1. JOB DETAILS

Job Title: Senior Clinical Pharmacy Technician

Responsible to: Lead Pharmacist, Community Pharmacy

Department & Base: BGH Pharmacy

Date this JD written/updated: Sept 2015/Jan 17

Job Reference Number: PHAR204

2. JOB PURPOSE

- To be an effective member of the pharmaceutical care team within NHS Borders
- To facilitate the development of an integrated approach to pharmaceutical care between secondary and primary care pharmacy services to address individual patient needs and ensure safe and effective medicines management at discharge
- To organise the collection and analysis of discharge data and to lead prescribing audits as directed by the Lead Pharmacist.
- Work as part of the multi-disciplinary team in order to promote safe and effective patient discharge from Borders H&SCP in-patient areas into the community, supporting safe medicines management across settings
- Support the Lead Pharmacist implementing Prescription for Excellence.

3. ORGANISATIONAL POSITION

4. SCOPE AND RANGE

NHS Borders Pharmacy service handles medicines to the value of £5m and makes over 260,000 transactions each year. The pharmacy service manages a annual prescribing budget of around £30M.
The Senior Clinical Pharmacy Technician will be responsible for the provision of a specialist Service; managing training and assessing staff, and developing and maintaining a specialist area in line with the overall needs of NHS Borders Pharmacy Service

- Responsible to the Lead Pharmacist Community Pharmacy and working closely with the Lead Pharmacist for Medicines Utilisation and Planning. Responsible for pharmaceutical support to patients receiving social care input to support them with their medicines across Borders H&SCP. This involves regular liaison with Social Care Managers, Pharmacy staff and Prescribers.
- Reviews using the COUNT or other validated tools and supporting discharge processes within BGH and community hospitals
- To audit, monitor, review and report on the impact of prescribing initiatives on pharmaceutical care.

**OUR VALUES IN ACTION**
- Care and Compassion
- Quality and Teamwork
- Dignity and Respect
- Openness, honesty and responsibility

### 5. MAIN DUTIES/RESPONSIBILITIES

#### KEY RESPONSIBILITIES:

**Pharmaceutical Care**
- To influence optimal prescribing to patients receiving social care medicines support across Borders H&SCP and support safe and effective medicines management at a clinical level
- To communicate effectively as part of a clinical multidisciplinary team providing professional advice and expertise to Health and Social Care colleagues to ensure maximise treatment outcomes and minimise medicines-related risk and waste, through medication review and clinical audit within agreed protocols
- Develop and implement innovative approaches to pharmaceutical care in patients receiving social care medicines support across Borders H&SCP.
- To provide analysis and presentation of appropriate audit, activity, financial and usage data related to patients receiving social care medicines support.
- To prepare and present reports for the pharmacy management team.
- To facilitate best value for money for prescribing and medicines management to patients receiving social care medicines support.
- To continually monitor any savings accrued during care planning
- To maintain a clinical caseload involving
  - Assessment of patients ability to manage their medicines post discharge, which may include assessment and provision of specialist equipment such as MAR charts
  - Organise and interpret test results, within defined protocols and liaising with the pharmacist where necessary, and subsequently advise patient, doctor or social work team on interventions and alterations to drug therapy and Social care visits.
  - Development and delivery of a pharmaceutical care plan for to patients receiving social care medicines support with measurable outcomes
  - Monitoring, reviewing and adjusting of the pharmaceutical care plan, liaising with the pharmacist as necessary, to facilitate achievement of treatment goals
  - Facilitation of safe and effective collaborative care.

**Education and training**
- Identify training needs and assist in the delivery of training for nursing, medical staff and pharmacy staff related to pharmaceutical care services and support colleagues in the development of training packages to meet these needs
- Update current skills and knowledge in relevant practice areas as required
  - Participation in departmental continuing personal development programme
  - Participate in any internal or external courses, meetings, conferences as appropriate
  - Maintenance of competency in appropriate professional activities

- Compliance with Borders H&SCP Health and Safety Policies
- Assist in the maintenance and update of departmental policies and procedures as appropriate

**Other Duties**
- Deputise for Lead Pharmacist in issues related to clinical pharmacy services when appropriate
- Participate in weekend/holiday/evening/late night rotas in Borders General Hospital as required.

