**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **Job Title:** | **Clinical Pharmacy Technician- Pharmacy in General Practice** |
| **Pay Band:** | **Band 5** |
| **Hours of Work:** | **37.5 hours per week** |
| **Responsible to:** |  |
| **Accountable to:** |  |
| **Base Point:** |  |
| **Contract Type** |  |

|  |
| --- |
| **Job Summary**  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, co-ordinated careacross 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.  The pharmacy technician will support the role of the pharmacist to deliver the Clinical Pharmacy in General Practice model of care, including supporting and assisting a cluster of GP practices. 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 practices, 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 GP Federation in achieving national requirements, NICE implementation and utilisation of medicines optimisation initiatives. |

|  |
| --- |
| **Main Duties and Responsibilities**   * Support the role of the Clinical Pharmacist at GP federation level on the delivery of the new Clinical Pharmacy in General Practice model * Carry out medicines switches in GP practices in line with practice and CCG agreed specific protocols – reviewing patients’ records; amending records and informing patients * Carry out housekeeping whilst in patient records e.g. dose optimisation and medicines synchronisation * Improve prescribing processes in general practice * Promotion of electronic repeat dispensing and online ordering * Report on key performance indicators for CPGP to demonstrate added value for patients and general practice in accordance with NICE guidance * Use and maintain information systems and databases relevant to the position including incident reporting, medicines optimisation, prescribing data, cost savings and patient outcomes * Work closely with GP practices and the CCG Clinical Pharmacy in General Practice lead * Participate in practice meetings, patient participation groups, and other meetings to improve engagement of the role of pharmacy technician within the CPGP model and to promote issues relevant to prescribing and medicines optimisation * Liaise with other pharmacy stakeholders e.g. CCG Medicines Optimisation team, community pharmacy, and hospital pharmacy teams. * Support the Medicines Optimisation team in the delivery of the Medicines Optimisation strategy * Handle function specific information, which may be sensitive, complex or confidential and appropriately recording, transferring and/or coordinating such information in accordance with the Data Protection Act; Caldicott Guidelines and the Confidentiality Code of Conduct * To be responsible for the organisation, planning and of own workload to meet set deadlines * To utilise GP practice clinical systems to conduct prescribing audits e.g. SystmOne and EMIS Web * To undertake, participate and share the outcomes of clinical audits to facilitate improvement and changes in practice * As instructed by the CCG Medicines Safety Officer, ensure that all major MHRA drug alerts, where appropriate and within level of competence, are acted upon within practices over an appropriate time frame and to advise on any medication changes that occur as a result * To assist in the monitoring of prescribing expenditure at individual practice level and propose changes to ensure containment within identified resource * To undertake learning and development to ensure the required knowledge and skills for practice based work * To carry out other duties which are appropriate to the skills and competencies of the post holder and grade of the post as the priorities of the service change   **General**  The postholder will:   * 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. * Ensure the principles of openness, transparency and candour are observed and upheld in all working practices. * 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 and be aware of and comply with the organisation’s safeguarding protection policies and procedures. * Ensure that any infection prevention and control issues are reported to the line manager/Infection Prevention and Control |

**PERSON SPECIFICATION**

|  |
| --- |
| **ASSESSMENT CRITERIA** |
| **Qualifications and Experience** |
| Professional registration with GPhC |
| BTEC/NVQ level 3 or equivalent in pharmaceutical sciences |
| Evidence of continued professional development (CPD) |
| Experience of working as a qualified, registered pharmacy technician in primary care, community or hospital pharmacy |
| Postgraduate qualifications of a relevant nature. e.g. FdSc in Medicines Management/Pharmacy Services; BTEC Therapeutics **(desirable)** |
| Demonstrate ability to influence and persuade partners and stakeholders of the respective merits of different options, innovations, new opportunities and challenges |
| **Knowledge and Understanding** |
| Relevant advanced theoretical and practical knowledge of general practice and evidence based medicine |
| An appreciation of the NHS agenda and government targets |
| Awareness of systems to support management of patients in a primary care setting, delivering pharmaceutical input and support in the context of pathways of care and the business of the organisation(s) |
| Awareness of GP budget-management and funding systems to enable GP clinical pharmacist services to assist delivery of Federation and NHS priorities and requirements for financial balance and quality |
| Good clinical pharmacy knowledge including terminology |
| An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for the improvement of prescribing |
| Knowledge and understanding of pharmacy law and ethics and current legislation |

|  |
| --- |
| **Skills and Competencies** |
| Computer literate with an ability to use the required GP clinical systems **(desirable)** and Microsoft office packages **(essential)** |
| Understand the aims of current healthcare policy and appreciate the implications of this for the Clinical Pharmacy in General Practice pilot sites |
| 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 prioritise their own workload to meet strict deadlines |
| 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 |
| Influencing and negotiating skills |
| An excellent understanding of data protection and confidentiality issues |
| **Attributes** |
| 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 busy environment; ability to deal with both urgent and important tasks and to prioritise effectively whilst also supporting others |
| Excellent time keeping and prioritisation skills |