

# 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

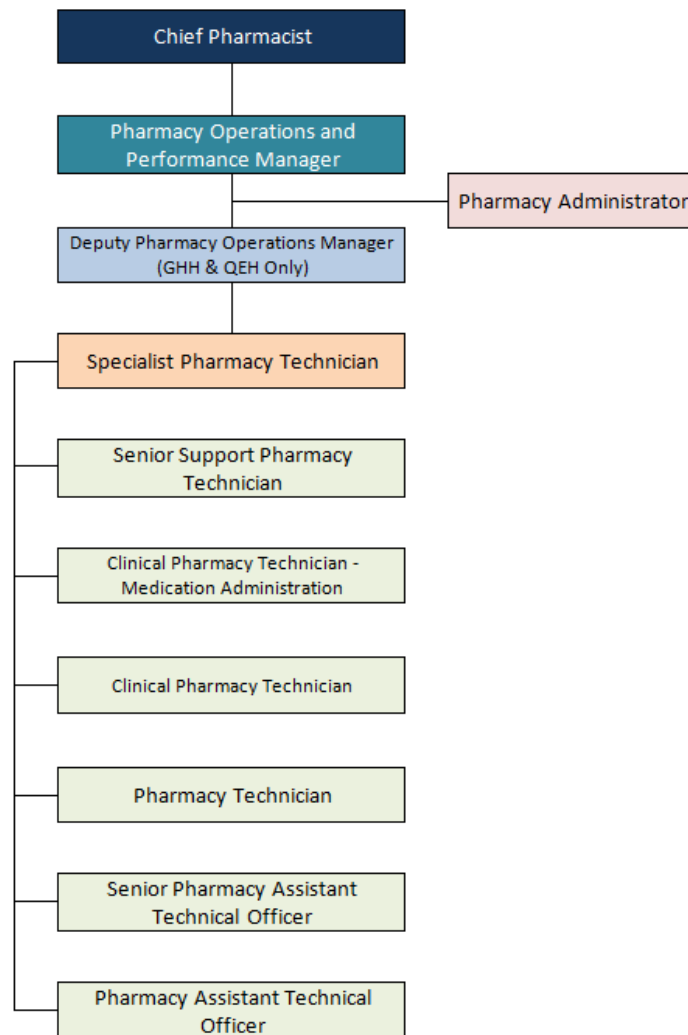
## JOB DESCRIPTION

<b>Job Title</b>	Clinical Pharmacy Technician
<b>Pay Band</b>	5
<b>Department</b>	Pharmacy
<b>Division</b>	1
<b>Reports to</b>	Deputy Pharmacy Operations Manager or Specialist Pharmacy Technician
<b>Professionally Responsible to</b>	Pharmacy Operations and Performance Manager

### 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.

### TEAM/DEPARTMENT STRUCTURE CHART



## KEY RESPONSIBILITIES

### 1. MEDICINES OPTIMISATION SERVICES

- 1.1. To be responsible for own medicines optimisation duties on wards / units within the Trust and under SLA's.
- 1.2. 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.
- 1.3. To interpret and check 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.
- 1.4. To ensure that there is no therapeutic duplication, omission, unnecessary or contra-indicated medication prescribed, referring to the pharmacist where appropriate.
- 1.5. To organise and maintain the patient specific supply of medicines working closely with pharmacists, clinical pharmacy technicians, assistants and other pharmacy colleagues.
- 1.6. To be responsible for assessing and authorising for use or destruction as appropriate patients own drugs brought into hospital following Trust SOPs. Seek the patient's consent for the reuse or safe destruction of their medicines before taking action.
- 1.7. 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.
- 1.8. To accurately interpret prescriptions using clinical knowledge of medication and the patients treatment to supply medication for the patient as required. Liaise with the pharmacist where the knowledge required goes beyond their scope of responsibility.
- 1.9. To endorse PICs with information regarding medication supply or additional information as appropriate.
- 1.10. To initiate the medicine supply function in a timely manner with regard to the urgency of prescribed items.
- 1.11. To check each patients' individual drug locker in accordance with Trust SOP's to ensure they contain appropriate medication as prescribed.
- 1.12. To liaise with the pharmacy stores/stock function to ensure adequate stock drugs supplies are available at ward level taking into account prescribing variances.
- 1.13. To carry out dispensing in ward areas using medication stored at ward level for inpatient or discharge use if appropriate, taking action to replenish stocks used.
- 1.14. 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.
- 1.15. To continually work to improve patient concordance to prescribed medication. Assess patient's needs and assist them by use of information and compliance aids to take the correct medication



