

Join us at UHB



Building healthier lives

Welcome from our CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act

We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Chief Executive Officer

JOB DESCRIPTION

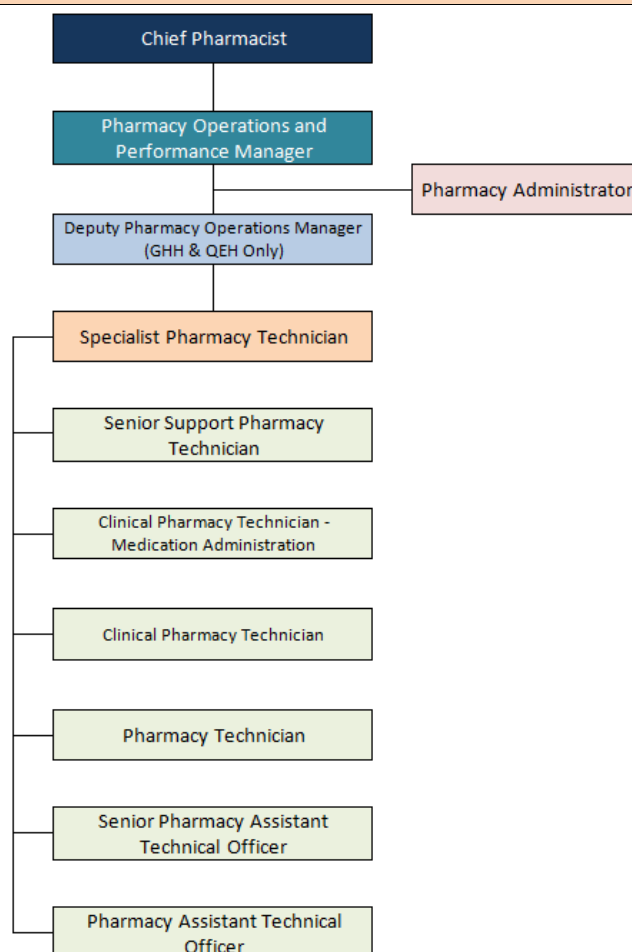
Job Title	Specialist Pharmacy Technician -Dispensary and Medicines Optimisation Services
Pay Band	6
Department	Pharmacy
Division	1
Reports to	Deputy Pharmacy Operations Manager
Professionally Responsible to	Chief Pharmacist

JOB SUMMARY

The post holder will be responsible for delivering a high standard of clinical care to patients within University Hospitals Birmingham NHS Foundation Trust (UHB), through the provision of a safe and effective clinical medicines optimisation service.

The post holder will be involved in the administration of medication as well as providing a range of clinical pharmacy services in accordance with Trust guidelines and procedures.

TEAM/DEPARTMENT STRUCTURE CHART



KEY RESPONSIBILITIES

1. OPERATIONAL MANAGEMENT

- 1.1. To lead, motivate and supervise a team of registered and support staff, ensuring regular and effective communication.
- 1.2. To plan and coordinate the department's work, including prioritising and reprioritising activities to respond to changing circumstances, allocating and providing sufficient resources and support.
- 1.3. To monitor the service against agreed plans and to take prompt corrective action when improvements are identified, alerting the Deputy Pharmacy Operations Manager to any issues.
- 1.4. To monitor the level of customer service ensuring that feedback is acted upon.
- 1.5. To ensure security of medicines and compliance with all legislative requirements and organisational medicine management policies, procedures and protocols taking corrective action where necessary.
- 1.6. To ensure all Hazard recalls/Drug alerts issued by MRHA and NHSE are dealt with in the dispensary and at ward level promptly and appropriately in accordance with procedures.
- 1.7. To ensure all pharmacy records are maintained in accordance with organisational policies, procedures and statutory requirements.
- 1.8. To support the management of patient services in coordinating daily, late night, weekend, and bank holiday rosters.
- 1.9. To take appropriate action to deal with operational issues within the dispensary and medicines optimisation team on a day to day basis as required e.g. staff shortages, complaints, organisation of workload and any other unplanned events, to ensure continuity of service to the area.
- 1.10. To ensure security of medicines and compliance with all legislative requirements and organisational medicine management policies, procedures and protocols taking corrective action where necessary.
- 1.11. To manage the technical/non-technical work and be responsible for the specialist functions of own pharmacy areas, taking responsibility for solving complex problems and dealing with a broad range of non-routine issues, which are often unpredictable.
- 1.12. To input and maintain accurate computer and register records for unlicensed drugs and named-patient medication according to departmental procedures. Ensure that where necessary dispensary staff members have contacted the Quality Control team to check suitability of use for unlicensed items.
- 1.13. Take lead responsibility for ensuring all dispensary and medicines optimisation services staff are trained and updated in the handling, preparing and disposing of all pharmaceuticals, inflammable material and hazardous waste held within the department.
- 1.14. To ensure quality-monitoring systems are applied and results are to agreeable standards.
- 1.15. To be responsible for the appraisal and development of dispensary and medicines optimisation services staff according to departmental structure.
- 1.16. To provide support to the Deputy Pharmacy Operations Manager, deputise in their absence and update on any relevant issues relating to the provision of patient services.

