

Cheshire & Merseyside Additional Roles Recruitment Scheme (ARRS) Recruitment Pack Pharmacy Technician

This complementary guidance has been provided to support Primary Care Networks (PCNs) and candidates in the recruitment or engagement of Pharmacy Technicians. It is based on the role outline included in section B of the NHS Network Contract DES, which can be found [here](#), and also incorporates wider responsibilities that Technicians may undertake which PCNs may wish to include in the JD as appropriate.

However, they are intended as helpful resources only: **they are not mandatory for use and PCNs will have their own versions to align to their individual needs.** PCNs will design the job descriptions and person specifications for the relevant roles over a broad range of responsibilities. However, PCNs must ensure that, in order to be acceptable for reimbursement through the Network Contract DES Additional Roles Reimbursement Scheme, they contain as a minimum the role requirements outlined in section B, which can be found [here](#).

Candidates should ensure they understand the role requirements specifically of the role before asked for by the individual PCN before entering recruitment and contract discussions.

Job Title: Pharmacy Technician

Responsible to:	To be determined by the PCN
Accountable to:	To be determined by the PCN
Hours of work:	To be determined by the PCN [WTE is defined as 37.5 hours in line with Agenda for Change (AfC) terms, but this may vary for non-AfC posts]
Salary:	To be determined by the PCN [note: the role outline and reimbursement is based on indicative AfC Band 5]

Job Scope

Clinical Pharmacy in General Practice is part of an exciting programme of transformation to develop a new model of care which addresses our ambition to deliver person-centred, coordinated care across the district. The Clinical Pharmacy in

General Practice model is supported by the direction of national policy including the Five Year Forward View and GP Forward View where there is a need to better utilise the role of pharmacy within primary care to pro-actively help patients stay safe and well and out of hospital as well as helping to reduce the demands on general practice.

Pharmacy technicians play an important role, complementing clinical pharmacists, community pharmacists and other members of the PCN multi- disciplinary team. Pharmacy technicians are different to clinical pharmacists as they are not able to prescribe or make clinical decisions, instead working under supervision to ensure effective and efficient use of medicines.

Pharmacy technicians' core role responsibilities will cover clinical, and technical and administrative categories.

The purpose of the role is to lead improvements to maximise safe, cost-effective best practice in prescribing to improve the quality of patient care. The post holder will help patients to get the best from their medicines by switching medications to agreed and approved protocols, improving repeat prescribing processes in General Practice, including promotion of repeat dispensing and online ordering, minimising clinical risk and aiming to reduce wasted medicines.

In addition, the post holder will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice teams and promoting good practice in line with therapeutic developments. This will involve assisting the PCN in achieving national requirements, NICE implementation, and utilisation of medicines optimisation initiatives.

Key Duties and Responsibilities

Clinical

1. Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
2. Carry out medicines optimisation tasks including effective medicine administration (e.g., checking inhaler technique), supporting medication reviews and medicines reconciliation. Where required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively.
3. As determined by the PCN, support medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacies
4. Support the Clinical Pharmacist in Structured Medication Reviews (SMR)
5. i.e., organise necessary monitoring tests prior to SMR
6. Provide expertise to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local

health inequalities.

7. Manage shared care protocols and liaise with Clinical Pharmacists for more complex patients.
8. Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing locally.

Technical and Administrative

1. Support the PCN multi-disciplinary team to ensure efficient medicines optimisation processes are being followed.
2. Implement efficient ordering and return processes and reducing medication wastage.
3. Provide training and support on the legal, safe, and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
4. Promotion of Electronic Repeat Dispensing (eRD) and online ordering.
5. Develop relationships with 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.
6. Support practice reception teams in streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.
7. Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings.
8. Support the PCN to deliver on QIPP agenda, QOF and locally commissioned enhanced services.
9. Supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services.
10. Support the PCN in reviewing and developing practice policies for CQC requirements.

