



## **JOB DESCRIPTION**

**JOB TITLE:** Registered Pharmacy Technician

**REPORTS TO:** Pharmacy Manager

**LOCATION:** Brocklehurst Chemists Ltd and City Health Pharmacy

### **JOB PURPOSE**

- The Pharmacy Technician will work under the direct supervision of the pharmacist and will carry out day to day activities connected with the storage, preparation and supply of medicines
- The Pharmacy Technician will provide advice to patients on the use of medicines as well as on general health and lifestyle matters
- Ensuring the delivery of patient focused pharmacy services in accordance with the General Pharmaceutical Council Codes of Conduct, NHS Pharmacy Regulations, Company Standard Operating Procedures and Policies and all other statutory requirements
- Represents the organisation when required at appropriate local, regional and national training groups.
- Will work flexibly to meet the needs of the service.

### **DUTIES & RESPONSIBILITIES**

#### **Communication**

- Establishing and maintaining good internal relationships with all staff employed by Brocklehurst Chemists, City Health Pharmacy, City Health Care Partnership and all other subsidiaries.
- Establishing and maintaining good external relationships with GPs, clinicians, pharmacists, nurses and other health care staff, practice management, GP staff and secondary care trusts, local professional groups, care homes and care organisations.
- Communicate information to patients and their carers and/or family regarding prescribed medications, information may often be complex and there may be communication difficulties.
- Act as a contact for queries relating to patient's medication.
- Deals with non-clinical enquiries and clarifies requirements with prescribers, nurses, patients and/or their carers and other health professionals to ensure best use of medicines within their area of competence.



### **Analytical Tasks**

- To contribute to audits to ensure the safe and effective running of all the pharmacies.
- Maintain records of daily, weekly and monthly pharmacy statistics and ensure that an accurate and timely claim for all activities is made at each month end.
- To maintain competence and work as an Accredited Checking Technician if qualified to do so.
- To work within the quality management system when working in the pharmacy wholesale department. Maintaining compliance with Good Distribution Practice and reporting any concerns to the Responsible Person, or in their absence their deputy

### **Planning and Organisational Skills**

- To undertake a broad range of complex activities.
- Responsible for planning and reviewing own workload; requires high level of self-motivation and use of initiative.
- To be accountable for own professional actions, guided by national, local and organisational protocols and legislation.
- Observe and implement Health and Safety regulations.
- Observe the principals of clinical governance including Caldicott and data protection.
- To develop the role of Pharmacy Technician within community pharmacy.
- Ensure appropriate stock management for the dispensary and retail area including ensuring that recalls, returns and discrepancies are all actioned and documented accurately or is delegated.

### **Physical Skills**

- Standard keyboard skills required for accessing patient records and data entry.
- Developed physical skills required, where there is a need for accuracy, to prepare pharmaceutical materials.
- To maintain a clean, safe environment within the pharmacy at all times

### **Responsibility for Patient Care**

- Ensure all relevant BCL, CHP and CHCP staff and any external stakeholders and patients are aware of any changes being implemented and are prepared to support these changes and reassure patients.
- Ensures compliance with medicines legislation.
- To reduce the number of medicines related problems experienced by patients.

### **Policy and Service Development Implementation**

- To ensure regular updating of personal and service development by attending approved courses.
- To ensure that safe standards of work are followed by all team members
- To identify patients who have problems with their medicines and refer to RP



- To promote new innovative services to support self-care and health and wellbeing of patients
- To follow Standard Operating Procedures.
- Able to provide appropriate advice and follow the sale of medicine protocol within the pharmacy area.
- To promote good practice by ensuring General Pharmaceutical Council Standards, NHS Pharmacy Regulations, Company Standard Operating Procedures and Policies and all other statutory requirements are implemented and followed by staff members.

#### **Responsibilities for Financial and Physical Resources**

- Actively monitor the cost of all stock purchased and alert the Pharmacy team leader when appropriate
- Actively promote the MECC protocol

#### **Responsibilities for Human Resources**

- To supervise and support new starters in all aspects of their work.
- Commitment to continuing professional development for personal development.

#### **Responsibilities for Information Resources**

- To work in a professional manner transferring information in line with Caldicott policies conforming to data protection policies and legislation.
- To be familiar with all aspects of the IT systems to best support dispensing and stock control.
- To manage and maintain IT systems and records securely and accurately in line with Data Protection and Information Governance requirements.

