

**PERSON SPECIFICATION – Dispenser/Pharmacy Technician**

Category	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>NVQ Pharmacy Services Level 2 or 3 or hold an equivalent qualification.</li> </ul>	<ul style="list-style-type: none"> <li>Registered Pharmacy Technician with the Royal Pharmaceutical Society (or eligible to register).</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Evidence of Continual Professional Development and commitment to lifelong learning.</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in a primary care setting.</li> </ul>
<b>Attitudes</b>	<ul style="list-style-type: none"> <li>Work calmly under pressure to meet deadlines.</li> <li>Proficient in time management.</li> <li>Conscientious and pays attention to detail.</li> <li>Self-starter.</li> <li>Flexible and proactive attitude.</li> <li>Enthusiasm for the role.</li> <li>Able to work as part of a team.</li> </ul>	
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Excellent verbal and written communication skills.</li> <li>Demonstrable teamwork skills.</li> <li>Very good interpersonal skills.</li> <li>Demonstrable motivation.</li> <li>Problem solving skills.</li> <li>Proficient in the use of computerised systems (Microsoft Word and Excel) to a level to enable the production of high standard of work.</li> <li>Demonstrate an understanding of the data protection act and patient confidentiality, clinical and information governance and Caldicott requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of SystemOne.</li> </ul>

## JOB DESCRIPTION – Pharmacy Technician

**Job Title:** Dispenser/Pharmacy Technician (Medicines Management Team member)  
**Reports to:** Clinical Pharmacist  
**Accountable to:** Practice Manager

### Job Summary

We are seeking an enthusiastic and forward-thinking team member to join our practice. Working alongside our Clinical Pharmacists, you will be the point of contact for all medication queries. You will develop positive relationships with patients, local pharmacies, local hospital and clinics and support other teams within the practice with your specialist knowledge. To continually improve performance and adhere to Care Quality Commission standards.

**Working for Brook Square Surgery is an exciting opportunity to develop your career in the NHS where there is always potential for career progression.**

Contact us on 01723 380651 or email [hnyicb-ny.dqt-b82088@nhs.net](mailto:hnyicb-ny.dqt-b82088@nhs.net) to find out more.

### Duties and Responsibilities

The post holder will:

- Update patient records with medication information received from secondary care.
- Complete daily tasks including prescription requests and pathology results.
- Liaise with clinicians and administrative staff to resolve medicine-related queries.
- Help patients with medication adherence.
- Communicate effectively with the colleagues, patients and other professionals using a range of techniques to determine their needs and keep information confidential.
- Work as a part the Medicines Management Team to develop safe, effective and efficient systems for repeat prescribing.
- Provide support in the clinical aspect of shared care protocols and liaise with specialist pharmacists for more complex patients.
- Assist with medication safety monitoring systems (e.g. high-risk drugs).
- Assist the clinical and management team with data analysis of prescribing behaviour in line with NICE guidance and local clinical commissioning directives.
- Monitor practice prescribing and adherence to practice, local and national prescribing policies.
- Carry out medicine optimisation tasks including effective medicine administration (e.g. reviewing inhaler technique), supporting medication reviews and medicines reconciliation post-discharge and other transfers of care and synchronising medicines for patient transfers between care settings and linking with local community pharmacists.
- Provide 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.
- Assist with the development and implementation of systems to ensure safe and effective monitoring of high-risk medication.
- Assist Clinical Pharmacists with any searches, data collection and medication safety tasks.
- Provide training and support on the legal, safe, and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Increase the uptake of Electronic Repeat Dispensing (eRD).
- Implement changes to medication that result from CAS/MHRA alerts, product withdrawal and other local/national guidance.

### Core Competencies

### **Communication**

- Build good relationships with the practice team and other prescribers and health care professionals (e.g., GPs, community pharmacists, district nurses etc.) to facilitate patient care.
- Communicate effectively with the patient, relatives, carers and all members of the healthcare team.
- Counsel patients appropriately when new medication started.

### **Planning and Organisation**

- Plan and prioritise daily and weekly workload, raising concerns as needed to the Clinical Pharmacists.

### **Clinical Governance and Safety**

- Be aware of and comply with, employment legislation and codes of good practice.
- Be aware of, and comply with, all company and practice infection prevention and control policies.
- Report any significant events within the time frame set out in the company policy.

### **Training and Development**

- Responsible to fulfil mandatory continual professional development (CPD) requirements.
- Complete in-house statutory and mandatory training.

### **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.
- 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.

### **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, the practice Health & Safety manual, and the practice Infection Control policy and published procedures.

This will 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.
- Actively reporting of health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role.
- Undertaking periodic infection control training (minimum annually).
- Reporting potential risks identified.

### **Core Competencies**

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, including:

- Acting in a way that recognises the importance of patient rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Accept the rights of individuals to choose their care providers, participate in care and refuse care.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcomes individual, is non-judgmental and respects their circumstances, feelings and rights.

### **Personal/Professional Development**

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such as:

- Participation in an annual individual Appraisal and Development Review, 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.
- This role is a developmental position, the jobholder will be encouraged to increase personal and business skills.

### **Quality**

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Reflect on own performance and identify opportunities for development.
- Work effectively with individuals in other agencies to meet patient needs.
- Effectively manage own time, workload and resources.

### **Carry out any other duties as reasonably required by the Practice Manager.**

*This is not intended to be an exhaustive list of responsibilities, and it is expected that you will participate in a wide range of activities.*

### **Changes & Obligations**

This job description is intended as a guide to the duties and responsibilities of the pharmacy technician and should not be regarded as a complete list of those requirements under the 'written statement of the main terms and conditions of employment'. The contents may be amended from time to time, subject to developing service needs.