



Phoenix Health Group

JOB DESCRIPTION

JOB TITLE: Pharmacy Technician (PCN Medicines Optimisation)

REPORTS TO: Clinical Pharmacist

Job Summary:

- To work within the Phoenix Health Group as the Primary Care Network (PCN) pharmacy technician to support the implementation of the PCN DES and day-to-day general practice.
- To promote high quality, cost-effective prescribing in primary care, supporting the specifications within the PCN DES, such as Structured Medication Reviews and Medicines Optimisation and others as they commence and as determined by the PCN.
- To undertake specific project work as required by the PCN.
- To support the functional role of prescribing and medicines optimisation as a registered and qualified pharmacy technician.
- Includes bespoke specialist advanced prescribing support within the practice.
- Basic prescribing analysis using ePACT2 prescribing data.
- Specific operational duties, especially in emergency situations e.g. flu epidemics/pandemic (which involves managing the centralised initial and ongoing allocation of antiviral medicines, vaccines. Ensuring correct storage conditions are maintained at all times, assuring maximum patient benefit and safety).

Key Duties and Responsibilities:

Clinical responsibilities of the Pharmacy Technician:

- 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 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



Phoenix Health Group

- 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. 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.

Technical and Administrative responsibilities of the Pharmacy Technician:

- work with the PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes, reducing wastage and producing MAR sheets where needed;
- Support practice reception teams 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, supporting 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
- 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

Personal:

- Maintain good working relationships
- Take reasonable care of his/her own safety and that of other persons who may be affected by his/her act or omission.
- Co-operate with the practice team members to adhere to statutory regulations/policies, codes of practice and safety rules.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in



Phoenix Health Group

accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy, to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- 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:

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk



Phoenix Health Group

- Assess own performance and take accountability for own actions, either directly or under supervision
- 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
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly.

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.