

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medicines Management Technician Acute Hospital at Home (Virtual Ward) Northern & Eastern Services
Reports to	Specialist Pharmacist, Acute Hospital at Home (Virtual Ward) Northern & Eastern Services
Band	Band 5
Department/Directorate	Pharmacy/Clinical Specialist Services

JOB PURPOSE
- To provide a safe and cost-effective medicines management pharmacy service to designated ward areas. - To be a source of medicines advice to colleagues and key stakeholders with respect to medicines optimisation for patients to support integration across health and social care. - Facilitate safe transfer of patients to and from hospital with respect to medications by ensuring appropriate medicines are available and optimised. - Communicate effectively and promptly with stakeholders to ensure relevant information available following patient discharge with respect to medicines - To liaise with prescribers and members of the multidisciplinary team to resolve discrepancies (within scope of practice) with patient medicines to facilitate discharge. - To support other services within the pharmacy department including dispensary and ward technician services.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- Provide a medicines management pharmacy technician service to wards - To be responsible for the provision of a high-quality patient focused medicines management service to patients of the Trust - Ensure efficient transfer of medicines between care settings to include wards, departments and requesting own medicines from usual place of residence. - Support timely discharge of patients liaising with health and social care professionals in a variety of settings. - Work effectively to support other services within pharmacy department including dispensary.

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.

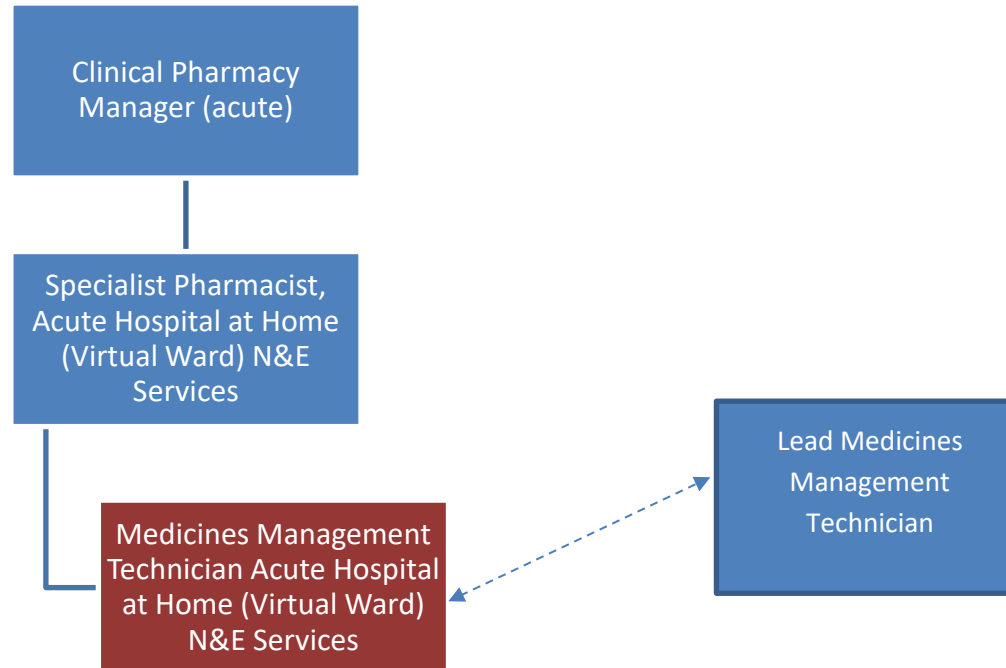
This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- All pharmacy staff - Medical staff - Nursing staff - Non-clinical staff and managers - Staff within the division - Community Staff	- Other Healthcare providers (e.g. Devon Partnership Trust, Hospice, other acute hospitals) - GPs and GP staff - Primary Care Networks (PCNs) - Community Pharmacies

	• Discharge teams • Ward Managers and staff • Community Service Managers • Advanced Clinical Practitioners	• Other NHS Networks • Patients/Carers • Health Education England & other training providers • CQC	
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ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within range of medicines management pharmacy processes to support service delivery at ward and dispensary level.
- Work is overseen by a Pharmacist.
- To take part in late, weekend and bank holiday rotas to support 7-day pharmacy service.
- Responsible for planning own workload and escalating concerns where support needed

