**Job description**

**Broxbourne Alliance PCN**

**PCN Pharmacy Technician Job Description and Person Specification**

**Job title**Pharmacy Technician

**Line manager**Practice Manager

**Accountable to**GP Partners

**Hours per week 37.5**

**Job summary**
The post holder is a qualified pharmacy technician and will be an integral part of the general practice team, working within their professional boundaries and will be based in one of our practices in the Broxbourne PCN . We are a friendly and supportive group of practices and have a growing network of pharmacists and pharmacy technicians.

This role will work under the supervision of the GP’s and practice pharmacist to ensure the safe, accurate and timely supply of prescribed medication to patients.

They will provide technical and administrative support to the clinical pharmacist and clinicians.

The pharmacy technician will support the practice clinical team with queries around medication from patients.

The pharmacy technician will complete audits around patient safety in the prescribing of medication and present the information for sharing with the clinical team.

**Primary responsibilities**
The following are the core responsibilities of the pharmacy technician. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:

a. To work as part of a multi-disciplinary team whilst in a supporting function to the clinical pharmacist and GP’s and within agreed prescribing standard operating procedures

b. To support the clinical pharmacist and other clinicians as the point of contact for medicines related matters

c. To process repeat medication requests, including the conversion of acute requests to repeat medicines, changing quantities of medicines

d. To issue prescriptions in line with agreed clinical protocols and within your competency

e. To encourage cost-effective prescribing throughout the practice

f. To undertake medicines reconciliation post discharge and on other transfers of care

g. To update and maintain accurate and timely patient medication records on each practice clinical system, including advice given and action taken

h. To liaise with secondary and primary care colleagues to ensure correct medicines are continued following the transfer of care

i. To monitor practice adherence to the prescribing policy

j. To support virtual and remote models of consultation and support including e- consultations, telehealth and telemedicine

k. To support the clinical pharmacist in improving the quality and effectiveness of prescribing through clinical audit and education to improve performance against NICE standards, and clinical and prescribing guidance

l. To ensure appropriate supervision of safe storage, rotation and disposal of vaccines and drugs

m. To apply infection-control measures within the practice according to local and national guidelines

n. To identify and be proactive in your training needs and development and as agreed with the Clinical Pharmacist and GP’s.

o. To support the delivery of enhanced services and other service requirements on behalf of the PCN

p. To participate in the management of patient complaints when requested to do so and participate in the identification of any necessary learning brought about through incidents and near-miss events

q. To actively signpost patients to the correct healthcare professional

r. To undertake all mandatory training and induction programmes

s. To contribute to and embrace the spectrum of clinical governance

t. To attend a formal appraisal with their manager at least every 12 months. Once a performance/training objective has been set, progress will be reviewed on a regular basis so that new objectives can be agreed

u. To contribute to public health campaigns (e.g. flu clinics) through advice or direct care

**Secondary responsibilities**
In addition to the primary responsibilities, the pharmacy technician may be requested to:

a. Support delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives

b. Undertake any tasks consistent with the level of the post and the scope of the role, ensuring that work is delivered in a timely and effective manner

**c.**Duties may vary from time to time without changing the general character of the post or the level of responsibility.

The person specification for this role is detailed below:

**Person specification – Pharmacy Technician**

**Qualifications:**

**Essential**
GSCE in Maths, English and science or equivalent. ✓

NVQ level 2 in pharmacy services or equivalent ✓

**Desirable**

NVQ level 3 (or working towards) in pharmacy services or equivalent. ✓

**Experience:**

**Essential**

Evidence of working autonomously or as part of a team ✓

**Desirable**

Experience working in a primary care setting ✓

Understanding and knowledge of healthcare provision in GP practices, QOF and enhanced services ✓

An appreciation of the new NHS landscape including the relationships between individual practices, PCNs and the commissioners ✓

Good clinical system IT knowledge of EMIS ✓

**Essential Skills:**

Ability to communicate complex and sensitive information effectively with people at all levels by telephone, email and face to face ✓

Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports ✓

Good personal organisational skills ✓

Effective time management ✓

Demonstrate personal accountability, emotional resilience and work well under pressure ✓

**Essential Personal Qualities**
Ability to follow legal, ethical, professional and organisational policies/procedures and codes of conduct ✓

Ability to use own initiative, discretion and sensitivity ✓

Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity ✓

Ability to use own initiative, discretion and sensitivity ✓

Flexible and cooperative ✓

Ability to identify risk and assess/manage risk when working with individuals ✓

Sensitive and empathetic in distressing situations ✓

Able to finish work tasks ✓

Problem solving and analytical skills ✓

Ability to maintain confidentiality ✓

Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance, and health and safety ✓

**Other requirements**

**Essential**
Flexibility to work outside of core office hours ✓

Disclosure Barring Service (DBS) check ✓

**Desirable**

Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own home ✓

Job Types: Full-time, Part-time, Permanent

Salary: Up to £29,800.00 per year

Benefits:

* Company pension
* Sick pay
* Wellness programme

Schedule:

* Day shift
* Monday to Friday