JOB DESCRIPTION

Electronic Prescribing Support Pharmacy Technician

Post:	Electronic Prescribing Support Pharmacy Technician
Band:	Band 5
Division:	Diagnostics and Therapies
Department:	Pharmacy
Responsible to:	Senior Information Management & Technology Pharmacy Technician
Accountable to:	Director of Pharmacy

Job purpose

To be the pharmacy Information Management and Technology lead and first point of contact for the Trust Electronic Prescribing and Medicine Administration (EPMA) IT systems.
To assist in the development, build, piloting and ongoing management of the EPMA systems.
To maintain the drug / product files, required system administration and tasks necessary for the ongoing use of the EPMA systems

Main duties and responsibilities

1. Participate in the design, build and implementation of the Trust EPMA systems (Medway for adults and paediatrics' as well as the Phillips Critical Information System; applying the knowledge, skills and training of a Registered Pharmacy Technician.
2. Be an expert super-user for the EPMA systems.
3. Support the build and configure parts of the EPMA systems.
4. Support the maintenance of the EPMA systems.
5. To be responsible for updating and maintenance of drug / product files, system administration requirements and system housekeeping tasks & reports within the EPMA systems.
6. To be responsible for the First Databank data monthly download within EPMA systems
7. Maintain an auditable system of documentation of changes and enhancements to the EPMA systems.
8. Be the primary pharmacy liaison with Trust IM&T with regard to the EPMA systems
9. To produce system management, operational and clinical reports from the EPMA systems, regularly or *ad hoc* as required by pharmacy IM&T and other system users
10. Participate in the analysis of working practices and realigning with best practice and

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system needs, reconciling system and processes.

11. To develop and implement process changes necessary to improve medication dispensing and help prevent medication errors.

12. To negotiate changes in practice with pharmacy staff who will be affected by the implementation of the service to enhance patient care and medication safety

13. Assist in the Development of new SOP's and amend local policies and guidelines as necessary with a view to changing practice in relation to the EPMA systems.

14. Contribute to the development of training policies and procedures for the training of pharmacy and other UHBristol staff in the use of the EPMA systems.

15. Responsible for the delivery of a training programme for Pharmacy staff and system.

16. Assist in the communication of any changes in the prescribing and administration pathways to all affected stakeholders, namely consultants and their teams, nursing staff, pharmacy staff and other health professionals where appropriate.

17. Provide reports to users utilising the information held in the EPMA systems.

18. Provide helpdesk support in resolving any pharmacy, nursing or prescribing related queries that are generated from system users.

19. To provide specialist support to the system out of hours on a rota basis

20. To initiate disaster recovery plans when and if appropriate.

21. To represent the interest of the EPMA projects at all times

22. To assist the pharmacy IM&T team in solving issues and problems regarding the pharmacy JAC system, and other IM&T-related issues for system users within the pharmacy department.

23. Any other duties as requested by Line Manager.

General Pharmacy

24. To dispense in-patient and discharge medication as needed by the service and to maintain professional competence

25. Maintain current awareness and undertake continuing professional development in order to ensure clinical competency

26. Participate in dispensary services, including on Saturdays Sundays and bank holidays as agreed with the clinical pharmacy manager

27. To provide the service according to professional standards

28. To provide support and input to the clinical pharmacy team

29. To be able to utilize all Pharmacy and Trust Information Technology and Electronic Patient Record systems as are necessary to complete daily tasks.

30. Follow safe lifting and handling techniques. Be aware of health and safety issues pertaining to the pharmacy area and ensure the appropriate use of department equipment.

31. To ensure adequate medicine stock control procedures are enacted within the pharmacy dispensary and to facilitate this in the ward environment

32. The post holder is required to comply with all Trust and departmental policies and procedures

33. Daily contact with patients, carers, general practitioners and nursing home staff in order to obtain and verify patient medication histories.

34. Daily liaison with all grades of pharmacy staff across the Trust in order to maintain close working relationships, training, continuity of service and peer support.

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The Trust's Values

University Hospitals Bristol NHS Foundation Trust is committed to provide patient care, education and research of the highest quality. In delivering this ambition, we will be guided by the following values:

- Respecting Everyone
- Embracing Change
- Recognising Success
- Working Together

The Trust expects all staff to work in ways which reflect these values and behaviours at all times as follows:

Respecting Everyone
- We treat everyone with respect and as an individual
- We put patients first and will deliver the best care possible
- We are always helpful and polite
- We have a can do attitude in everything we do

Embracing Change
- We will encourage all change that helps us make the best use of our resources
- We learn from our experiences and research new ideas
- We look to constantly improve everything we do

Recognising Success
- We say thank you and recognise everyone's contribution
- We take pride in delivering the best quality in everything we do
- We share and learn from each other
- We encourage new ideas that help us to be the best we can

Working Together
- We work together to achieve what is best for our patients
- We support each other across the whole Trust
- We listen to everyone
- We work in partnership

Transforming Care

Transforming Care challenges everyone at University Hospitals Bristol to play their part in supporting quality changes and improvements in their work place, building efficient care systems critical for our patients and their families, both today and in the future.

