

JOB DESCRIPTION

JOB DETAILS	
Job Title	Final Accuracy Checking Pharmacy Assistant
Reports to	Dispensary Manager
Band	Band 4 (Subject to formal matching)
Department/Directorate	Pharmacy/Clinical Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> • To support the delivery of a safe, prompt and efficient pharmacy service which is compliant with legislation. • To undertake duties that support the provision of quality services in the dispensary, including dispensing and checking of prescriptions and co-ordinating Controlled Drug audits on wards and other clinical areas. • To support the management of the pharmacy dispensary team to deliver the service providing technical guidance, training and development for staff within the team. • To act as a mentor to Band 2 and Band 3 members of staff working in the dispensary and provide and support the training of Foundation Year Pharmacists and Pre-Registration Pharmacy Technicians.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> • Provide a patient-focused, safe, cost-effective and efficient dispensary service across the Trust which is compliant with Trust priorities, GPhC pharmacy professional standards and relevant legislation. • Greet and attend to all customers according to dispensary guidelines and Standard Operating Procedures (SOPs). • Communicate with a wide range of service users, including ward staff, external customers and patients on the supply, use and availability of products. • Undertake computer-based training for the Epic Electronic Patient Record (EPR) and dispensing system and prepare medications fit for patient use using this system. • Dispense Royal Devon inpatient, outpatient, discharge and controlled drug medications in preparation for checking, using the Epic EPR system. You will also be expected to dispense medications for specialist areas, including Devon Partnership Trust, the Hospice and speciality clinics within the Trust in accordance with SOPs, under the supervision of the Dispensary Manager. • Perform the final accuracy checking of medications in line with local policies. • Hand out medicines to ward staff and occasionally patients following the correct procedures. • Planning and prioritisation of own workload liaising with the rest of the team members to maintain consistent workflow, including meeting deadlines. • Ensure the recording and reporting of errors (internal and external) is carried out in line with departmental and Trust requirements • Maintain accurate data relating to stock balances and aid in the investigation of any inventory discrepancies. • Participate in monthly date checking of the dispensary stock. • Participate in all aspects of the safe and effective control and supply of CDs including regular CD audits and oversee the destruction of CD's with an authorised member of the trust • Follow departmental standard operational procedures at all times. Be able to produce departmental SOPs. • Support the training of new members of staff, including Foundation Year Pharmacists, Pre-identify appropriate training needs where applicable. • To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis

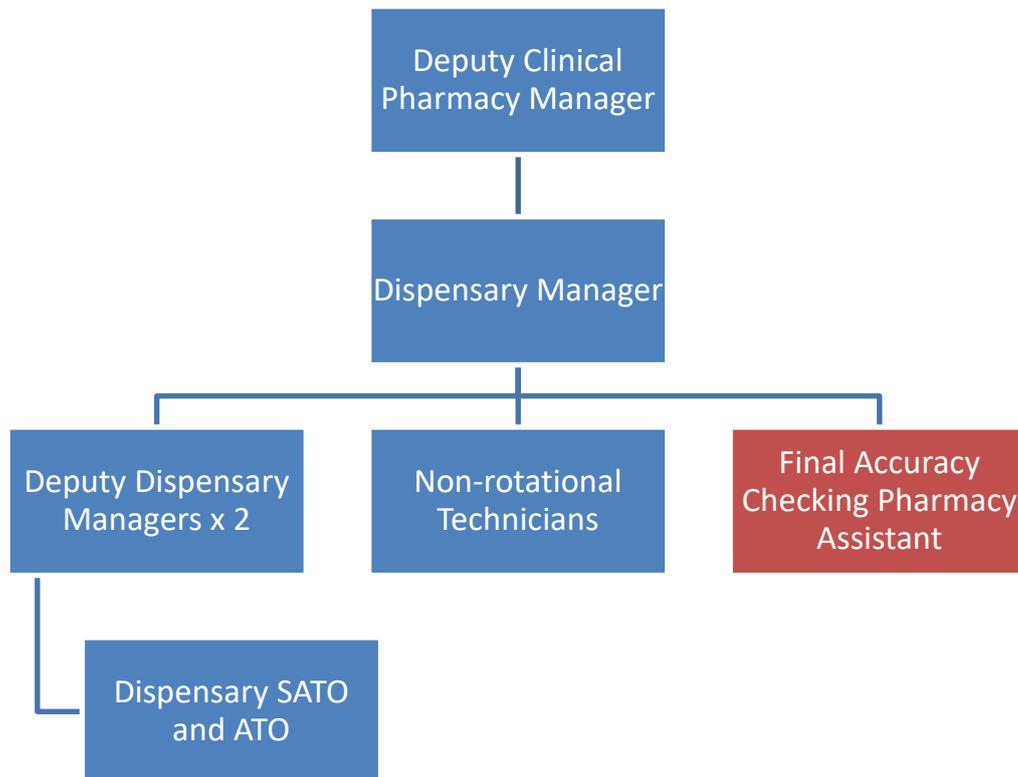
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none">• All pharmacy staff within acute and community services team• Dispensary Manager• Deputy Clinical Pharmacy Manager• Deputy Dispensary managers• Dispensary team including Senior Assistant Technical Officers (SATO), Assistant Technical Officers (ATO) and Technicians• Distribution Team• Procurement Team• Foundation Year Pharmacists• Pre-registration Pharmacy Technicians• Community services staff• Medical staff• Nursing staff• Non-clinical staff and managers• Staff within Care Group• HR staff• EPIC staff	<ul style="list-style-type: none">• Patients/carers• Other healthcare organisations such as community hospitals, Devon Partnership Trust and Hospice

