

JOB DESCRIPTION

JOB DETAILS	
Job Title	Medicines Management Technician – Community Services Urgent Community Response (UCR) Team
Reports to	Deputy Service Manager & UCR Nurse Lead
Band	Band 5
Department/Directorate	Urgent Community Response / Eastern Community Services Health and Social Care

JOB PURPOSE

- To provide a safe and cost-effective medicines management pharmacy service to patients who are cared for by a designated Urgent Community Response (UCR) team within the Eastern Community Services Division. A location will be agreed and may include: Exeter, Exmouth, Sidmouth, Seaton, Axminster, Honiton, Ottery, Tiverton, Cullompton, Crediton, Okehampton, Moretonhampstead.
- To clinically assess and review the medication-related needs of patients on the Urgent Community Response caseload.
- 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.
- To promote self-administration of medication through focusing on adherence interventions for individual patients.
- To enable UCR non-registered team members to administer medication to patients where necessary by undertaking medicines reconciliation and transcribing of medicines administration record (MAR) charts on referral to the service.
- To establish strong links to the established Community Services Pharmacy Team to aid in the provision of a medicines management service to patients in their own home environment as part of an integrated team.
- To communicate effectively and promptly with stakeholders to ensure relevant information is available to teams external to the Trust with respect to medicines. This includes other pharmacy professionals and members of the multi-disciplinary team to support integration across health and social care including primary care, community pharmacy, secondary care and mental health.
- To promote the safe, effective and economic medicines use for patients who are cared for by the UCR teams.
- Provide patient focused support, advice and training in relation to the use of medicines and medicines management systems working with multidisciplinary teams.
- To provide a medicines reconciliation for patients who are newly referred to the UCR team to ensure patients will be receiving the correct medication if the UCR team needs to administer this. This will include liaising with prescribers and members of the multidisciplinary team to resolve discrepancies with patient medicines on discharge from the Trust and when receiving referrals for admission avoidance.
- To provide patient focused support, advice and training in relation to the use of medicines and medicines management systems working with multidisciplinary teams.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide and develop systems for safe and effective patient-focused medicine optimisation and services to patients in their own home environment.
- Carry out and support procedures for medicines reconciliation, medicine adherence, self-administration and discharge to ensure pharmaceutical care is appropriate in all community home settings.
- Prioritise clinical medication needs of patients for referral to clinical pharmacists.

- Contribute to medication review to support compliance with the Joint formulary in community settings.
- Lead on developing and delivering staff training packages regarding medicines management and promote the practice of all aspects of medicines management.
- Contribute and be part of multidisciplinary teams in clinical practice to best support patients' medicines related needs including optimising adherence to medication.
- Uphold systems which are in place to support self-medication; ensure safe administration of medication by UCR staff, and support the safe storage and return of medicines for individual patients.
- Provide verbal and written medicines information to patients, carers, staff and healthcare professionals at an appropriate level so as to be understood.
- Appropriately refer suitable housebound patients to the Community Services Pharmacy Team.
- Be involved in the effective communication across interfaces and teams, including liaising with hospital and community pharmacies.
- Be involved in clinical governance and safety monitoring in conjunction with the UCR and Community Services Pharmacy Team.
- Report medicines related incidents and patient safety issues using the approved incident reporting system
- Mentor pharmacy, therapy and nursing professionals and support worker staff as needed and act as a positive role model.
- Ensure personal workload is co-ordinated and prioritised according to patient, ward and team requirements.
- To effectively use the Trust IT system, MyCare, and corresponding electronic and paper systems in Primary Care to maintain accurate records of patient medication, interventions, recommendations and outcomes.
- Contribute to the development, implementation, monitoring and review of the Medicines Management Policy and associated Standard Operating Procedures and Guidelines for local implementation.
- Promote appropriate prescribing and use of clinical information to ensure the delivery of high-quality medicines management in line with local & national guidelines & policy.
- Undertake sufficient pharmacy practice and continued professional development to retain registration with GPhC.