in the prescribed dose at the right time.

- 1.16. To monitor and take appropriate action to ensure the efficient transfer of medication with patients as they move beds or wards.
- 1.17. To take action to ensure that once prescribed discharge medication is supplied to patients on their designated wards in a timely and efficient manner.
- 1.18. To provide a range of information to medical staff, nursing staff and other healthcare professionals regarding medication and pharmacy related issues.
- 1.19. To participate in the collection and recording of data for audit purposes.
- 1.20. To document details of any medicine related interventions made by self and ensure action taken is recorded.
- 1.21. To ensure unlicensed and high cost drugs are prescribed in accordance to Trust policy, and correct information is documented.
- 1.22. 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.
- 1.23. Assist in the development and maintenance of all SOPs relating to Medicines Optimisation Services and ensure adherence to them.

As part of this role, the post holder will be required to work in the cancer services unit and support the Senior Support Pharmacy Technician – Cancer Services as and when required (GHH only).

## **2. STOCK SUPPLY MANAGEMENT**

- 2.1. To support the ward stock supply service to wards and units as necessary establishing and maintaining a communication link between pharmacy and the wards / units served.
- 2.2. To dispose of waste products according to the Trust waste policy including appropriate handling of corrosive materials, cytotoxic and flammable substances.
- 2.3. To participate in the programme to regularly review ward and departmental stock lists in order to reduce waste and ensure appropriate supply of medicines. This involves evaluating the stock used over a set period of time and calculating the stock levels accordingly. This process is ongoing.

## **3. PATIENT SERVICES**

- 3.1. 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.
- 3.2. To participate in the daily rolling stock checks programme by recording and collecting the information required on the forms provided.
- 3.3. 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.

- 3.4. To dispense prescriptions for extemporaneously prepared items. This includes the preparation and manufacturing process involved following protocols and procedures for each specific product.
- 3.5. 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.
- 3.6. 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.
- 3.7. To maintain and replenish out of hours emergency supplies by issuing medicines to the appropriate wards. Carry 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.
- 3.8. To successfully complete the 'West Midlands Dispensing Accuracy Assessment Programme' to demonstrate competency in dispensing accurately and safely.
- 3.9. To dispense private prescriptions where appropriate and obtain the fee for the medication and service. To keep records of private prescriptions dispensed to comply with legislation.
- 3.10. 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.
- 3.11. 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.
- 3.12. 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.
- 3.13. To identify stock shortages and place orders communicating with buying office staff regarding urgency and availability.
- 3.14. 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.
- 3.15. To issue leeches to clinical areas that requires special handling techniques (QEH only);
  - 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.



- 3.16. To order maggots for individual patients and ensure they are dispensed immediately. Contact the clinical area to ensure a prompt collection (QEH only).
- 3.17. 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.
- 3.18. 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.

#### **4. RESEARCH AND DEVELOPMENT**

- 4.1. To work closely with the pharmacy team to identify, develop and implement new ways of working to improve service delivery.
- 4.2. To support the development, maintenance and implementation of SOPs relating to their area(s) of responsibility and ensure adherence.
- 4.3. To participate in the collection, monitoring and evaluation of data / information for audit purposes to demonstrate compliance with safe medicines optimisation.
- 4.4. To support the recommendation, implementation and monitoring of processes to reduce medication wastage.
- 4.5. To be actively involved in service development by attending appropriate meetings as requested by the Line Manager.
- 4.6. To support audit or practice research at pharmacy or multi-disciplinary forums.
- 4.7. 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.
- 4.8. Undertake surveys and routine audits of own work as and when required.

