



GREENWAY COMMUNITY PRACTICE

JOB TITLE: PHARMACY TECHNICIAN

HOURS: 15 hours per week

LOCATION: Greenway Community Practice, Southmead, Bristol, BS10 6AF

SALARY: FTE £27000 – £31,000

About us:

We are a large friendly GP Practice located in Northwest Bristol providing healthcare services to a list population of 11,400.

Job overview:

We are seeking a dedicated Pharmacy Technician to join our team in providing excellent pharmaceutical services and patient care in a busy GP practice. As a pharmacy technician you will play a crucial role in assisting our clinical pharmacists in providing medication and healthcare services to our patients. This is a rewarding opportunity to contribute to the well-being of others and make a positive impact in the healthcare field.

The post holder will work with our administrators, pharmacists and with our wider team. The role 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.

Initially, the post holder will be working exclusively within our practice, but the role is expected to evolve into a 'Hub' model, collaborating with other GP practices in the area with an idea to expand patient services within the community.

For this part time role, we offer a competitive salary, NHS pension and 31 days annual leave pro rata alongside training opportunities.

Responsibilities:

Clinical

- Working alongside our Clinical Pharmacists in accordance with agreed prescribing standard operating procedures.
- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.

- Day to day handling of prescription queries within area of own competence
- Medicines reconciliation post discharge and on other transfers of care
- To update and maintain accurate patient medication records on the practice clinical computer system, including advice given and action taken
- Delivery of training and development to practice based prescribing clerks and administrators to support improved co-ordination and effective pharmacy administration within General Practice.
- 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 medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacies.
- Manage shared care protocols and liaise with Clinical Pharmacists for more complex patients.
- 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 and GDPR; Caldicott Guidelines and the Confidentiality Code of Conduct.

Technical and Administrative

- Support the multi-disciplinary team to ensure efficient medicines optimisation processes are being followed.
- Review and action safety alerts, disseminate where needed.
- Implement efficient ordering and return processes and reducing medication wastage.
- Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Promotion of Electronic Repeat Dispensing (eRD) and online ordering
- Develop relationships with other pharmacy professionals and members of the multi-disciplinary team to support integration across health and social care including primary care, commissioners, community pharmacy, secondary care and mental health.
- Support practice reception team in streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.
- Support the implementation of prescribing policies and guidance within GP practices, care homes and other primary care settings.

- Support the practice to deliver on IIF agenda, QOF and locally commissioned enhanced services.
- Provide support in reviewing and developing practice policies for CQC requirements.

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 Practice 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 Lead.

Quality

- The post-holder will strive to maintain quality within the practice, 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 patients' needs.
- Effectively manage own time, workload and resources

Qualifications and Experience:

Essential:

- BTEC/NVQ Level 3 or equivalent in pharmaceutical sciences
- Professional registration with GPhC
- Knowledge of the principles of medicines optimisation
- Good clinical pharmacy knowledge including terminology.
- Knowledge and understanding of pharmacy law and ethics and current legislation.

Desirable:

- Evidence of continued professional development (CPD)
- Evidence of working as a registered pharmacy technician in general practice
- Enrolled in, undertaking, or qualified from, an approved training pathway. For example, the Primary Care Pharmacy Educational Pathway (PCPEP)

Skills and Competencies:

- Computer literate with an ability to use the required GP clinical systems (**desirable**) and Microsoft office packages (**essential**)
- Able to analyse and interpret prescribing data.
- Attention to detail, able to work accurately, identifying errors quickly and easily.
- Has a planned and organised approach with an ability to prioritise their own workload.
- Excellent communication skill, verbal and written and the ability to adjust communication style and content to suit the audience.
- An excellent understanding of data protection and confidentiality issues
- Ability to work independently and as a member of a team.

For this part time role, we offer a competitive salary, NHS pension and 31 days annual leave pro rata. You will have access to regular clinical supervision.

Location

Greenway Community Practice is located in Southmead, a northern suburb and council ward of Bristol. Filton (in South Gloucestershire) and the Bristol suburbs of Monks Park, Horfield, Henleaze and Westbury on Trym are on its boundaries.

The area is well served with a range of local parks and sporting facilities. On the Southmead development trust site, where the practice is based, is a vibrant community gym and Café. A David Lloyd private gym is located next to our Practice and Horfield Sports Centre is a mile away.

The Practice

You would be part of a strong and experienced clinical team comprising of 5 partners, 4 salaried GP's, 2 clinical pharmacists, 4 Nurses and 3 HCAs and a First Contact Physiotherapist

We are very proud to have been rated as 'Outstanding' by the Care Quality Commission and voted 4 times the 'Best GP Practice in Bristol' by our patients in the annual GP patient survey.

We are ranked 65 in the top 100 practices in England and have one of the best patient recommendation scores with 99% of patients recommending our service.

We are a popular training practice with an excellent staff retention rate. We engage in regular clinical meetings and invest time to interact with each other on a daily basis.

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions. UK Registration

Next steps

For further details on this role please contact Kate Barnes, Business Partner on kate.barnes3@nhs.net. Informal visits are welcomed and encouraged. Formal applications should be via CV and covering letter to the above.

Closing date for applications: Wednesday 31st July 2024