2. PATIENT SERVICES

- 2.1. To work in the dispensary to maintain core skills when required to facilitate the 'Fast tracking' of medicines required for all wards and departments and when taking part in late night, weekend and Bank Holiday rosters.
- 2.2. To interpret and dispense medicines for inpatient, discharge, and outpatient prescriptions, ensuring the work is carried out accurately, safely and efficiently following current departmental procedures.
- 2.3. To dispense prescriptions for extemporaneously prepared items. This includes the preparation and manufacturing process involved following protocols and procedures for each specific product.
- 2.4. To provide counselling to patients on how to take their medication and supply information as requested to improve patient's understanding of their treatment and importance of concordance. Respect the patient's confidentiality and the sensitive nature of the information. To confirm the patients understanding and employ appropriate communication techniques to achieve this.
- 2.5. To accurately supply and dispense controlled drugs (on request from clinical areas and discharge / outpatient prescriptions) in accordance with departmental procedures and relating legislation regarding record keeping, storage and transportation of controlled drugs.
- 2.6. To maintain and replenish out of hours emergency supplies by issuing medicines to the appropriate wards. Carrying out daily stock checks to identify items taken, recording and monitoring the refrigerator temperatures to ensure storage conditions are within the defined parameters. Replace short dated medicines where appropriate to minimise wastage.
- 2.7. To answer the telephone promptly and politely where appropriate throughout the working day;
 - To deal with queries and respond to them promptly.
 - Relaying complete and accurate information.
 - Recognising self-limitations and referring to appropriate person.
- 2.8. To conduct reception duties when required during the day in a polite, pleasant and professional manner to receive and issue prescriptions in accordance with departmental procedures.
- 2.9. To identify stock shortages and place orders communicating with buying office staff regarding urgency and availability.
- 2.10. To take action to ensure outstanding medication orders to wards or patients are followed up and supply made within a suitable time frame. To refer to a senior person where long term delays are identified and get advice on appropriate action to be taken.
- 2.11. To issue leeches to clinical areas that requires special handling techniques;
 - Preparing the nutritious solution as per protocols
 - Placing the leeches into this solution and sealing the container.
 - Monitoring their well-being and storage conditions on a daily basis.
 - Ordering replacement stock when required.

- Follow the dispensing process as per procedures.

- 2.12. To order maggots for individual patients and ensure they are dispensed immediately. Contact the clinical area to ensure a prompt collection.
- 2.13. To take appropriate daily action to ensure medication requiring delivery is sent to individual patients using a suitable method e.g. registered post, courier. Give consideration to safe transportation of medication, storage requirements urgency and cost effectiveness.
- 2.14. To act as an 'Accredited Checker Technician' under a nationally recognised accuracy checking technician framework. To perform a final accuracy check on dispensed items against prescriptions and controlled drug requisitions. To show continuous competency in checking accurately and safely.
- 2.15. To support the Deputy Pharmacy Operations Manager in quality assurance to maintain the pharmacy licenses e.g. GPhC premises registration.

