



Waterfront Medical Centre

JOB DESCRIPTION

JOB TITLE:	Practice Pharmacy Technician
REPORTS TO:	Practice Pharmacist
HOURS:	18 – 20 hours per week
BASE:	The Waterfront Medical Centre
SALARY:	TBC – depending on experience

Practice Profile:

The Waterfront Medical Centre is a well-organised, motivated and friendly training Practice, which is committed to high quality patient care and the continued development of our team. We are a long-established Practice with a strong emphasis on teamwork and having a good work/life balance.

We currently support over 12,500 patients and have a growing multi-disciplinary team, which includes Doctors, Pharmacists, Nurses, and a team of Administrative and Reception staff.

As a Practice, we aim to ensure that staff are appropriately trained and confident in the work they do and we provide opportunities to continuously learn, develop, gain job satisfaction and reach their full potential.

Job Summary:

The Practice Pharmacy Technician will be a key member of the practice team. The post holder will use their specialist knowledge and skills to identify those patients due for review; check their prescribing history using Vision; request any relevant monitoring; and notify patients to attend appointments with the most appropriate clinician.

Another element of the role will be to work with the Practice Pharmacist to ensure that medicines are reconciled promptly across the interface between primary and secondary care, ensuring that any prescribing changes are made accurately, as per clinic letters, and following discharge from hospital.

Job Responsibilities:

- To aid in the development of a high quality, streamlined, accurate, efficient, and cost effective prescribing system.
- To facilitate the implementation of the redesigned Repeat Prescribing, and Chronic Conditions Management, processes within the practice.
- To develop expertise in using the practice computer systems.
- To work with the practice pharmacist to ensure that medicines are reconciled promptly following any changes in secondary care.



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- To review the use of seven day prescribing for medication compliance aids, Medidoses, etc.
- To refer any clinical queries to the appropriate clinician.
- To participate in Clinical Audit and Quality Improvement projects.
- To undertake any other duties appropriate to the grade.
- To participate in regular personal development reviews and objective setting with the line manager.
- To maintain registration and revalidation with the General Pharmaceutical Council by regular updating, self-directed learning, and attendance at courses that would help in personal and service development.

Confidentiality:

In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is on a strict need to know basis and is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Data Protection Act, General Data Protection Regulations, Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety, and security as defined in the practice Health & Safety Policy and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognized
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training
- Reporting potential risks identified.



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Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Mandatory e-learning
- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Pharmacy technicians are required to maintain their own CPD and registration with the GPhC to enable them to practice within their profession, and are required to comply with the code of conduct and requirements of that professional registration.

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate respectfully and effectively with all patients, carers, staff and Partners
- Recognise people's needs for alternative methods of communication and respond accordingly.



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Contribution to the Implementation and development of services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in discussions on how to improve systems and processes.