✓	
Demonstrates ability to self-motivate and use own initiative to achieve goals	✓	
Adaptable and flexible	✓	
Able to maintain confidentiality	✓	
Good computer literacy	✓	
Knowledge of GP systems (e.g. EMIS Web)		✓
Basic life support		✓
Safeguarding Training		✓

