JOB DESCRIPTION

JOB TITLE: Lead Pharmacy Technician-Grade 4

CLINICAL UNIT: Pharmacy

BASE: The Portland Hospital for Women and Children

MANAGED BY: Pharmacy Manager

ACCOUNTABLE TO: Pharmacy Manager

HOSPITAL PROFILE

Internationally renowned for clinical excellence, The Portland Hospital is the only independent hospital in the UK entirely dedicated to women and children. Our inpatient and outpatient specialties reflect this, providing clinical expertise in Paediatrics, Obstetrics and Women’s Health.

The hospital has been consistently growing over the past few years, almost doubling since 2008.

Our Paediatric wards hold 56 inpatient beds + 11 day case and are equipped with the latest technology to provide advanced medical and surgical care, including a Paediatric Intensive Care Unit which reflects the acuity and complex nature of the children who are admitted to our hospital. The Portland Hospital has a large number of international Paediatric patients, often funded by relevant embassies.

The Portland Hospital is the only fully private maternity hospital in the UK. The hospital provides for both consultant-led and midwifery-led deliveries, having an 18 bedded ward to facilitate this. Alongside this there is a 12 bedded Gynecology and Women’s Health in-patient ward. The Portland Hospital also has a large outpatient department for all areas of its clinical expertise, to facilitate continuous care or simpler procedures.

The culture at The Portland Hospital is to provide support, an inspiring environment and positive ways of working to ensure everyone has a better day. This is accomplished through our core set of ‘Positively Portland’ values that all employees will work to:

Greetings, Respect, Teamwork, Initiative, Responsibility and Acknowledgement

JOB SUMMARY

To provide innovative leadership in the dispensary through the:

✓ Delivery of a high standard dispensary service in a busy environment
✓ Promotion of excellent pharmaceutical care for all patients
✓ Final checking of clinically screened dispensed prescriptions (Accredited Checking Technician – ACT qualification essential)
✓ Provision of information to patients who use the dispensary service, promoting the safe and effective use of their medication
✓ Familiarisation with standards of professional practice and organisational policies and procedures including those relating to Health and Safety at Work, Fire, Emergency and Security and the HCA Code of Conduct

MAIN DUTIES AND RESPONSIBILITIES

DISPENSARY DUTIES:
The post holder will be responsible for the leadership in the delivery and organisation of the dispensary services by:

- Providing innovative leadership in the dispensary.

- Proposing changes to working practices and dispensing techniques that will maximise the potential for efficiency and safety in order to reduce waiting times while working in the dispensary.

- Supporting the Pharmacy Manager and pharmacy team in the development of the Dispensary Services.

- Being actively involved in the competency based training and supervision of pharmacy staff including dispensary, ward processes and use of the organisation Information System (Meditech) during induction and on ad-hoc basis.

- Delivering a customer-focused service to all patients who attend the dispensary and when dealing with all other pharmacy stakeholders.

- Ensuring that prescriptions are processed accurately and efficiently.

- Working closely with the pharmacy manager and lead clinical pharmacist to ensure the delivery of high quality, patient-focused pharmacy services.

- Participating in the dispensing and final check of clinically screened prescriptions for inpatient, outpatient and take-home medications.

- Providing medication counselling to patients.

- Developing and maintaining effective prescription documentation systems.

- Adhering to departmental Standard Operating Procedures (SOPs) and accurately dispense medication.

- Assisting in the capture of revenue from all sources available to the department.

- Leading and participating in relevant audit processes.

- Participating in a rota system of work to include early/late shifts including the weekends and bank holidays.
• Ensuring issues related to the organisation Information System (Meditech) are managed or escalated in a timely manner to corporate colleagues e.g. Pharmacy Informatics Specialist, IT helpdesk, Procurement Category Manager or Database Administrator.

• Actively leading on and supporting the annual stocktake process across the hospital.

**STOCK MANAGEMENT DUTIES:**

In collaboration with the designated pharmacy technician responsible for purchasing, the post-holder will be responsible for ensuring all duties related to effective stock management including purchasing of pharmacy stock are in place:

• Ensuring optimal stock management e.g. routine stock and expiry date checks.

• Training and assessment of new and existing pharmacy staff on the purchasing and stock management processes.

• Ensuring adherence to procedures for recalled pharmaceutical products.

**SUPERVISORY DUTIES:**

To ensure the pharmacy technician staff are effectively trained, supervised and mentored to undertake all routine dispensary and ward duties including:

• Provision of the ward top-up service.

• Ensuring effective and efficient systems of practice and staff workflow patterns in the dispensary and on the wards.

• Assisting the responsible pharmacist in ensuring safe and effective running of the pharmacy in relation to the sale and supply of medicines.

• Liaising in a timely manner with the pharmacy manager and other pharmacy staff on all relevant matters within the pharmacy department.

• Assisting the pharmacy manager in the orientation, induction and training of new pharmacy staff.

• Providing the required level of mentorship to the pharmacy technicians.

• Actively providing the non-clinical hospital staff pharmacy induction.

• Actively contributing to the review and update of departmental procedures in line with current legislation and regulations.

**OTHER Duties:**

• Participating in monthly team meetings.
● Participating in all mandatory training on an annual basis.

● Maintaining a high level of competency by committing to education, training and personal development plans.

● Caring for and maintaining equipment ensuring that it is of a sufficient level and standard and to bring any maintenance defects to the attention of the appropriate authority.

● Participating in ward based activities if required, which may include discussing medication with patients and checking patients drugs for suitability for use.

● The post holder has a general duty of care for the health, safety and wellbeing of work colleagues, visitors and patients within the hospital, in addition to any specific risk management or clinical governance accountabilities associated with this post.

Interim appraisals to be completed within 3-6 months of employment. Full appraisal to be completed once yearly thereafter.

This job description does not attempt to detail every duty and is produced as a guideline only. This job description may be amended and developed in line with service needs.

KNOWLEDGE AND UNDERSTANDING

- NVQ Level 3 plus accredited underpinning knowledge (BTEC in Pharmaceutical Science or equivalent) or equivalent
- Professional registration with the General Pharmaceutical Council
- Post qualification experience relevant to Hospital Pharmacy Practice with assessed competencies
- Accredited Checking Technician qualification or working towards
- Mandatory CPD to maintain fitness to practice
- Good spoken and written English
- Knowledge of relevant hospital policies and procedures
- Health and Safety training
- Knowledge of all regulations and legislation relevant to Pharmacy Dispensary Services.
- Knowledge of Pharmacy computer systems

PROBLEM SOLVING ABILITY

- Deal with enquiries and refer as appropriate
- Assess faulty equipment
- Stock control and purchasing issues
- Day to day staffing issues
- Self development

SPHERE OF INFLUENCE

- Supervising and training junior staff
- Be able to communicate information to patients/carers regarding prescribed medication.
- Be able to provide routine and complex information on Pharmacy and Dispensary Services and impart knowledge to other healthcare professionals.
- Be able to communicate effectively in both written and verbal formats with staff and patients.

**RISK AND RESPONSIBILITY**

- Maintain a high level of clinical and technical practice
- To take responsibility for own practice, in accordance with professional and hospital guidelines/protocols
- Supervision and training of junior staff
- Planning and managing staff rota
- To prevent risks to self, other staff or patients within the department
- Maintain confidentiality
- To maintain equipment in good working order
- To keep up to date with current procedures
- To maintain accurate records

**SKILLS AND EFFORT**

- Be able to analyse information relating to Pharmacy Dispensary Services issues.
- Be able to make sound judgments on how to fulfil urgent orders, where there are a range of options
- To be able to analyse a range of facts or situations and be able to compare a range of options
- Be able to plan and organise straightforward and complex activities, some ongoing.
- Be able to organise the supervision of support workers
- To possess highly developed physical skills in relation to accuracy.
- To have basic keyboard and computer skills (word processing, spreadsheet, report generation and presentations).
- Be able to concentrate for extended periods despite an unpredictable work pattern
- Be able to check of dispensed prescriptions despite frequent interruptions.
- Be methodical in approach.
- Be able to provide information and advice to distressed patients in a calm and empathetic manner.
- Excellent verbal communication skills
- Flexibility to respond to the needs of the department
- Good team player
- Be able to participate in frequent light physical effort for several short periods
- To be able to move pharmaceutical goods

**WORKING CONDITIONS**

- Be able to work in a busy demand-led service
- Dependent on department – includes:
  - Cytotoxic drugs
  - Visual display units
  - Shiftwork
  - Bodily fluids
ORGANISATION CHART
Dependent on department

CHIEF NURSING OFFICER
PHARMACY MANAGER

LEAD CLINICAL PHARMACIST

LEAD PHARMACY TECHNICIAN

CLINICAL PHARMACISTS

PHARMACY TECHNICIANS

ADDITIONAL INFORMATION/POLICIES

The post holder will have access to confidential information, which may only be disclosed to parties entitled to receive it. Unauthorised disclosure is a disciplinary offence in accordance with the HCA International Confidentiality and Security Agreement.

The Portland Hospital is a regulated organisation and as such, all post holders must have their criminal record checked. You will be asked to declare any criminal convictions during the application process and if you are the preferred candidate for the post an enhanced CRB record check will be made by HCA International.

The Portland Hospital is a dynamic organisation; therefore this job description maybe subject to change in accordance with the service provision of the ward and The Portland Hospital. Any proposed amendments to reflect or anticipate changes to the post will be amended in consultation with the post holder.

Employee:

I agree that the attached job specification has been discussed with me and that I understand my primary responsibilities within this role.

Name: ______________________________

Signature: ______________________________

Date: ______________________________

Date Reviewed: October 2014
Next Review Date: October 2017
Manager/HR:

Name: ________________________________

Signature: ____________________________

Date: _________________________________