COMMUNICATION/RELATIONSHIP SKILLS

- To provide medicines information and advice to patients, carers, pharmacy colleagues and external stakeholders such as community pharmacists, GPs, social care colleagues
- To adapt personal communication style and approach when providing advice and information to patients, to respond to patient needs where there may be communication challenges and barriers to understanding.
- Communication of discharge information to promote safe discharge.
- Be involved in discharge facilitation including medicines reconciliation at discharge, counselling patients on their medicines, liaising with other healthcare providers about patients ongoing medication needs within scope of practice.
- Liaise with other healthcare staff regarding patients' medication requirements including compliance aids.
- To liaise with colleagues and relevant stakeholders with regards to patient discharges to ensure safe transfer of information to support medicines administration and management
- Identify patient compliance issues and provide advice/support to resolve
- Provide information and guidance on the use of medicines to ward and medical staff
- Work collaboratively with health and social care professionals to provide specialist pharmaceutical advice to enable best outcomes for patients.
- Liaise with members of the health and social care team to identify and resolve medication related queries which may impact on safe and timely discharge.
- Communication provided and received will include patient specific information of a complex and sensitive nature on a regular basis. This will include clinical and technical information to other clinicians

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyses of prescription information or various information sources and guidance relating to medicines and interpret information (e.g. National Care Record Service (NCRS), stock supply information, electronic prescribing and administration system (EPIC)) in order to problem solve and provide solutions within scope of pharmacy service. This may include making recommendations to prescribers to recommend prescribing changes within area of competence e.g. substitution of one formulation of medication for another to support discharge where there are stock shortages.
- Use information to support medicines reconciliation and confirm what medicines are current recognising and resolving any discrepancies and documenting changes.
- Assess whether medicines brought in by the patient are fit for use using a set criteria.
- Remove, with patient's consent, unwanted medicines which are no longer appropriate for use.
- Provide suitable advice on pharmaceutical products and supply within competency

PLANNING/ORGANISATIONAL SKILLS

- Responsible for organisation of pharmacy provision within own area and time management to prioritise service for patients.
- May be required to plan and organise work for more junior staff within pharmacy team
- To plan and organise patient medicines supplies to facilitate patient discharge
- Prioritise and organise daily workload to ensure that all required tasks are completed within an appropriate timescale.
- Organise medication supplies to support complex discharge activities which may require adjustment or alteration at short notice. This may include seeking alternative formulations where there are medication shortages.
- Participate in the technician checking rota as appropriate
- To support dispensary staff when necessary to ensure the department is able to meet Trust operational needs in a timely manner

PATIENT/CLIENT CARE
- Provides medicines management pharmacy specialist clinical technical service which includes provision of advice on medicines uses and doses - Provides advice to healthcare professionals, patients, carers, staff on issues concerning medication and makes appropriate prescribing recommendations within area of competence - Accurately transcribe medication required for individual patients, and endorse the patient record to reflect the supplies made. - Complete a medicines reconciliation for new patients as required, using specific documentation and refer the outcome to a pharmacist if necessary. - To support delivery of pharmaceutical care on wards through close working with ward staff in management of medicines - Support patient education in line with pharmacy processes to ensure optimal concordance of medicines on discharge. - Promote medication safety within pharmacy and the wider Trust - Make suitable patient referrals to the community pharmacy Discharge Medicines Service (DMS) to provide safe transfer of care and minimise risk of readmission to hospital - Provide education and counselling to patients within scope of knowledge and experience.
POLICY/SERVICE DEVELOPMENT
Support development of SOPs for own service provision
FINANCIAL/PHYSICAL RESOURCES
- Supports medicines security and reduce avoidable medicines waste - Work with the distribution manager and ward staff to provide accurate ward stock lists that are regularly reviewed.
HUMAN RESOURCES
- Provide professional supervision of medicines management technicians, foundation pharmacists and other pharmacy staff as required. - Supervise and support medicines management assistants (where these posts are available) - Contribute to recruitment, selection and development of pharmacy staff including delivery of training within area of expertise - Mentor technicians undertaking the Regional Medicines Optimisation Accreditation and Technician Checking Accreditation. - Allocate work to team members - Assess the competency of trainee Medicines Management technicians using regionally-approved paperwork. - Deliver training to the wards on all aspects of Medicines Management. - Act as mentor and support with training and development of foundation pharmacists for internal and external accreditations to aid progression through their educational programme - Assist in competency-based assessments of foundation pharmacists - Contribute to training of other members of staff e.g. foundation pharmacists - Participate in CPD (Continuing Professional Development).
INFORMATION RESOURCES
- 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 - Demonstrate knowledge and proficiency in the use of the pharmacy and hospital computer systems.
RESEARCH AND DEVELOPMENT
- Undertake regular audit activity relevant to pharmacy area of expertise - Deliver medication-related audits - Support with development and participation of ward-based projects
PHYSICAL SKILLS
Advanced keyboard skills required for speed and high degree of accuracy
PHYSICAL EFFORT
- Frequent use of computers. - Frequent periods of walking around site to visit wards and departments.