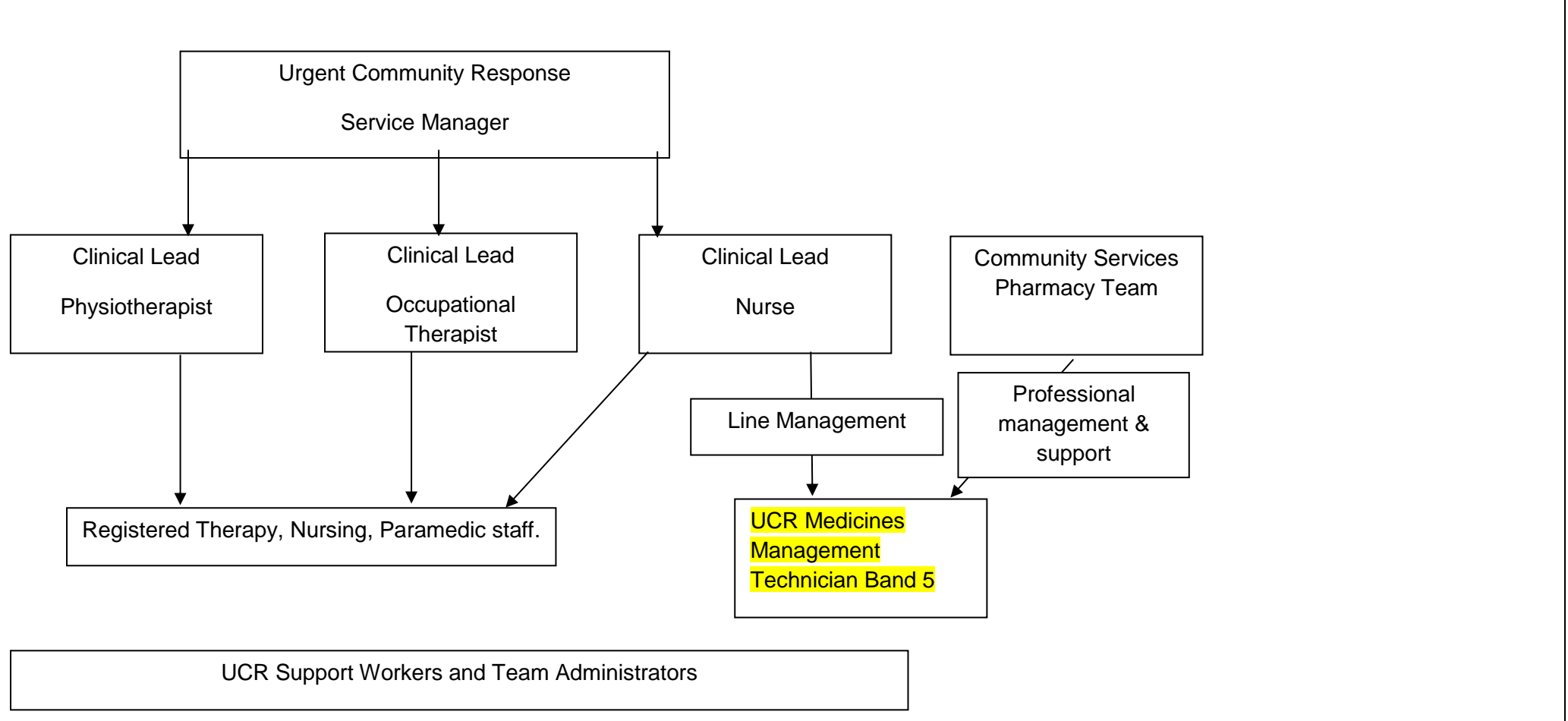
KEY WORKING RELATIONSHIPS

- 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"> • UCR team: includes nurses, physiotherapists, occupational therapists, support workers, administrators • All pharmacy staff • Medical staff • Non-clinical staff and managers • Nursing Staff within the Community Division • Social Care teams • Acute and Community Hospital Staff • Clinical Nurse Managers 	<ul style="list-style-type: none"> • Other Healthcare providers • GPs and GP staff • Primary Care Networks • Care Home staff • Residents and relatives of care home residents • Community Pharmacies • Other NHS Networks • Patients • Health Education England & other training providers

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| <ul style="list-style-type: none">• Discharge teams• Patient Flow Services eg Single Point of Access (SPOA)• Community Service Managers• Advanced Clinical Practitioners | <ul style="list-style-type: none">• Palliative Care teams• Adult Mental Health teams• External care agencies• Voluntary sector• CQC |
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ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within range of medicines management pharmacy processes to support service delivery within a patient's home.
- Postholder is responsible for escalating concerns to nursing or pharmacist colleagues where support is needed.

COMMUNICATION/RELATIONSHIP SKILLS

- To provide medicines information and advice to patients, UCR support workers and registered staff, pharmacy colleagues and external stakeholders such as community pharmacists, GPs, carers and care home staff.
- 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 medicines related problems which are beyond scope of professional practice to a pharmacist, medical or nursing colleague to promote medicines safety.
- 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. Summary Care Record, electronic prescribing and administration system (EPIC)) in order to problem solve and provide solutions within scope of pharmacy service. This may include recommending prescribing changes to prescribers within area of competence e.g. substitution of one formulation of medication for another to support medicines adherence.
- Use information to support medicines reconciliation and confirm what medicines are current recognising and resolving any discrepancies and documenting changes.
- Assess whether a patient can safely self-medicate medicines whilst under the care of UCR team. This includes assessing whether the medication available in the property are fit for use using 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 UCR team and time management to prioritise service for patients with the greatest need.
- May be required to plan and organise work for more junior staff within UCR team
- To be the point of contact and referral within the UCR team when medicines related problems are identified.
- Prioritise and organise daily workload to ensure that all required tasks are completed within an appropriate timescale.