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works independently within range of Trust policies and pharmacy SOPs, using own judgement to resolve routine dispensary issues and maintain workflow.
- Final accuracy checks are carried out autonomously once prescriptions have been clinically screened by a pharmacist, following approved SOPs.
- Work is overseen by the Dispensary Manager, Deputy Dispensary Managers and/or Dispensary Pharmacist, with guidance available for non-standard or complex queries.
- Use initiative to prioritise own workload and support junior staff, deciding when to escalate to a senior technician or pharmacist.
- Responsible for identifying and reporting discrepancies, near misses, or risks, and escalating concerns promptly in line with governance requirements.

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate effectively with healthcare professions both within and outside the Trust to ensure good team work with other pharmacy staff, ward staff and other service providers as necessary.
- Communication will include provision of and receipt of information from pharmacy colleagues, patients and healthcare professionals from within the Trust and external organisations e.g. changes to treatment doses prescribed for patients.
- Provide routine information and guidance on the use of medicines to health and social care staff.
- Communication will typically include factual information but may involve patient sensitive and confidential information.
- May be required to adapt own communication style to overcome communication challenges where barriers are experienced due to cultural or language differences or physical or mental special needs or due to age.

- Communication methods will include verbal, written and electronic.
- Develop and embed inclusive pharmacy professional practice into everyday care for patients and members of the public
- Liaise with members of the healthcare team to identify and resolve medication related queries which may impact on provision of safe care and timely discharge.

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequent analysis of prescription information or various information sources and guidance relating to medicines and interpret information (e.g. stock supply information, electronic prescribing and administration system (EPIC)) in order to problem solve and provide solutions within scope of pharmacy service, within area of competence and following appropriate training. This may include recommending prescribing changes to healthcare professionals e.g. suggest substitution of one formulation of medication for another to support continuity of care where there are stock shortages.
- Provide suitable advice on pharmaceutical products and supply within competency.
- To be familiar with the automated dispensing robot and be confident to train others in its use.
- Assist in the investigation of complaints and deviations in accordance with department and trust policies and participate in any corrective and preventative action required.
- Escalating complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with staff members, service users or other departments/partner agencies. This will include resolving minor problems with regard to personnel, stock levels and maintenance, and highlighting any problems to the appropriate authority, problem solving and conducting risk assessments as appropriate.
- Monitor, manage and problem solve stock shortage situations as part of the 'to follows' process involving discussions with other pharmacy staff and the wider team to chase progress and resolve issues.
- To ensure dispensing errors/incidents are recorded, reported, documented and reflected upon, communicated back to the appropriate person and that learning from errors is fed back to the wider pharmacy team.
- To ensure correct procedures for destruction of controlled drug waste are followed including controlled drug returns from clinical areas.
- To ensure controlled drug records and stock levels are correctly maintained, assisting with regular controlled drug audit processes within the dispensary and clinical areas.
- Undertake fault finding where equipment in the dispensary is not operating as expected (e.g. fridges, dispensing robot etc)

