**Kingswood Medical Centre (KMC)**

**Pharmacy Technician job description & person specification**

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| **Job Title** | Pharmacy Technician based in the practice |
| **Accountable to** | The Partners |
| **Hours per week** | Full time/ Part time |

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| **Mission Statement** |
| Our Surgery aims to provide excellent clinical care that is available, accessible, and efficient.  We recognise the benefit of good teamwork to achieve our aims, provide the best possible service to patients as well as appropriate reward and job satisfaction for the team. |

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| **About the Role** |
| Clinical Pharmacy in General Practice is part of an exciting programme of transformation to develop a new model of care which addresses our ambition to deliver a person-centred co-ordinated care. The Clinical Pharmacy in General Practice model is supported by the direction of national policy including the Five Year Forward View and GP Forward View where there is a need to better utilise the role of pharmacy within primary care to pro-actively help patients stay safe and well and out of hospital as well as helping to reduce the demands on general practice.  The main purpose of the role is to support the Practice to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes. |

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| **Primary Specific Responsibilities** |
| The following are the core 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 appropriate person within the GP surgery 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 ICS. * To prepare evidence-based resources and information to support the implementation of rational cost-effective prescribing. * To support the Practice by providing 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. |

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| **About the Candidate** | | |
| Candidate will need the following skills, experience and qualifications:   * NVQ3 Pharmacy services (or equivalent) * Registration as a Pharmacy Technician with the General Pharmaceutical Council * Evidence of CPD. * Understanding of prescribing and Medicines Management issues * Understanding of working effectively within multidisciplinary groups * Dealing with the public/patients. * 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. * Excellent attention to detail * 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. | | |
| **Personal Qualities** | **Essential** | **Desirable** |
| Polite and confident | ✓ |  |
| Flexible and cooperative | ✓ |  |
| Motivated | ✓ |  |
| Forward thinker | ✓ |  |
| High levels of integrity and loyalty | ✓ |  |
| Sensitive and empathetic in distressing situations | ✓ |  |
| Ability to work under pressure | ✓ |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours | ✓ |  |
| Disclosure Barring Service (DBS) check | ✓ |  |

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| **Other Responsibilities** |
| All staff at KMC have a duty to conform to the following:  **Equality, Diversity & Inclusion**  A good attitude and positive action towards ED&I creates and environment where all individuals are able to 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 it is required by law.  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. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.  **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 maintain confidentiality at all times. 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 Senior Receptionist.  **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 will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, 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 KMC must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. 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 remain vigilant at all times 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 Kingswood Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role. |

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.