**Quality, Audit and Research**
- Participates in and undertakes research projects relating to pharmaceutical care services.
- Co-ordinates the analysis and presentation of appropriate quantitative and qualitative data.
- To develop, implement and audit Borders H&SCP prescribing and medicines management strategy, policies and work programme, ensuring that these comply with the Medicines Act and Misuse of Drugs Act
- Plan, prepare and present reports, some of which will be at Area Pharmaceutical Committee (APC) and Board level.
- Evaluation of studies relevant to clinical pharmacy technician services in order to utilise in practice.
- Contributes to multi-disciplinary projects
- Provides research evidence for members of the Health and Social care teams to promote clinical effectiveness.
- Develops and maintains protocols and policies based on research.
- Develops and audits standards as appropriate, and facilitates others in applying relevant findings to practice.
- Establish and maintain links by liaising with other professionals from within and outside the hospital to share best practice and promote excellence.

**6. SYSTEMS AND EQUIPMENT**
- Must be computer literate in Microsoft Word, Excel, Outlook, PowerPoint and must be able to retrieve information from internet software, medical literature search engines and e-library in order to provide written material to support information provided to healthcare staff and patients as detailed in part 5.
- Must be able to use the systems used by Borders H&SCP.
- Must be able to interpret prescribing data provided by the Information and Statistics Division, Edinburgh, in the form of PRISMS (Prescribing Information Systems) to produce a comprehensive report for Practices.
- Should have a good understanding of the General Medical Services (GMS) contract, Community Pharmacy contract and Social Care contracts.
- Should be able to use other office based equipment in order to facilitate the dissemination of information; e.g. computers, printers, photocopier, telephone systems and data projectors, all of which vary between work locations.

Should be able to use clinical equipment and pharmaceutical devices where necessary in the clinical environment.
7. DECISIONS AND JUDGEMENTS

Will require to make decisions and judgements related to:
- The development and implementation of Borders H&SCP prescribing, administration and supply policies and guidelines
- The analysis, interpretation and presentation of audit, activity, financial and usage data.
- Communication of policies and guidelines to the Health and Social Care team.
- Medicines management and pharmaceutical care for individual patients

Contributes to pharmacy management team in strategic planning.

Works mostly self directed in accordance with objectives agreed by Pharmacist colleagues

Is a Senior member of staff in the department and organises, attends and participates in meetings in the department and on a national and regional basis

8. COMMUNICATIONS AND RELATIONSHIPS

- Frequently communicates with the Health and Social Care team regarding the optimal pharmaceutical care of individual patients. This involves conveying scientific and clinical information, which may occasionally be of a contentious nature. The multidisciplinary team consists of General Practitioners, community pharmacists, community psychiatric nurses, social work staff, carers, visiting consultants and ancillary staff.
- Communicates with other relevant health and social care staff about drug changes, altered or discontinued medications etc;
- Liaise with patients regarding pharmaceutical care assessments and to provide individual medicines counselling.
- Liaise with local community pharmacist(s) to promote integrated approaches to pharmaceutical care.
- Liaise with Health and Social Care staff when carrying out audit and research projects.
- Present verbal and written reports at meetings when appropriate
- Should carry out domiciliary medication reviews with patients and carers and support and advise them in their use of medicines
- Should communicate with other relevant health and social care staff about drug changes, altered or discontinued medications etc;
- Communication is face to face, email, fax, telephone or written

9. PHYSICAL & EMOTIONAL DEMANDS OF THE JOB

- The nature of the post is peripatetic. Whilst the post holders visit their work base regularly they will have to be flexible and adaptable, sometimes changing workstations several times during the working day due to space pressures. This involves obvious stresses and challenges.

- Movement between work bases requires carriage of relevant folders, paperwork, and laptop on a regular basis from office to car to home and to work placements and the weight of items carried often amounts to 12 to 14 kg.