PLANNING/ORGANISATIONAL SKILLS

- Ensure that all activities relating to dispensing, storage and supply of medicines are in accordance with pharmacy professional standards.
- Prioritises how to complete work tasks to ensure requests are prepared according to transport deadlines, answering the phone, dealing with queries from service users, processing emails and EPIC chat requests.
- Planning and prioritisation of own workload liaising with the rest of the team members to maintain consistent workflow by organising the workload for other members of the team when necessary.
- Participate in the dispensary checking rota.
- Participates in the supervision of Pharmacy support workers and trainees in the Pharmacy Department.
Assess and respond to changing service demands on the dispensary by co-ordinating staff, workflow and work allocation.

PATIENT/CLIENT CARE

- Dispense and check a large range of medications in accordance with department SOPs, possibly including high risk medications, cytotoxic products and high cost drugs to patients classed as vulnerable or otherwise.
- Provides pharmacy dispensary clinical technical information which may include provision of advice on medicines uses and doses.
- Provides advice to healthcare professionals, patients, carers, staff on issues concerning

medication and makes appropriate recommendations within area of competence and in accordance with local SOPs.

To perform reception duties including dealing with patient and healthcare staff routine/non-routine/urgent requests, queries and problems by face to face, telephone, electronic and manage the frequent interruptions to work and concentration caused by unpredictable nature of work.

- Perform the final accuracy checking of medications for patients where a clinical check has been performed by a pharmacist as per local policies and National Final Accuracy Checking Framework requirements.
- Ensure that urgently required critical medicines are dispensed and final accuracy checked as a priority.

POLICY/SERVICE DEVELOPMENT

- Responsible for following department SOPs and responsible for review, development and making suggestions for improvement to practice, SOPs or to improve pharmacy service provision.
- Propose changes to making improvements to working practices concerning dispensary service which impacts positively on other areas e.g. wards, clinics
- Be aware of current national issues regarding pharmacy workforce development and legislation relevant to area of work.
- Work proactively and collaboratively to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for managing accurate medication stock levels and security within the dispensary.
- To ensure the efficient and effective use of all resources used within the course of own duties, maintaining an awareness of the financial impact of inappropriate use.
- Working with the senior dispensary team to identify changes needed in order to optimise stock holding, automatic ordering quantities and minimise waste.

HUMAN RESOURCES

- To carry out and to cascade training of staff team members in the dispensary to include controlled drugs and clozapine processes.
- Provision of day to day supervision of the dispensary team, by allocating and checking workload, reporting any issues to a senior member of staff where appropriate.
- Assist with the recruitment of and delivery and implementation of training for new members of staff and students, including supervision and assessment of competence.
- Demonstrate participation in and maintaining commitment to professional development in line with organisational and pharmacy expectations.

INFORMATION RESOURCES

- To be responsible for ensuring Dispensary Service administrative duties are carried out appropriately, including the filing and archiving of information and patient sensitive data.
- Record personally generated information on clinical systems.
- Occasional requirement to produce reports as required.
- Regular transfer of patient related information to other healthcare professionals via computerised record systems e.g. discharge summaries, incident investigations.
- Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems including pharmacy dispensing robot.
- To be responsible for the accurate entering of patient data onto the computerised system from prescriptions annotated by an external healthcare professional.
- Ensure Health and Safety, Good Dispensing Guidelines and COSHH regulations are followed.

RESEARCH AND DEVELOPMENT

- Participates in occasional dispensary audit activity to ensure that professional standards are achieved and that performance is benchmarked and used for supporting service improvement.
- To implement improvement and change programs within the dispensary using complex audit and quality improvement methodology.