3. MEDICINES OPTIMISATION SERVICES

- 3.1. To be responsible for the medicines optimisation duties undertaken by Clinical Pharmacy Technicians on wards/units within the Trust and under SLA's. To participate in the delivery of those services where necessary.
- 3.2. To carry out all activities as deemed appropriate to the needs of the patient in agreement with the ward pharmacist and in accordance with Trust SOPs. Any issues which do not fall into the scope of this role e.g. clinical queries will be referred to a Pharmacist.
- 3.3. To Interpret and review electronic or paper prescriptions to ensure that the information is clear and unambiguous with regard to the drug, dosage etc. Annotating additional instructions to improve clarity or compliance where appropriate.
- 3.4. To ensure that there is no therapeutic duplication, omission, unnecessary or contra-indicated medication prescribed, referring to the Pharmacist where appropriate.
- 3.5. To organise and maintain the patient specific supply of medicines working closely with Pharmacists, Pharmacy Technicians and Assistants and other pharmacy colleagues.
- 3.6. To be responsible for assessing and authorising for use or destruction as appropriate patients own drugs bought into hospital following Trust SOP's. Seeking the patient's written consent for the reuse or safe destruction of their medicines before taking action.
- 3.7. To assist the Pharmacist in obtaining an accurate patient drug history using a variety of information sources e.g. interview, patients notes, contacting GP, nursing homes etc.
- 3.8. To endorse prescription charts with information regarding medication supply or additional information as appropriate.
- 3.9. To accurately transcribe patient specific medication required including dosage instructions.
- 3.10. To check each patients individual drug locker and in accordance with Trust SOPs to ensure they contain appropriate medication as prescribed.
- 3.11. To check adequate stock drugs supplies are available at Ward level taking into account prescribing variances.
- 3.12. To carry out dispensing in ward areas using medication stored at ward level for inpatient or discharge use, taking action to replenish stocks used.

- 3.13. To support self-administration schemes where operational (as per Trust SOPs), including; patient counselling, involvement in patient assessment, risk assessment, obtaining patient consent, compliance with legal requirements for medicine storage and administration and appropriate record keeping.
- 3.14. To continually work to improve patient concordance to prescribed medication. Assessing patient's needs and assisting them by use of information and compliance aids to take the correct medication in the prescribed dose at the right time.
- 3.15. To monitor and take appropriate action to ensure the efficient transfer of medication with patients as they move beds or wards.
- 3.16. To take action to ensure that once prescribed discharge medication is supplied to patients on their designated wards in a timely and efficient manner.
- 3.17. To provide a range of information to Medical Staff, Nursing Staff and other Healthcare Professionals regarding medication and Pharmacy related issues.
- 3.18. To participate in the collection and recording of data for audit purposes to demonstrate compliance with safe medicines management.
- 3.19. To document details of any medicine related interventions made by self and ensure action taken is recorded in accordance with Trust SOPs.
- 3.20. To ensure unlicensed and high cost drugs are prescribed in accordance to Trust policy, and correct information is documented.
- 3.21. To monitor and be vigilant for usage of potential drugs of abuse, including reviewing usage of such drugs on a monthly basis, in line with trust policy.

4. STRATEGY

- 4.1. To work with the Pharmacy Senior Management Team in planning the strategic development of pharmacy specialist services. All sections of operational policies, incorporating protocols and guidelines apply.
- 4.2. To participate in pharmacy objectives set by the Trust, the National Patient Safety agency or equivalent body, the Commission for Healthcare Audit and Inspection, the Department of Health (including the Medicines and Healthcare Products Regulation Agency) and others to meet clinical governance targets, develop patient care, improve clinical outcomes and ensure compliance with all standards expected for hospital pharmacy services and the interface between primary and secondary care
- 4.3. To support the development of Trust wide standard operating procedures (SOPs), relating to patient services, which can be implemented across all pharmacy dispensaries and medicines optimisation services in the Trust.
- 4.4. To support the communication of changes in the way the pharmacy service is provided to hospital management, nursing staff, pharmacy staff and patients via formal meetings, presentations, reports and discussion.
- 4.5. To present the pharmacy patient services model or related work undertaken at conferences, meetings etc., actively promoting the service
- 4.6. Actively participate in the delivery of clinical governance accordance with the agreed UHB Strategy, working with senior pharmacy staff and other hospital colleagues.
- 4.7. Actively participate in the development of the pharmacy strategy by regularly putting forward

innovative suggestions for service improvement.

5. FINANCE

- 5.1. To co-ordinate the ordering and receipt of medication held in the dispensary, ensuring cost-effective control and use of stock and adequate stock levels are maintained and regularly reviewed. Take responsibility for obtaining emergency supplies of medication and ensuring that all staff members follow the relevant pathways for the introduction of new and sample medication.
- 5.2. To handle monies in the form of prescription charges on a daily basis, using the cash till according to defined procedures. To establish where there are exemptions from charges and ensure the appropriate evidence is produced and declaration completed.
- 5.3. To participate in the daily rolling stock checks programme by recording and collecting the information required on the forms provided.
- 5.4. To process locum/bank shifts on Allocate and respond to any queries from line managers, staff and UHB+.
- 5.5. To maintain links with senior pharmacy technicians, managers and other pharmacy staff to ensure a cost effective, safe and efficient service.

