

Our vision for Pharmacy is....

A happy, fulfilled workforce that provides outstanding care to the local community.

Title: Pharmacy Support Assistant

Band: 2

Staff Group:

Reports to: Dispensary & Distribution Lead – Principal Pharmacy Technician

Job Summary: To support the delivery of pharmacy and medicines services to patients and other professional healthcare teams. To be responsible for ordering, receiving, maintaining and supplying stock medicines to wards and departments. To provide support to the dispensary services for receiving and assembling prescriptions and any other pharmaceutical work appropriate to the level of training, knowledge and experience, in order to participate in the safe and effective delivery of pharmacy services across the Trust

Key Responsibilities:

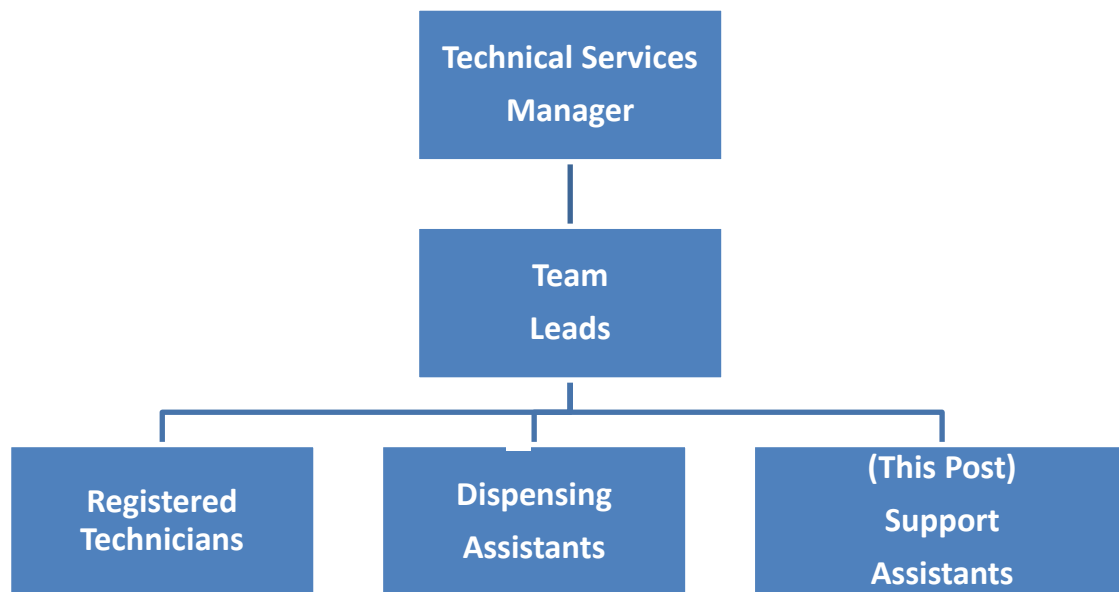
Shared Core Functions

- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
- Build and sustain effective communications with other roles involved in the shared services as required
- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
- Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Specific Core Functions

- Undertake in-house training and all necessary academic, practical and portfolio building work in order to achieve accreditation and meet the requirements of the General Pharmaceutical Council (GPhC).
- Check and replenish stocks on wards, departments and emergency cupboards (including computerised processing) against agreed stock lists and levels as per Standard Operating Instructions (SOP's).
- Assist in the receipt of pharmacy stock in own and/or customers' departments, highlighting discrepancies, and putting stock away with due regard to storage requirements and stock rotation.
- Contribute to good pharmaceutical stock control in own and customers' departments including participation in stock checks, checks for short dated products, and the medicines "return" scheme.
- Collect and deliver pharmaceutical orders, including the safe loading and maneuvering of delivery trolleys, cages and pallets and, where appropriate, use of electric pallet pump-up fork lift (training required).
- Maintain the security of pharmacy departments, drugs in transit and drug storage areas at all times including procedure to be followed if security is compromised.
- Participate in monitoring the quality of services to ensure that customer needs are met.
- Treating all customers with courtesy and showing consideration for patient's privacy and dignity at all times, to ensure that Pharmacy is regarded as a professional and caring organisation.
- Assist with reception duties, taking in prescriptions, and the day to day running of the staff hatch and associated work streams.
- Assist in the provision of pre-packed pharmaceuticals including emergency drugs boxes
- Contribute to the cleaning of equipment as per schedules ensuring product storage and safety requirements are maintained at all times.
- Report any discrepancies or unusual stock movements to Senior Staff for investigation.
- Contribute to record keeping and maintenance of environmental and clerical records.
- Contribute to the overall tidiness and efficiency of the department including maintaining supplies of non-drug consumables such as stationery and packaging.
- Providing, when suitably experienced, services at weekends & Bank holidays as required to ensure continuity of service.

