

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medicines Management Technician - Community Services
Reports to	Community Services Pharmacist Locality Lead
Band	5
Department/Directorate	Pharmacy/Specialist Services

JOB PURPOSE
<ul style="list-style-type: none"> To provide a safe and cost-effective medicines management pharmacy service to community health services, including community hospitals, outpatient clinics and patients' usual place of residence in the community. To be a source of medicines advice and training to colleagues and key stakeholders across health and social care with respect to medicines optimisation and medicines management systems. Facilitate safe transfer of patients to and from hospital/home with respect to medications by ensuring appropriate medicines are available and optimised. Communicate effectively and promptly with stakeholders to ensure relevant information is available with respect to medicines e.g. following discharge To liaise with pharmacy professionals in all areas of practice and members of the multidisciplinary team to resolve discrepancies (within scope of practice) and support integration across health and social care including primary care, community pharmacy, secondary care and mental health. To work collaboratively with other services within the pharmacy department including dispensary, distribution, clinical pharmacy services plus community pharmacies.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> Provide a patient-focused medicines management pharmacy technician service to community locations to include inpatient and outpatient units, wards and patients' usual place of residence. 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 patients' usual place of residence. Support transfer of information in relation to medicines across all interfaces liaising with health and social care professionals in a variety of settings. Support systems which are in place to facilitate medication administration in the community home setting to include production of patient self-medication resources and medicines administration record (MAR) charts. Support the development and delivery of staff medicines management training packages. Report and investigate medicines-related incidents using the Trust approved incident reporting system within scope or practice. Work collaboratively with health and social care professionals to provide specialist pharmaceutical advice to enable best outcomes for patients. Participate in multi-disciplinary team meetings as appropriate. Encourage safe and effective systems for ordering, receiving, storing, administering and returning medicines in community settings and for individual patients. Provide patients/carers with relevant medicines education. Work as part of the wider Community Services Pharmacy Team to implement team goals and objectives, audit and safety monitoring, and development of team direction. Ensure personal workload is co-ordinated and prioritised according to patient and team requirements. Escalate clinical medication needs of patients to pharmacist when necessary.