Functional Responsibilities

The postholder will:

1. Develop a culture that promotes equality and values diversity. The postholder must be aware of and committed to the Equality and Diversity policies of the appointing GP Federation and comply with all the requirements of these policies and actively promote Equality and Diversity issues relevant to the post.
2. Ensure the principles of openness, transparency and candour are observed and upheld in all working practices.
3. The post holder will have, or acquire through training provided by the organisation, the appropriate level of safeguarding and knowledge, skills and practice required for the post.
4. be aware of and comply with the organisation's safeguarding protection policies and procedures.

5. Ensure that any infection prevention and control issues are reported to the line manager/Infection Prevention and Control.

Equality and diversity:

6. The post-holder will support the equality, diversity and rights of patients, carers, and colleagues, to include:
 - a. Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
 - b. Respecting the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
 - c. 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:

7. The post-holder will participate in any training programme implemented by the practice as part of this employment, with such training to include:
 - a. Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
 - b. Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

8. The post-holder will strive to maintain quality within the practice, and will:
 - a. Alert other team members to issues of quality and risk.
 - b. Assess own performance and take accountability for own actions, either directly or under supervision.
 - c. 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.
 - d. Work effectively with individuals in other agencies to meet patients' needs.
9. Effectively manage own time, workload, and resources.

Supervision

The postholder will have access to appropriate clinical supervision and an appropriate named individual in the PCN to provide general advice and support on a day-to-day basis.

Person Specification

Element	Essential	Desirable
<p>Qualifications and Experience</p>	<ul style="list-style-type: none"> • Professional registration with GPhC • meets the specific qualification and training requirements as specified by the GPhC criteria to register as a Pharmacy Technician- • meets the specific qualification and training requirements as specified by the GPhC criteria to register as a Pharmacy Technician; c. enrolled in, undertaking, or qualified from, an approved training pathway. For example, the Primary Care Pharmacy Educational Pathway (PCPEP) or Medicines Optimisation in Care Homes (MOCH). • Evidence of continued professional development (CPD) • Experience of working as a qualified, registered pharmacy technician in primary care, community, or hospital pharmacy 	<ul style="list-style-type: none"> • BTEC/NVQ level 3 or equivalent in pharmaceutical sciences • Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities, and challenges
<p>Skills and Competencies</p>	<ul style="list-style-type: none"> • Computer literate with an ability to use the required Microsoft office packages • Able to analyse and interpret prescribing data • Has attention to detail, able to work accurately, identifying errors quickly and easily Able to effectively manage allocated resources • Has a planned and organised approach with an ability to 	<ul style="list-style-type: none"> • Computer literate with an ability to use the required GP clinical systems • Understand the aims of current healthcare policy within the PCN

Element	Essential	Desirable
	<p>prioritise their own workload to meet strict deadlines</p> <ul style="list-style-type: none"> • Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to draw logical solutions to problems • Excellent communication skills, verbal and written, with the ability to adjust communication style and content to suit the audience • Excellent verbal and written communication skills with team members, patients, carers, and other healthcare professionals. Whilst recognising people's needs for alternative methods of communication • Influencing and negotiating skills • An excellent understanding of data protection and confidentiality issues 	
<p>Attributes</p>	<ul style="list-style-type: none"> • Works effectively independently and as a member of a team • Flexible approach to meet service needs and ensure a stakeholder focused response • Self-motivated and proactive • Continued commitment to improve skills and ability in new areas of work • Able to undertake the demands of the post with reasonable adjustments if required • Independently mobile to be able to work across several sites and travel to meet with stakeholders • Adaptability, flexibility, and ability to cope with uncertainty and change • Demonstrate ability to work in a 	



Element	Essential	Desirable
	<p>busy environment.</p> <ul style="list-style-type: none"> • ability to deal with both urgent and important tasks and to prioritise effectively whilst also supporting others • Excellent time keeping and prioritisation skills • is working under appropriate clinical supervision to ensure safe, effective, and efficient use of medicines 	