PHYSICAL SKILLS

- Advanced keyboard skills required for speed and high degree of accuracy e.g. Epic use.
- High degree of accuracy required for preparation and dispensing of medications, e.g. dispensing medicines into compliance aids, cytotoxics and controlled drugs.

PHYSICAL EFFORT

- Frequent use of computers
- Standing for extended periods of time to perform duties.
- Repetitive lifting which may include medicines packs and boxes.
- Frequent moving of pharmaceutical goods and products.
- Regular cleaning sessions of all equipment including dispensary benches, shelves and robot conveyor belt.
- Occasional periods of manual handling of medication stock which may occur on a weekly basis e.g. 10kg box of medicines being moved from one location to another nearby for dispensing and supply to ward areas.

MENTAL EFFORT

- Frequent requirement for concentration when entering data onto the computer, preparing and checking prescribed medications.
- Frequent requirement for planning of workload to respond to preparation requests for urgent medication supplies versus non-urgent medicines and preparation turnaround times.
- Frequent planning of preparation workload to consider transport cut-off times and any external demands.
- Frequent requirement for concentration required while working in dispensary to dispense and/or check medication.
- Work pattern can be unpredictable.

EMOTIONAL EFFORT

- Occasionally deals with issues in a pressurised environment or dealing with exposure to potentially distressing circumstances e.g. palliative care medicines.

WORKING CONDITIONS

- Occasional handling of cytotoxic medicines.
- Working in the dispensary for the length of shift, unless other requirements needed e.g. allocated study time.
- Frequent VDU use for electronic clinical system and data analysis.
- Frequent exposure to working in busy dispensary environment which can be limited for space.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.

- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Final Accuracy Checking Pharmacy Assistant
------------------	---

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
GCSE or equivalent passes in maths, English and science	X	
NVQ level 2 in Pharmacy Services, or equivalent, with units relating to dispensary	X	
Accuracy Checking for Pharmacy Support Staff (or willing to work towards) or equivalent minimum level 3 qualification	X	
KNOWLEDGE/SKILLS		
Articulate and numerate with excellent attention to detail	X	
Understanding of SOPs	X	
Good knowledge of legal requirements for dispensing and supply of medicines, including controlled drugs	X	
Aware of health, safety and wellbeing and their implications for staff	X	
Good understanding of stock control and management	X	
Methodical approach to work procedures	X	
Ability to identify and manage problems	X	
Experience of working effectively within a team and independently	X	
Good verbal and written communication skills to enable effective communications with patients, their carers/ relatives, nursing staff and other healthcare professionals	X	
Experience of giving constructive feedback to all levels of healthcare staff in a supportive manner	X	
Experience of setting up new services and/or implementing change		X
Excellent IT skills	X	
EXPERIENCE		
Significant experience of working in a pharmacy support staff role	X	
Significant experience working in a hospital pharmacy setting	X	
Experience gained from on-the-job training to NVQ Level 3 equivalent	X	
Significant experience with relevant IT systems and pharmacy robotic systems	X	
Experience of supervising others		
Experience of working in a demanding, busy environment	X	
Experience of staff training, assessment and performance management	X	
Experience of undertaking project and/or audit work		X
Experience of writing standards operating procedures		X
Understanding of medical and nursing practice, record keeping and terminology		X
Experience of working in a ward/clinical area		X
PERSONAL ATTRIBUTES		
Excellent interpersonal skills	X	
Ability to use own initiative and take personal responsibility	X	
Able to work as an individual and part of a team with flexible approach to duties	X	
Demonstrate professional behaviours	X	

Flexibility and ability to work and maintain concentration under pressure	X	
Commitment to CPD of self and others	X	
Willing to take responsibility and able to work without direct supervision	X	
Adaptable and flexible to change	X	
Self-motivated and ability to motivate others	X	
Willingness to undertake any necessary training and development to enhance work performance	X	
Good time management	X	
Innovative		X
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	X	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	Y				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	Y		✓		
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	N				
Challenging behaviour	N		✓		