- There is a regular need to drive safely throughout Scottish Borders to carry out practice-based work/audit and to hold/attend meetings, sometimes outside normal working hours.

- The post holder could spend the larger part of the working day using a computer screen and/or medical notes to gain necessary information, with working patterns interrupted by various health and social care professionals and patients seeking prescribing advice.
- Time management is complex due to the diverse pressures and demands from a wide spectrum of personnel.

- Emotional effort is required in dealing directly with patients, carers and relatives in implementing medication changes and reviews. It is also required in influencing the prescribing practice of a range of prescribers including independent practitioners, to diplomatically resolve differences of opinion with health and social care staff, presenting potentially unpopular and challenging prescribing data with the aim of negotiating a change in prescribing behaviour or social care support activities.

- Stress due to patient/carer/relative demand and expectations

- Exposure to distressing circumstances e.g. terminally ill or aggressive patients.

- Issues of personal safety, especially in domiciliary settings.

### 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

**Negotiation with prescribers:**
Negotiating with Prescribers, Social Care staff, community pharmacists, patients and their families in particular to reach a consensus of opinion on important clinical decisions involving change, some of which can be contentious.

**Mental Effort**
Required for the majority of the working day in, for example, answering queries from Health and Social Care staff, analysing data, analysing clinical records, reading and understanding scientific papers, contributing to meetings, writing protocols/guidance relating to medicines, maintaining and utilising up-to-date clinical knowledge to effect change.

**Time management:**
Prioritising workload and achieving rapid recall of on-going work when moving between several sites spread over a considerable geographical area each week.

**Isolation from other members of the pharmacy team**
Because of the large rural area of the Borders communication has to be by email or telephone which is time consuming but crucial to maintain contact. Regular team meetings help in resolving some of this. Working closely with the integrated Health and Social Care team is crucial in meeting objectives, as well as medicines management and prescribing support objectives, whilst making the most efficient use of available resources.

**Communication with patients**
Explaining the reasons for cost and safety driven medication changes in a sensitive and empathetic manner and responding to concerns appropriately. Required to counsel patients and their carers on wide-ranging medication related issues, from adverse effects to medication changes, which may be needed for various reasons including difficulties with supply/drug withdrawals, drug stability and addiction issues.

This job description is not definitive and may be subject to future amendments following negotiation and consultation.
### 11. PERSON SPECIFICATION

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<th><strong>Essential</strong></th>
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<tr>
<td><strong>Qualifications</strong></td>
<td>Experience in both hospital and community pharmacy</td>
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<td>- Pharmacy Technician qualification as follows: BTEC in Pharmaceutical Sciences National Certificate in Pharmaceutical Sciences, N/SVQ Level 3 in pharmaceutical science, Modern Apprentice Pharmacy Technician or equivalent recognised qualification; HNC or equivalent experience</td>
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<td>- Recognised Dispensary Checking Technician certificate or able to obtain within a year</td>
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<td>- Relevant post-qualification experience covering all areas of pharmacy practice, including dispensing and clinical work equivalent to degree level</td>
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<td>- Evidence of ongoing continuing personal learning / professional development</td>
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<td>- Specialist clinical and / or technical knowledge relating to the service to be managed.</td>
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<td>- Registration with General Pharmaceutical Council as pharmacy technician</td>
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<td><strong>Knowledge</strong></td>
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<td>- Specialist knowledge of medicines use in current area of work encompassing both clinical and pharmaceutical knowledge</td>
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<td>- General knowledge of technical aspects of pharmacy including purchasing and distribution, dispensing and patients own drugs, MAS and chronic medication service</td>
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<td>- Knowledge of legislation, and pharmacy law and ethics in relation to the service to be managed.</td>
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<td>- Knowledge of clinical governance, medicines management, risk management, health and safety and the wider health service.</td>
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<td>- Knowledge of National and Borders H&amp;SCP’ policies and procedures and a detailed knowledge of pharmacy policies and procedures, including safe and secure handling of medicines</td>
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<td>- Patients Own drugs (POD) schemes</td>
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<td>- Experience of prescribing support</td>
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<td>- Able to analyse prescribing data</td>
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<td>- Experience of prescribing reviews and audits</td>
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<td>- Previous experience at a supervisory level</td>
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<td>- Knowledge and understanding of the Drug Tariff and impact on prescribing costs</td>
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<td>- Experience of Pharmaceutical Care assessments</td>
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<td>Key Skills and Abilities</td>
<td>Additional Skills</td>
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<td>Excellent written and oral communication particularly in relation to key messages, report writing, presentations and liaison with patients</td>
<td>Medicines Information experience</td>
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<td>Highly developed interpersonal skills; persuasive, motivational, negotiating and influencing change</td>
<td>Ability to use databases</td>
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<td>Ability to apply specialised clinical knowledge to practical situations</td>
<td>Familiarity with clinical computer systems</td>
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<td>Critical and structured approach to decision making</td>
<td>ECDL qualification or equivalent knowledge</td>
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<td>Computer literate in Word, Excel, PowerPoint, email and internet</td>
<td>Ability to take sole responsibility for arranging and co-ordinating meetings and liaison with a significant number of personnel to agree changes</td>
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<td>Organisational and time management skills</td>
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<td>Able to plan and prioritise own workload which may involve working across a number of sites.</td>
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<td>Ability to lead and motivate others.</td>
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<td>Ability to work independently without daily supervision and effectively as part of a multidisciplinary team</td>
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<td>Advanced numeracy skills</td>
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<td>Professional attitude</td>
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<td>To be able to re-assess and prioritise work daily to be able to incorporate extra work as it arises or is requested by other members of the Multi-Disciplinary Team</td>
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<td>To be able to problem solve effectively and accurately to obtain the best result.</td>
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TERMS AND CONDITIONS