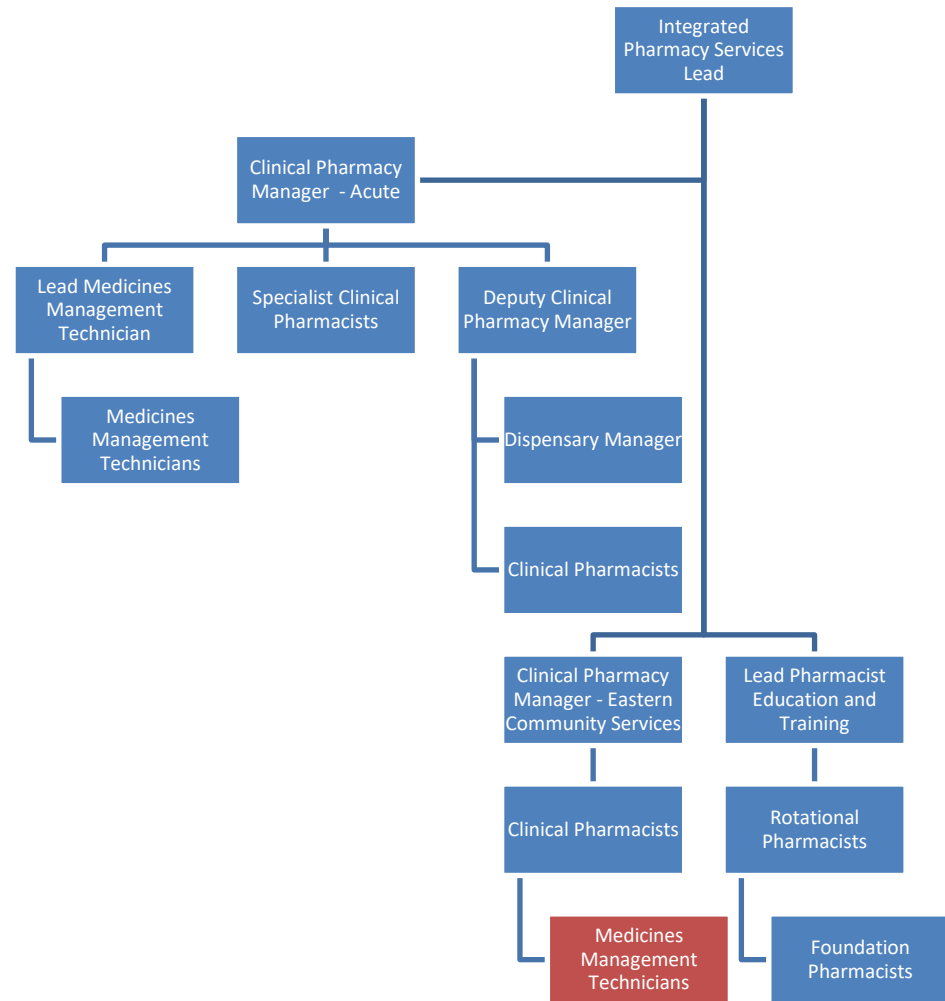
KEY WORKING RELATIONSHIPS

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• Clinical Pharmacy Manager –• Community Services• Clinical Pharmacy Manager – Acute• Community and hospital matrons and nursing teams• Multidisciplinary teams, including therapists, community psychiatric nurses, community support workers, urgent community response teams• Medical staff• Non-clinical staff and managers• Staff within the Community Care Group• Discharge teams• Ward Managers and staff• Community Service Managers• Advanced Clinical Practitioners	<ul style="list-style-type: none">• Other Healthcare providers (e.g. Devon Partnership Trust, Hospice, other acute hospitals)• GPs and GP staff• Primary Care Networks (PCNs)• Community Pharmacies• Other NHS Networks• Patients/Carers• CQC• Social care teams• Social services• Voluntary sector

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within a range of medicines management pharmacy processes to support service delivery at ward level and within patients' usual place of residence.
- Work is overseen by a Pharmacist.
- Responsible for planning own workload and escalating concerns where support is 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 health and social care 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 provision of safe care 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

- Analysis 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), primary care electronic patient record systems) 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 continuity of care 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 patient's own medicines 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 e.g. visiting patients at home following referral.
- May be required to plan and organise work for less experienced staff within pharmacy team.
- To plan and organise patient medicines supplies to facilitate patient discharge or ongoing care.
- Prioritise and organise daily workload to ensure that all required tasks are completed within an appropriate timescale.
- Organise medication supplies which may require adjustment or alteration at short notice e.g. to support complex discharge activities or to ensure patient has appropriate supply available at home. This may include seeking alternative formulations where there are medication shortages.
- To support Eastern Community services pharmacy team when necessary to ensure the service is able to meet Trust operational needs in a timely manner to include wards and in patient's usual place of residence.

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 and/or in patient's usual place of residence through close working with community health and social care staff in management of medicines.
- Support patient education in line with pharmacy processes to ensure optimal concordance of medicines on discharge and in a home setting.
- Promote medication safety within community services 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 and/or carers 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 community 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
- 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 and activity 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, hospital and General Practice 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 and community-based projects.

PHYSICAL SKILLS

- Advanced keyboard skills required for speed and high degree of accuracy e.g. EPIC use and relabelling patient medicines.

PHYSICAL EFFORT

- Frequent use of computers.
- Frequent periods of walking around site to visit wards, departments and patient's usual place of residence.
- Frequent periods of travelling for pharmacy visits to patient's usual place of residence.

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 on ward or in patient's usual place of residence to review and/or check medication.
- Responding to the demands of an unpredictable work pattern to support patients in different locations within the hospital/patient's usual place of residence and frequently changing priorities.
- Frequent interruptions to respond to medicines related queries from clinical colleagues, discharge co-ordinators, 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

- Moderate exposure to unpleasant conditions such as verbal aggression, unclean surroundings in home setting.
- Occasional exposure to hazardous medicines e.g. cytotoxic medicines.
- Frequent VDU use for electronic clinical system and data analysis.
- Ability to travel to visit patients' in usual place of residence and other hospital sites as required.
- Frequent requirement to undertake visits to patients' in usual place of residence and therefore may be periods of lone working.
- Rare exposure to bodily fluids in a home visit environment. Support to be sought from the wider care team in this situation.

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 self 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 (DSE) 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.

<ul style="list-style-type: none"> • 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	D D
<p>PERSONAL ATTRIBUTES</p> <ul style="list-style-type: none"> • Excellent IT skills • Experience of electronic prescribing system • Frequent periods of walking to visit wards, departments and patients' homes. • Good time management • Professional attitude • Good team worker • Ability to prioritise work to meet deadlines • Excellent verbal and written communication • Ability to think clearly and work effectively under pressure • Ability to work on own initiative and part of a team • Work within GPhC standards of conduct, ethics and performance • Adaptable and flexible to change • Calm under pressure and able to maintain accuracy and attention to detail • Willing to take responsibility and able to work without direct supervision 	E E E E E E E E E E E E	D
<p>OTHER REQUIREMENTS</p> <ul style="list-style-type: none"> • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. • Ability to travel to meeting the requirements of the post e.g. visit patient's in usual place of residence 	E E	

		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	Y	✓			
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)	N				
Driving	Y				✓
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	✓			