

## PHARMACIST TECHNICIAN (PT) PERSON SPECIFICATION & JOB DESCRIPTION

### PT GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

PTs are responsible for supporting practices / PCNs in implementing effective medicine management, identifying areas for improvement, and initiating and managing change. PTs also develop and manage a medicines management plan and deliver patient services as determined by practice policy and local and national guidance. PTs and manage the medicines administrative team, including delivery of training, in order to maximise cost-effective prescribing and improve the quality of patient care.

### PT GPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>GCSEs at grade C or equivalent (or 4-9), including English and Maths.</i>	<input checked="" type="checkbox"/>	
<i>NVQ Level 2 in Pharmacy Services</i>	<input checked="" type="checkbox"/>	

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Works effectively independently and as a member of a team.</i>	<input checked="" type="checkbox"/>	
<i>Flexible approach to meet service needs and ensure a stakeholder focused response.</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive.</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work.</i>	<input checked="" type="checkbox"/>	
<i>Demonstrate excellent interpersonal and communication skills.</i>	<input checked="" type="checkbox"/>	

<b>SKILLS AND EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<i>Experience of working in a medical or primary care setting.</i>		<input checked="" type="checkbox"/>
<i>Computer literate with an ability to use the required GP clinical systems.</i>		<input checked="" type="checkbox"/>
<i>General office skills, photocopier, scanning, shredding.</i>	<input checked="" type="checkbox"/>	
<i>Awareness of Data Protection Act and need for confidentiality of Information.</i>	<input checked="" type="checkbox"/>	
<i>Attention to detail, able to work accurately, identifying errors quickly and easily.</i>	<input checked="" type="checkbox"/>	
<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues.</i>	<input checked="" type="checkbox"/>	
<i>Excellent verbal and written communication skills with team members, service users, carers, and other healthcare professionals, with the ability to adjust communication style.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</i>	<input checked="" type="checkbox"/>	

<b>PHYSICAL REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>		<input checked="" type="checkbox"/>

### **STAFF MANAGEMENT**

- Provide clinical supervision and professional leadership to the administrative medicines management team.
- Be responsible for training the administrative medicines management team to perform audits around key areas of responsibility.

### **PATIENT SERVICES**

- Provide medication review services to patients via clinics in the practice, domiciliary visits and in residential and nursing homes, and to deliver pharmaceutical care plans that maximise cost-effective prescribing and improve the quality of patient care.
- Present at patient group meetings or other appropriate events to give advice on the appropriate use of medicines.
- Produce patient information leaflets and posters and run medicine awareness projects throughout the year.
- Assist the practice / PCN with the appropriate monitoring and management of their prescribing budgets.

- Prepare evidence-based resources and information to support the administrative medicine management team and all other relevant health professionals in the implementation of rational cost-effective prescribing.
- Help plan, develop, and support the introduction of new working processes within the practice / PCN to optimise the quality of prescribing.

#### **RESPONSIBILITY FOR ADMINISTRATION**

- To provide regular support and feedback to practice / PCN on prescribing action plans.
- To produce quarterly reports on the progress for medicines management.
- To update and maintain accurate patient medication records on the practice's / PCNs clinical computer systems, including advice given and action taken.
- To advise the primary health care team on the safe and secure handling of controlled drugs and other medicines, ensuring compliance with medicines legislation.

#### **TRAINING AND PERSONAL DEVELOPMENT**

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.
- Training needs will be monitored by yearly appraisal and will be in accordance with GPS requirements. Personal development will be encouraged and supported by GPS.
- Assess effectiveness of care delivery through self-reflection and peer review, as well as benchmarking and formal evaluation.
- Contribute to the identification and assessment of learning needs of workers and other professionals and assist in planning effective programmes of education.
- Act as a mentor to GPS clients as per the GPS brief.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

#### **LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT**

- Support worker development to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Take part in recruitment processes where appropriate.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.
- Promote the role of Pharmacist Technicians.

#### **CONFIDENTIALITY**

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- Comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.
- The PT GPSA must regard all information relating to service users and their carers, and other healthcare workers (as well as information relating to the client provider and GPS as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

## **HEALTH & SAFETY**

The GPSA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.
- Identifying issues and hazards / risks in relation to other work areas within the business.
- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based care protocols and implementing them across the client provider.
- Active observation of current working practices across GPS / the client provider in relation to infection control, cleanliness, and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities, raising them with appropriate management and managing those risks across clinical and service user processes.
- Keeping own work areas and general / service user areas generally clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace standards;
  - Waste management, including collection, handling, segregation, container management, storage, and collection.
  - Spillage control procedures, management, and training.
  - Decontamination control procedures, management and training, and equipment maintenance.

## **EQUALITY AND DIVERSITY**

The PT GPSA 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 service users, carers and colleagues.

- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Support people who need assistance in exercising their rights.

### **QUALITY**

The PT GPSA will strive to maintain quality and will:

- Alert other team members to issues of quality and risk.
- 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 service user needs.
- Effectively manage own time, workload, and resources.

### **COMMUNICATION**

The PT GPSA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all service user, recognising any difficulties and referring where appropriate.

### **CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES**

The PT GPSA will:

- Apply 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.