6. HUMAN RESOURCE MANAGEMENT

- 6.1. To provide day to day management including the planning of rosters for staff within area(s) of responsibility. To hold regular team meetings, conduct regular 1:1s; participate in team meetings, service development meetings, and any other relevant meetings across sites as required.
- 6.2. To work with the Deputy Pharmacy Operations Manager in undertaking recruitment and selection activities.
- 6.3. To support the management of attendance of dispensary and medicines optimisation services staff including sickness and unplanned absences, annual leave and time off in lieu (TOIL), in accordance with the Trust's policies and procedures and in consultation with the Deputy Pharmacy Operations Manager.
- 6.4. To support the development of dispensary and medicines optimisation services staff in providing patient services through appraisals and performance management, in accordance with the Trust's development and review systems.
- 6.5. To ensure all staff are aware of and implement the relevant SOPs for their area of work.

7. RESEARCH AND DEVELOPMENT

- 7.1. Perform audits to improve and develop the dispensary and medicines optimisation services including workloads, patient waiting times, and wastage.
- 7.2. To support, plan, and conduct projects and research and development related to patient services with the agreement of the Deputy Pharmacy Operations Manager.
- 7.3. To provide support in collecting, monitoring, evaluating data and present reports on relating to patient services.
- 7.4. To support the recommendation, implementation and monitoring of processes to reduce medication wastage.

- 7.5. To work with the Deputy Pharmacy Operations Manager to identify, develop and implement new ways of working to improve service delivery.
- 7.6. To be actively involved in service development by attending appropriate meetings as requested by the Pharmacy Senior Management Team.
- 7.7. To participate in the collection and recording of data for audit purposes to demonstrate compliance with safe medicines management.
- 7.8. To present results of audit or practice research at pharmacy or multi-disciplinary forums.
- 7.9. Dispensing unlicensed products / high cost drugs and completing all relevant documentation such as disclaimer forms or finance approvals have been signed in accordance with Trust policy and contacting the doctor where necessary.
- 7.10. Undertake surveys and routine audits of own work as and when required.
- 7.11. To facilitate the dissemination and return of Trust wide staff surveys.

8. EDUCATION AND TRAINING

- 8.1. To ensure the training needs of dispensary and medicines optimisation services staff are met by co- coordinating/delivering suitable training of the standard required to enable them to safely and confidently perform their duties.
- 8.2. To support the delivery of training to all staff within the remit of dispensary and medicines optimisation services and any other staff affected by service change.
- 8.3. To plan and deliver (or delegate) nurse training sessions for affected by dispensary and medicines optimisation services related changes in the delivery of the pharmacy service.
- 8.4. To provide training and information to other Trust staff affected by service change for example practice development Nurses, ward administrators, medical staff.
- 8.5. To provide relevant training and information to Pre-registration Pharmacists, Pharmacists, Pharmacy Technicians and Assistant Technical officers.
- 8.6. To be responsible for supporting dispensary and medicines optimisation services staff in completing in-house competency based training necessary for their role.
- 8.7. Work with the Lead Technician, Education, Development and Training to make recommendations and take an active part in the development of training programmes to enhance the training of dispensary and medicines optimisation services staff.
- 8.8. Assist with pre-registration pharmacy graduate, undergraduate and vacation student training.
- 8.9. To undertake all relevant personal training to support this role and demonstrate and maintain commitment to CPD and awareness of current issues in pharmacy practice.

9. PROFESSIONAL RESPONSIBILITIES

- 9.1. Provide pharmaceutical guidance to other healthcare professionals as part of a multidisciplinary team to maximise benefit to patient care.
- 9.2. To report any suspected or observed defects in drugs and equipment to an appropriate person.
- 9.3. To have due regard for, and to conform to at all times with the Royal Pharmaceutical Society of Great Britain Code of Professional Ethics.
- 9.4. To have due regard for, and to conform to at all times with the General Pharmaceutical Council

standards for pharmacy professionals.

- 9.5. To maintain professional registration with the General Pharmaceutical Council.

10. OTHER RESPONSIBILITIES

- 10.1. To take responsibility for ensuring own computer transactions are performed accurately to maintain accurate stock levels on the Pharmacy computer system.
- 10.2. To communicate effectively with other members of the Pharmacy team to ensure a high quality of pharmaceutical service is achieved.
- 10.3. To attend departmental meetings to contribute to improvements in service delivery in respect to technical pharmacy roles. Keep up to date in current trends and knowledge via journals, websites and attending meetings.
- 10.4. To comply with requirements of statutory regulations, including Medicines Act, Misuse of Drugs Act and Regulations, Health and Safety at Work Act, COSHH etc. and local operating procedures to ensure that the work is to a high standard.
- 10.5. To follow Trust procedures for handling complaints and refer to the Pharmacy Senior Management Team when required.
- 10.6. To use office equipment e.g. desktop computer, printer as photocopier, appropriately.
- 10.7. To participate in late night, weekends and Bank Holiday rosters.
- 10.8. To maintain the security of the department at all times.
- 10.9. To be aware of and adhere to departmental and Trust procedures and policies at all times.
- 10.10. To adhere to Trust and departmental uniform and dress code policies.
- 10.11. To carry out any other daily duties relevant to the post that may be required as necessary e.g. housekeeping duties, filing, tidying.
- 10.12. Be responsible for confidentiality in line with Trust policy and procedures. Shred and destroy confidential documentation in line with Trust policy.