#### **5. EDUCATION AND TRAINING**

- 5.1. To be compliant with all Trust mandatory training requirements including completion within required timeframes and keeping own records up to date.
- 5.2. To assist the Line Manager with the induction, training and development of staff working within their area(s) of responsibility, using appropriate methods and following SOPs.
- 5.3. To support technical staff in completing in-house competency based training necessary for their role.
- 5.4. To undertake and complete own in-house and personal training programmes for competency in each area to support this role.
- 5.5. To demonstrate and maintain commitment to continuing progressional development (CPD) by maintaining a portfolio of evidence
- 5.6. To maintain awareness of current issues in pharmacy practice.

- 5.7. To undertake required activities in order to maintain accreditation and registration e.g. dispensing accuracy accredited checking technician, CPD.
- 5.8. To take part in the Trust appraisal system and meet objectives set annually.
- 5.9. To be compliant with all Trust mandatory training requirements including completion within required timeframes and keeping own records up to date.

## **6. PROFESSIONAL RESPONSIBILITIES**

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

## **7. OTHER RESPONSIBILITIES**

- 7.1. To take responsibility for ensuring own computer transactions are performed accurately to maintain accurate stock levels on the pharmacy computer system.
- 7.2. To communicate effectively with other members of the pharmacy team to ensure a high quality of pharmaceutical service is achieved.
- 7.3. To attend monthly Trust team brief meetings and other relevant 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.
- 7.4. 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.
- 7.5. To follow Trust SOPs in supporting the handling of complaints and refer to the Line Manager when required.
- 7.6. To use office equipment e.g. desktop computer, printer as photocopier, appropriately.
- 7.7. To participate in late night, weekends and bank holiday rosters.
- 7.8. To maintain the security of the department at all times.
- 7.9. To be aware of and adhere to departmental and Trust procedures and policies at all times.
- 7.10. To adhere to Trust and departmental uniform and dress code policies.
- 7.11. To carry out any other daily duties relevant to the post that may be required as necessary e.g. housekeeping duties, filing, tidying.
- 7.12. Be responsible for confidentiality in line with Trust policy and procedures. Shred and destroy confidential documentation in line with Trust policy.



7.13. To facilitate the dissemination and return of Trust wide staff surveys.

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: July 2022

## PERSON SPECIFICATION

<b>JOB TITLE:</b> Clinical Pharmacy Technician
<b>TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS</b>
<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>GCSEs – Mathematics and English (Grade B/5) and four other subjects including Science (Grade C/4)</li> <li>Or</li> <li>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)</li> <li>Or</li> <li>Three A levels, one of which is a relevant science subject and Mathematics B/5 (GCSE or equivalent)</li> <li>Or</li> <li>Degree in science or humanities and Mathematics B/5 (GCSE or equivalent)</li> <li>Level 3 Diploma in Principles and Practice for Pharmacy Technicians</li> <li>Or</li> <li>BTEC Level 3 Diploma in Pharmaceutical Science and Level 3 NVQ Diploma in Pharmacy Service Skills or equivalent as defined by the General Pharmaceutical Council</li> <li>Dispensing Accuracy Accreditation, West Midland's scheme or equivalent</li> <li>Evidence of Continued Professional Development</li> <li>Professional Registration with the GPhC</li> <li>Accredited Checking Technician (National Framework)</li> </ul>
<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>Accredited Checking Technician (National Framework)</li> </ul>
<b>EXPERIENCE &amp; KNOWLEDGE</b>
<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>Two years' work experience in Pharmacy pre-qualification</li> <li>Currently practicing as a band 4 pharmacy technician / equivalent or above with post-qualification experience within an acute setting</li> <li>The ability to demonstrate the equivalent level of knowledge and the relevant practical experience for the post</li> <li>Significant experience within a pharmacy setting</li> <li>Experience of the specialist function for area of responsibility</li> <li>Experience of organising other grades of staff and their workload</li> <li>Experienced in working to policies and procedures</li> </ul>

