**Job Description – PCN Pharmacy Technician**

**Accountable to**: Senior Clinical Pharmacist

**Base:** Normanby Medical Centre – Eston PCN

**Job Summary**

* The post holder is a pharmacy technician, who acts with autonomy within their professional boundaries.
* The post holder will work as part of a multi-disciplinary team with the potential to deliver supported medication reviews in a patient-facing role.
* The post holder will provide expert pharmaceutical technical support to help support the implementation of the medicines optimisation work programme.
* The post holder will undertake audits of medicines related issues across the primary care network - evaluate results and produce and present progress reports.
* The role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service within general practice.

**Qualifications & Training**

* Must hold recognised qualification in pharmaceutical sciences (BTEC / NVQ3 or equivalent)
* Must be a registered technician with General Pharmaceutical Council
* Must have Statement of assessment and progression from CPPE Primary Care Pharmacy Education Pathway
* Must hold European Computer Driving License (ECDL) **or** equivalent level of knowledge
* Desirable 2 years relevant post qualification experience
* Role will involve travel within the PCN area
1. **Primary Duties and Areas of Responsibility**
* Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared-decision making conversations with patients
* 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
* Support, as determined by the PCN, medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings and linking with local community pharmacists
* Provide specialist expertise, where competent, to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities
* Take a central role in the clinical aspects of shared care protocols and liaising with specialist pharmacists for more complex patients
* Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing
* Assist in the delivery of medicines optimisation and management incentive schemes and patient safety audits
* Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (e.g. use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services
* Work with the PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes, and reducing wastage;
* Support the practice medication team in sorting and streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests;
* Provide leadership for medicines optimisation systems across PCNs, supporting practices with a range of services to get the best value from medicines by encouraging and implementing Electronic Prescriptions, safe repeat prescribing systems, and timely monitoring and management of high-risk medicines
* Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS)
* Develop relationships with other pharmacy technicians, pharmacists and members of the multi-disciplinary team to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care, and mental health
1. **Collaborative Working Relationships**
* Recognises the roles of other colleagues within the organisation and their role to patient care
* Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior colleagues, and other professionals)
* Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary
* Actively work toward developing and maintaining effective working relationships within the PCN
* Liaises with CCG Medicines Optimisation Team where appropriate on prescribing related matters to ensure consistency of medicines optimisation messages
* Communicate results of audits and prescribing projects undertaken to agreed staff members in a clear, concise way
* Communicate with GPs, nurses, practice staff, patients and carers
* Need to be able to communicate in potentially antagonistic environments and situations
1. **Knowledge, Skills and Experience Required**
* Ability to handle sensitive and confidential data
* Proven communication and interpersonal skills including dealing with patients and carers.
* Able to plan and work independently and manage competing priorities
* On-going commitment to continuing professional development to maintain theoretical and practical knowledge
* Possess excellent interpersonal and communication skills (verbal and written)
* Able to plan own work with a high degree of motivation
* Ability to work with others as a team player
* Able to prepare and present reports
* Able to use information technology e.g. word processing and spreadsheets
* Able to adapt to unfamiliar practice computer systems
1. **Freedom to Act**
* Demonstrate ability to motivate self to achieve goals
* Works independently, work is managed rather than supervised.
* Follows SOPs and relevant regulations
1. **Management**
* Demonstrate understanding of the implications of national priorities for the team and/or service
* Demonstrate understanding of the process for effective resource utilisation
* Demonstrate understanding of, and conforms to, relevant standards of practice
* Follows professional and organisational policies/procedures relating to performance management
1. **Education Training and Development**
* Understands and demonstrates the characteristics of a role model to members in the team and/or service
* Demonstrates self-development through continuous development activity
* Keeps up to date with relevant practice associated with the role
* Engaged with the review and appraisal systems within the practice
1. **Research and Evaluation**
* Demonstrates ability to critically evaluate and review literature
* Demonstrates ability to identify where there is a gap in the evidence base to support practice
* Demonstrates ability to generate evidence suitable for presentations at practice and local level
* Demonstrates ability to apply research evidence base into working place
* Demonstrates understanding of principles of research governance
1. **Health and Safety/Risk Management**
* The post-holder must comply at all times with the Practice’s Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System
* The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990)
1. **Equality and Diversity**
* The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.
1. **Respect for Patient Confidentiality**
* The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role
1. **Special Working Conditions**
* The post-holder is required to travel independently between practices and practice sites (where applicable), and to attend meetings etc. hosted by other agencies