#### **Responsibilities for Research and Development**

- Support research projects conducted across the organisation leading to improved patient care.
- Undertakes surveys as necessary to support project development.

#### **Freedom to Act**

- Accountable for own professional actions, guided by national and local protocols and legislation – can seek advice from senior pharmacist.
- To contribute to the development of protocols for new services and project work.
- A Pharmacy technician must notify the employing organisation if they cease to be registered with the General Pharmaceutical Council.
- A registered Pharmacy Technician is expected to act at all times in accordance with the Code of Ethics laying out the accepted standards.
- To be guided by Standard Operating Procedures and good practice.
- To abide by professional ethics, standards and guidance of the regulatory body.
- To manage own workload, undertaking work independently within specified guidelines.



## **EFFORT AND ENVIRONMENT**

**Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g. average over a day, a week, a month or a year**

### **Physical Effort**

- Combination of sitting, standing, walking, light physical effort – walking between locations, occasionally carrying heavy boxes, driving frequently between locations of work during the day.
- Word processing for a substantial period of time.

### **Mental Effort**

- A high level of concentration is needed for a substantial period of working time with the occasional requirement for periods of intense concentration especially when: dealing with any part of the dispensing process.
- Unpredictable working pattern, interrupted by urgent requests for advice.
- Need to manage a variety of workloads. Will have pressures of urgent deadlines.

### **Emotional Effort**

- Occasional exposure to traumatic circumstances.
- Distressed patients / carers due to medication issues, working with terminally ill and substance misuse patients.
- May have to deal with people with challenging behaviour who may be resistant to medication changes due to language barriers or other barriers to understanding.
- Potentially exposed to direct aggressive behaviour from patients / clients / relatives / carers / GPs / staff and pharmacists.

### **Working Conditions**

- Continuous use of VDUs throughout the working day.
- Infrequent requirement to travel between locations.
- Occasional exposure to unpleasant working conditions, need to adapt to a variety of conditions and computer systems.
- Potential for exposure to verbal aggression.



**PERSON SPECIFICATION –Pharmacy Technician**

	Essential	Desirable	How assessed
<b>Qualifications</b>			
Pharmacy Technician, BTEC in Pharmaceutical Sciences or equivalent	X		Application form and interview
GPhC Technician Registered	X		
Evidence of on-going continuing personal learning / professional development	X		
Completion of additional qualifications or ability to study towards		X	

	Essential	Desirable	How assessed
<b>Knowledge</b>			
Demonstrate basic clinical understanding of drug use	X		Interview
Awareness of law and good practice relating to storage and handling of pharmaceuticals	X		
Thorough working knowledge and understanding of the dispensing process and services within community pharmacy	X		
Knowledge of Clinical Governance and of the concepts of clinical effectiveness and a commitment to evidenced based practice	X		
Knowledge and understanding of the BNF, Drug tariff and MEP	X		
Knowledge of GPhC standards	X		
Knowledge of pharmacy computer systems	X		
Thorough theoretical and practical knowledge of dispensing process, preparation and sale of medicinal products	X		
Knowledge and understanding of standard operating procedures	X		
	Essential	Desirable	How assessed

<b>Experience</b>			
Experience in the dispensing process and preparation of medicinal products	X		Application form and interview
Experience of working in a team including supervising and supporting other team members	X		
Experience of pharmacy work plans, stock control and service delivery	X		



Audit and project work		X	
Memberships of appropriate groups, organisations etc.		X	
Cash handling and till operation	X		

	Essential	Desirable	How assessed
<b>Personal Attributes</b>			
Self-motivated with ability to work without supervision and as part of a pharmacy team	X		Application form and interview
Good organisational skills, ability to work to tight deadlines	X		
Good analytical skills	X		
Good interpersonal skills including persuasive, motivational, negotiating and training skills	X		
Excellent written and verbal communications skills including consultation skills	X		
Computer literate knowledge of Microsoft word, excel, outlook and EPOS	X		
Ability to use computer applications for data analysis and presentation and have good numerical skills	X		
Ability to work under pressure	X		
Demonstrated good problem solving skills	X		
Professional attitude	X		

Job Holder signature ..... Date .....