The Trust's mission is to deliver clinical services, teaching and research of the highest quality. Our vision is to provide first class technical care, with humanity, compassion and sensitivity to the needs of each patient.

*Delivering best care,   Improving patient flow,   Delivering best value,
Renewing our hospitals,   Building capability,   Leading in partnership.*

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These are the core elements essential to Transforming Care. Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation.

Equal Opportunities

The Trust is committed to eliminating unlawful discrimination and promoting equality of opportunity. All staff have a personal responsibility to contribute towards an inclusive and supportive environment for patients, carers, visitors and other colleagues from all the equality strands (race, gender, age, sexual orientation, religion, disability).

Staff have a personal responsibility to:
- Ensure their behaviour is not discriminatory
- Does not cause offence
- To challenge the inappropriate behaviours of others
- Adhere to the Trust's values, including 'Respecting Everyone', as well as the Staff Conduct Policy and the Equal Opportunities policy

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Everyone has a responsibility for contributing to the reduction of infections.

Safeguarding Children and Vulnerable Adults

University Hospitals Bristol is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

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Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness.

Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints.

If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 1998.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System
- Maintain the confidentiality of their password / username and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Job Description revised by: Kevin Gibbs & Jan Hailstone.
Date: 3/09/2014

All job descriptions are subject to review. Post holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. The Line Manager, in consultation with the post holder will undertake any review.

The NHS Knowledge and Skills Framework (the NHS KSF) defines and describes the knowledge and skills which NHS staff need to apply in their work in order to deliver quality services. It provides a consistent, comprehensive and explicit framework on which to base review and development for all staff. Closely aligned with this job description is a KSF profile supporting the effective learning and development of the post holder in a variety of ways.

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PERSON SPECIFICATION

~ *Specialist Medicines Management and Electronic Prescribing Support Pharmacy Technician* ~

Education and Qualifications	Essential	Desirable	To be evidenced by*
Q1 GPhC Registered Pharmacy Technician	✓		A
Q2 Accredited Medicines Management Technician		✓	A
Q3 Accredited Checking Pharmacy Technician		✓	A
Q4 Accredited NVQ assessor		✓	A
Q5 Evidence of continuing professional development	✓		I
Q6 Member of Association of Pharmacy Technicians UK		✓	A

Knowledge and Experience	Essential	Desirable	To be evidenced by*
E1 Evidence of post-qualification UK hospital practice in dispensing and medicines man	✓		P
E2 Experience of UK ward-based / medicines management pharmacy services (Patient's own drugs and/or one-stop dispensing for discharge)	✓		P
E3 Experience of medication history-taking and of medicines reconciliation processes	✓		I
E4 Previous experience of audit and/or research		✓	I
E5 Teaching experience		✓	A
E6 Experience of communicating with multidisciplinary team	✓		I

Skills and Abilities	Essential	Desirable	To be evidenced by*
S1 Computer literacy with - excellent working knowledge of the Microsoft Office suite - good knowledge of relational databases and report writing for example Crystal Reports or equivalent - good knowledge of PC management	✓		A,I,P
S2 Very good oral and written communication skills	✓		A, P
S3 Very good interpersonal skills	✓		I
S4 Very good problem identification and solving	✓		A, I
S5 Evidence of ability to complete work on time	✓		I

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	Essential	Desirable	To be Evidenced by*
S6 Good time manager	✓		I
S7 Specialist knowledge of UK hospital patient processes, and medication safety issues	✓		A, P
S8 Service or clinical audit		✓	I
S9 Ability to work both in a team and individually	✓		A, I
S10 Good problem solving skills	✓		A,I
S11 Evidence of good transformational or change management skills		✓	A,I

Aptitudes	Essential	Desirable	To be Evidenced by*
A1 Articulate and confidant	✓		A,1
A2 Able to work alone and a member of a multidisciplinary team	✓		A,I
A3 Self-motivated	✓		A,I
A4 Flexible and adaptive approach	✓		A,I
A5 Innovative	✓		A,I
A6 Organized approach	✓		A,I
A7 Positive approach to change	✓		A
A8 Committed to providing a high quality pharmacy service	✓		A
A9 Need to accurately process quality data	✓		A,I

Behaviours and Values	Essential	Desirable	To be Evidenced by*
B1 Respecting Everyone	✓		
B2 Embracing Change	✓		
B3 Recognising Success	✓		
B4 Working Together	✓		

A = Application Form
I = Interview
P = Presentation
T = Test

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