PATIENT/CLIENT CARE

- Provides medicines management pharmacy specialist clinical technical service which includes provision of advice on medicines uses and doses and providing advice and support with compliance issues.
- Provides advice to healthcare professionals, patients, carers, care home staff on issues concerning medication and makes appropriate prescribing recommendations within area of competence

- Complete a medicines reconciliation for new patients as required, using specific documentation and refer the outcome to a pharmacist if necessary.
- Accurately transcribe medication onto a Medication Administration Record (MAR) when required as part of the personalised care plan for individual patients.
- Support patient education to promote optimal concordance of medicines.
- Promote medication safety within the wider Trust. This includes reporting medication related incidents on the Trust incident reporting tool.
- Make suitable patient referrals to the Community Services Pharmacy Team where further support has been identified in order to minimise risk of readmission to hospital.
- Provide education and counselling to patients.
- Work collaboratively with health and social care professionals to provide specialist pharmaceutical information and 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 from UCR services.
- Ability to recognise signs of a clinically deteriorating patient and knowledge of how and when to escalate this in a timely manner.

POLICY/SERVICE DEVELOPMENT

Support development of SOPs for own service provision

FINANCIAL/PHYSICAL RESOURCES

Supports medicines governance and reduce avoidable medicines waste.

HUMAN RESOURCES

- Provide professional supervision of medicines management technicians, trainee pharmacists, other pharmacy staff and UCR support worker and therapy staff as required.
- Contribute to recruitment, selection and development of pharmacy staff including delivery of training within area of expertise
- Deliver training to UCR team on all aspects of Medicines Management.
- Contribute to training of other member of staff e.g. trainee 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. Communications with GPs via SystmOne/ Emis.
- Demonstrate knowledge and proficiency in the use of Trust EPS.

RESEARCH AND DEVELOPMENT

- Undertake regular audit activity relevant to pharmacy area of expertise
- Deliver medication-related audits

PHYSICAL SKILLS

- Essential to be able to drive and visit patients in their own homes independently.
- Use of keyboards / rover devices
- Advanced keyboard skills required for speed and high degree of accuracy

PHYSICAL EFFORT

- Frequent use of computers.
- Frequent periods of visiting patient homes, GP surgeries, community pharmacies.
- Travel between sites (post works across many sites within chosen locality).
- Ability to travel to meet the requirements of the post.

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 conducting medicines reconciliation and transcribing medicines onto a MAR chart.
- Responding to the demands of an unpredictable work pattern to support patients in different locations within the chosen UCR locality and frequently changing priorities
- Frequent interruptions to respond to medicines related queries from clinical colleagues, UCR team members 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 (EPIC) and data analysis
- Frequent lone working in patients' homes.
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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 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 (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	Medicines Management Technician Community Services UCR Team
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Requirements	Essential	Desirable
<p>QUALIFICATION/ SPECIAL TRAINING</p> <ul style="list-style-type: none"> 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 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>KNOWLEDGE/SKILLS</p> <ul style="list-style-type: none"> 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 / community 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 Knowledge of community-based pathways for medicines e.g. safe and secure handling of medicines Knowledge of relevant national guidance concerning management of medicines for adults in social care settings e.g. NICE, CQC. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p>EXPERIENCE</p> <ul style="list-style-type: none"> Experience of Hospital pharmacy Previous experience of working within community pharmacy, PCN or CCG medicines management team Experience of supervising others and providing feedback for development Education and training of staff Knowledge of medicines management systems in a hospital setting 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>D</p>

<ul style="list-style-type: none"> • 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 & quality improvement • Experience of the management and development of information systems 	E E E	D
<p>PERSONAL ATTRIBUTES</p> <p>Physical Effort</p> <ul style="list-style-type: none"> • Excellent IT skills • Experience of electronic prescribing system • Frequent periods of walking / travel to patients' homes and community sites • Good time management • Professional attitude • Good team worker • 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 <p>Emotional Effort</p> <ul style="list-style-type: none"> • Having to communicate information to a variety of staff groups, patients and relatives • Some exposure to emotional circumstances <p>Mental Effort</p> <ul style="list-style-type: none"> • Frequent requirement to prioritise workload • Requirements due to working environment 	E E E E E E 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. 	E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	Y	✓			
Blood/body fluids	Y	✓			
Laboratory specimens	Y	✓			
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y	✓			
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y		✓		
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)	Y	✓			
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		✓		