<ul style="list-style-type: none"> <li>• Significant experience within a hospital pharmacy setting</li> <li>• Understanding of Good Distribution Practice (GDP)</li> <li>• Health and Safety at Work and COSHH</li> <li>• Understanding of dispensing, stock control, supply and I.T systems and processes</li> <li>• Knowledge of Code of Practice / Customer Care</li> <li>• Knowledge of medicines, side effects and where to find further information</li> <li>• Knowledge of practices, policies and procedures associated with the job</li> <li>• Understands the need for delivering a cost effective service and the required work practices to reduce waste</li> </ul>
<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Experience working as a Clinical Pharmacy Technician or similar capacity</li> <li>• Deputising for senior personnel, co-ordinating daily work flow including situational staff management</li> <li>• Experience in setting up new working practices or procedures</li> <li>• Participation in the training and mentoring of staff</li> <li>• Understanding of ward environment</li> </ul>
<b>SKILLS &amp; ABILITY</b>
<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>• Able to demonstrate clear thinking, assess and solve simple problems</li> <li>• Takes responsibility for own work/actions and contribution to the team success</li> <li>• Able to communicate at an appropriate level complex information verbally, written or electronically as required</li> <li>• Able to manage own time and tasks effectively to achieve objective</li> <li>• Able to identify customer needs and deliver service to required level</li> <li>• Demonstrates IT and keyboard skills including e-mail, word-processing</li> <li>• Able to set work objectives for others supporting with training and mentoring. Managing deviation from objectives and timescales</li> <li>• Demonstrates suitable interpersonal skills to work with other healthcare professionals and meet patient needs</li> <li>• Motivates self and others</li> <li>• Has knowledge and skills to advise patients on use of medicines at an appropriate level to support their treatment/care</li> <li>• Recognises when issues/activities fall out of their scope and/or ability refers appropriately</li> <li>• Demonstrates initiative</li> <li>• Able to assess staff performance and provide constructive feedback</li> </ul>

<ul style="list-style-type: none"> <li>• Understands need for and is able to work to defined procedures</li> <li>• Demonstrates ability to guide, support and train other members of staff</li> <li>• Adaptable to change</li> </ul>
<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Capable of developing and implementing SOPs in conjunction with the line manager</li> <li>• Able to assess staff performance and provide constructive feedback</li> <li>• Demonstrates ability to undertake a variety of tasks</li> <li>• Demonstrates ability to instruct junior staff on dispensing of complicated drug regimens / clinical trials dispensing and unlicensed products</li> </ul>
<b>OTHER SPECIFIC REQUIREMENTS</b>
<b>ESSENTIAL</b>
<ul style="list-style-type: none"> <li>• Ability to work in a team</li> <li>• Enthusiastic, reliable and trustworthy and displays a mature attitude</li> <li>• Good time management</li> <li>• Careful and accurate in work</li> <li>• Able to demonstrate discretion and diplomacy</li> <li>• Fair and objective</li> <li>• Flexible to the demands of the post, the needs of the pharmacy service and other staff</li> <li>• Good team player and able to motivate others</li> <li>• Self-motivated and sound use of own initiative</li> <li>• Keen to improve and develop the pharmacy service and committed to the concept of technician-led services</li> <li>• Keen to develop own person skill and use these for the benefit of others</li> <li>• Able to demonstrate timely referral to senior staff appropriately</li> <li>• Ability to travel to other Trust sites</li> <li>• Flexible to work in accordance with service needs</li> <li>• Committed to abide by the Trust Vision and Values</li> </ul>
<b>DESIRABLE</b>
<ul style="list-style-type: none"> <li>• Awareness of future developments within Pharmacy</li> </ul>