- Periods of standing within dispensary to dispense/check medicines.
Frequent pushing and pulling of workstation on wheels

MENTAL EFFORT

- Frequent requirement to concentrate for periods while reviewing patient clinical information and providing advice to other staff groups.
- Frequent requirement for concentration required while working in dispensary to dispense and/or check medication.
- Responding to the demands of an unpredictable work pattern to support patients in different locations within the hospital and frequently changing priorities
- Frequent interruptions to respond to medicines related queries from clinical colleagues, discharge coordinators, staff and patients

EMOTIONAL EFFORT

- Occasional exposure to distressing and emotional circumstances while managing medicines for patients or dealing with incidents involving medicines e.g. distressed patients

WORKING CONDITIONS

- Rare exposure to unpleasant conditions such as verbal aggression
- Occasional exposure to hazardous medicines e.g. cytotoxic medicines
- Frequent VDU use for electronic clinical system and data analysis

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

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

Participate in education and training programmes to further develop knowledge and skills, e.g. Clinical Prioritisation

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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively

promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Medicines Management Technician Acute Hospital at Home (AHAH)/Virtual Ward
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING - Knowledge of pharmaceutical technical procedures for specialist area to degree or equivalent level acquired through training, NVQ3, BTEC in Pharmaceutical Sciences or BTEC Level 3 Diploma in principles and practice for technicians - Registration with the General Pharmaceutical Council as Pharmacy Technician - Medicines Management/Medicines Optimisation Accreditation recognised by South West Region - Technician Checking Accreditation - Evidence of Continuing Professional Development in line with GPhC requirements - Completed medication history taking competency-based training	E E E E E	
KNOWLEDGE/SKILLS - Post qualification hospital experience in pharmacy services - Confident to work independently and as part of a team - Excellent interpersonal skills. - Influencing / negotiation skills. - Understanding of hospital pharmacy systems. - Staff management and leadership skills. - Auditing and analysis skills - Ability to motivate and engage other members of staff - Experience of training delivery - Excellent written, oral and presentation skills to communicate effectively with a variety of stakeholders - Excellent IT skills and ability to use information systems confidently including ability to use Microsoft Office packages e.g. Word, Excel, Outlook - Experience of training and mentoring students, foundation pharmacists and non-registered staff - Excellent knowledge of Trust discharge processes	E E E E E E E E E E E E E	
EXPERIENCE - Experience of Hospital pharmacy - Experience of supervising others and providing feedback for development - Education and training of staff - Knowledge of medicines management systems at ward level - Up to date knowledge of legislation relevant to pharmacy practice e.g. controlled drugs - Experience of developing, reviewing and maintaining Standard Operating Procedures - Experience of implementing change - Experience of quality improvement - Experience of the management and development of information systems	E E E E E E E E	D

		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	Y	✓			
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	Y	✓			
Challenging behaviour	Y	✓			