Grade and salary: Band 5: £22,440-£29,034 per annum

Hours of work: 37.5 hours per week, Fixed Term for 1 year

Annual leave: 27 days per annum
Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbooks.

Public Holidays: 8 days per annum on dates designated by NHS Borders
Details of other types of leave entitlement (such as sick leave) are set out in the Agenda for Change handbook.

Superannuation: The post-holder is entitled to join the NHS superannuation pension scheme.

If Unsuccessful:
If you have NOT heard from us within 4 WEEKS of the closing date, then we regret that your application has not been successful on this occasion. However, we appreciate your interest in working with NHS Borders and your time and effort in completing the application form. We would welcome your application for future posts.

Equal Opportunities:
In NHS Borders, we believe that all staff should be treated equally in employment. We will not discriminate against any member of staff, or job applicant, on grounds of

- age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.
- Trade Union membership.

Disclosure checks:
We carry out criminal record checks on new staff who fall within certain staff groups within NHS Borders, through Disclosure Scotland. We send out Disclosure Forms to all shortlisted candidates for these staff groups, and ask for these to be completed and returned at interview. If a successful-at-interview candidate forgets to bring their completed form to interview, then they will be required to return the form (and proofs of identity) within 7 days, otherwise the provisional job offer will be withdrawn. Unsuccessful candidates forms will be shredded.

The Rehabilitation of Offenders Act does not apply to this post.

Tobacco policy:
We have a Tobacco policy in place. When selecting staff, we do not discriminate against applicants who smoke, but staff must observe our policy on smoking.

Hepatitis B:
We offer Hepatitis B immunisation through our Occupational Health Service (OHS). If you think you may be at risk of contracting Hepatitis B through your job, you should ask for this immunisation at OHS.

If your work involves exposure-prone procedures, you must keep to the document “Protecting Health Care Workers and Patients from Hepatitis B”, and the NHSiS Management Executive Directive on this issue. You must be immune to Hepatitis B, and if you cannot prove that you are immune, OHS will investigate to find out whether you are Hepatitis B positive or not.
Health and Safety at Work:
You must look after the health and safety of yourself and anyone else who may be affected by what you do at work. You must also co-operate with us to make sure that we keep to legal and organisational safety regulations. You can get more information from the NHS Borders’ Health & Safety Adviser.

The closing date for completed application forms is: 5pm on Wednesday 1 November 2017

Interviews will be held on Tuesday 14 November 2017