This job description is not intended to be a complete list of duties, but is expected to act as a guide to the main areas of key responsibility.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post. There may be a requirement to travel to other sites within the UHB organisation.

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: December 2021

PERSON SPECIFICATION

JOB TITLE: Specialist Pharmacy Technician -Dispensary and Medicines Optimisation Services	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> GCSEs – Mathematics and English (Grade B/5) and four other subjects including Science (Grade C/4) <p>Or</p> <ul style="list-style-type: none"> GCSEs: Mathematics, English and Science (Grade C/4 or equivalent) and two other GCSEs (Grade C/4) and successful achievement of the pharmacy service skills Level 2 NVQ qualification (or equivalent) <p>Or</p> <ul style="list-style-type: none"> Three A levels, one of which is a relevant science subject and Mathematics B/5 (GCSE or equivalent) <p>Or</p> <ul style="list-style-type: none"> Degree in science or humanities and Mathematics B/5 (GCSE or equivalent) <p>Or</p> <ul style="list-style-type: none"> Level 3 Diploma in Principles and Practice for Pharmacy Technicians <p>Or</p> <ul style="list-style-type: none"> BTEC Level 3 Diploma in Pharmaceutical Science and Level 3 NVQ Diploma in Pharmacy Service Skills <p>Or</p> <ul style="list-style-type: none"> equivalent as defined by the General Pharmaceutical Council 	<ul style="list-style-type: none"> Leadership and Management qualification or equivalent knowledge and experience



<ul style="list-style-type: none"> • Dispensing Accuracy Accreditation, West Midland's scheme or equivalent. • Evidence of Continued Professional Development • Professional Registration with the GPhC • Accredited Checking Technician (National Framework) 	
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Significant post-qualification experience in a hospital setting as a registered pharmacy technician • Significant experience within a hospital pharmacy setting • Experience of the specialist function for area of responsibility • Experience in delivering training and supervision of others • Working under pressure, prioritising work as appropriate to achieve deadlines • Experience of planning workload according to departmental priorities • Knowledge of Good Distribution Practice (GDP), MHRA licensing requirements, COSHH • Demonstrates responsibility for complying with agreed personal development programme to meet set knowledge and competencies • Understanding of clinical governance and its implications for service including quality and audits 	<ul style="list-style-type: none"> • Experience of developing work processes and associated procedures • Experience of undertaking appraisals • Experience in staff management • Experience of chairing meetings • Suitable experience as a Clinical Pharmacy Technician • Knowledge of HR policies and procedures • Knowledge of Medicines Management service at ward level • Full knowledge of the pharmacy supply process from procurement to receipt of drugs at ward level • Knowledge of ward staffing and management structure • Knowledge of drug costs
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Able to or understand and work within Trust policies of data protection, equal opportunities, health and safety and meet differing needs of patients • Reliable and conscientious approach to work • Good communication skills – written, verbal and electronic • Ability to work on own or within a team, able to act as team leader, motivating others. • Able to co-ordinate work flows 	<ul style="list-style-type: none"> • Able to manage sickness absence in accordance with Attendance Management Policy



<ul style="list-style-type: none"> • Able to determine and manage staff working patterns • Ability to check the work of others • Good organisational skills • Ability to accept responsibility for specific work areas • Demonstrate problem solving skills • Demonstrates ability to develop, implement and follow SOPs • Demonstrates ability to be flexible • Participate in the personal development and review systems of staff • Make judgements in involving a range of facts or situations • Accountable for own actions and those of others • Good patient counselling skills • Identify and fulfil training needs • Assist in the recruiting and selection process • Project leadership skills- ability to negotiate and implement 	
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good interpersonal skills • Reliable • Punctual • Self-motivated • Able to manage difficult and stressful situations • Able to recognise limitations of self and job role • Ability to travel to other Trust sites • Flexible to work in accordance with service needs • Committed to abide by the Trust vision and values 	