Organisational Chart of role.



Person Specification

Qualifications

- Evidence of numeracy and literacy at level 1
- Level 2 qualification/GCSE higher pass -or above including maths, English and a science, or equivalent qualifications, or work experience that demonstrates comparable ability in a similar field.

Skills and Knowledge

Essential

- Good oral and written communication and interpersonal skills.
- Able to learn to advance own skills and knowledge.
- Computer skills
- Able to work flexibly and prioritise workload
- Able to distinguish accurately between similar products
- Able to use initiative whilst knowing when to refer
- Able to work safely and effectively under pressure and/or minimal supervision.
- Safety and Security awareness
- Able to work alone and/or flexibly in a team.
- Responsible and Professional behaviour

Desirable

- Customer Care skills
- Understanding of Stock control
- Pharmacy Services Assistant/Pharmacy Dispensing Assistant apprenticeship or equivalent to meet the requirements of the General Pharmaceutical Council (GPhC)

Experience

Essential

- Experience of team work
- Experience of Pharmacy or another customer focussed, caring field

- Working with formal procedures

Desirable

- Hospital experience
- Proactive attitude to ongoing training and assessment
- Manual handling and use of pallet trucks
- Compiling orders
- Experience of stock control/handling

Personal qualities

- Professional
- Flexible
- Able to lift multiples of 10kg

Working Together For Patients with Compassion as One Team Always Improving

Our vision for Pharmacy is....

A happy, fulfilled workforce that provides outstanding care to the local community

Working to deliver excellence in care together for our patients and communities



Fulfil our role in the community we serve



Support high quality patient focussed care



Take responsibility for delivery of care now and in the future



Invest in the capability of our people to deliver our vision



Build the foundations on which our team can best deliver care

No delays (value patients time)	Provide the best possible patient experience & eliminate avoidable harm	Living within our means and eliminate waste	Be the best place to work	Continuously learn, supporting our people and teams to improve everyday
No patient to spend longer than 4 hours in the Emergency Department	- No avoidable harm (moderate or above) - Top acute Trust for inpatients recommending care	Achieve financial balance	Top 20% acute trust in the staff survey for staff reporting as best place to work	All staff report they feel able to contribute to improve
What does good look like – a value-added service provided by the wider pharmacy team that delivers safe, efficient and appropriate care in the use and supply of medicines throughout the patient journey, based on real time prescribing.	What does good look like – all patients using our service will have their prescriptions reviewed regularly and medication supplied accurately so as to avoid harm, and be provided with information on their medicines and any changes made.	What does good look like – we run an efficient service that promotes cost effective use of medicines through collaborative formulary management across secondary and primary care interfaces, appropriate use of high cost drugs, use of patients own medicines, avoidance of unnecessary duplication of dispensing, minimising of waste through recycling, optimal stock control and active participation in financial improvement planning.	What does good look like – our staff can work in an environment where they can expect a meaningful appraisal that focuses on their career development and supports their needs and values their contribution. Staff can expect a fit for purpose work environment with the resources they require to fulfil their role.	What does good look like – Everyone in the department accepts that continuous improvement is a part of all we do everyday, and that all staff are equipped and empowered to contribute to making our service the best it can be.
80% of TTOs turned around in under 90mins 48% supplied of total medicines prescribed on discharge 80% of outpatient prescriptions turned around in under 20mins	Medication Learning Events – medication learning events causing harm ≤13% 80% of high risk patients screened within 24 hours 90% of high risk patients have their charts screened within 48 hours of admin 80% of all patients have their charts reviewed within 48 hours of admin 80% of discharge prescriptions counselled by pharmacy staff during working hours	80% of Financial Improvement Plans (FIPS) achieved Reduction of unnecessary duplicate dispensing (by items) by 10%	Appraisal rate >85% Vacancies below 7.5%	100% of Pharmacy staff undertake a full service induction program when starting with the Trust

07/06/2024

Pharmacy Mission:

The role we play is as Medicines experts providing safe, effective, and timely access to medicines and medication advice to PHU and other NHS providers utilising advances in digital technology. Working with the multidisciplinary team within PHU and across the Integrated Care System (ICS) we work to improve the information available to staff, patients and their carers to optimise and personalise patient care.

Job holders are required to always act in such a way that the health and well-being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition, all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: