

CROSS SECTOR PRE-REGISTRATION PHARMACY TECHNICIAN INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Cross Sector Pre-Registration Pharmacy Technician
Band	4
Directorate	Service Delivery Directorate
Accountable to	Chief Pharmacist
DBS Required?	Enhanced

JOB OVERVIEW

The position of trainee pharmacy technician is a two-year fixed term post which will enable the trainee to complete an advanced apprenticeship in pharmacy leading to application for registration with The General Pharmaceutical Council (GPhC) to practice as a professionally registered Pharmacy Technician.

Whilst in training the post holder will carry out pharmaceutical duties, under the direct supervision of an appropriate person in all sections of the pharmacy department at the Shrewsbury and Telford NHS Trust and the community Pharmacy placement. With experiences in other sector(s) of Pharmacy. Some of the duties will be in the form of training exercises and competence-based assessments in conjunction with the L3 Integrated Pharmacy Technician Apprenticeship.

DUTIES AND RESPONSIBILITIES

Core:

- Attend a two-year course to undertake the Level 3 Diploma in The Principles and Practice for Pharmacy Technicians and gathering a portfolio of evidence to demonstrate competence.
- Participate in appraisals and personal reviews and work to achieve set objectives.
- Develop professional and pharmaceutical skills through participation in the Trusts pharmacy technician rotation programme.
- Undertake study in own time when necessary.
- Be aware of and work within departmental procedures and policies, accepted standards of practice and relevant legislation. (E. g Health and Safety, Medicine Act)
- To rotate through each area of the Pharmacy Department including Dispensary, Procurement (ordering and receiving stock), Distribution (ward top-ups), Medicines Optimisation (liaising with patients and supplying medication at ward level), Medicines Information and Medicines Safety (assisting with audit).
- To rotate to Community Pharmacy - dispensing, issuing medicines and counselling patients on how to use their medicines, stock management, reconciliation of medicines (TCAM), OTC sales for minor ailments, medicines review, enhanced services e.g. stop smoking services under the supervision of Pharmacy Staff.

Dispensary:

- Contribute to the provision of a dispensary service to inpatients and outpatients, using the pharmacy computer systems for stock control and labelling.
- Prepare labels and dispense medicines for patients.
- Identify actual and potential stock problems to other staff members as necessary.
- Complete and maintain accurate records where appropriate.
- Issue medicines to patients, including appropriate medicine information.
- Using communication skills to receive enquiries and other appropriate. Information from healthcare professionals, patients, and members of the public.
- Correctly use the Prescription Tracking System to allow efficient tracking of prescriptions.
- Complete dispensing logs as per individual Training plan and Trust procedures.
- Complete Accuracy Checking logs as per individual Training plan and Trust procedures.

Medicine Information:

- Participate in the enquiry answering function of the medicine's information service under the direct supervision of a pharmacist or suitably qualified pharmacy technician (as appropriate) including the public.
- Using communication skills to provide a suitable response to the enquirer in a variety of formats (verbal or written).
- Referral of enquirer to more appropriate sources of information when necessary.
- Use of a variety of information sources to include database (electronic and manual) searching.
- The documentation of enquiries.

Medicines management:

- Participate in Pharmacy Technician training on the wards to assess patient's own drugs, take drug histories and transcribe prescriptions.
- Under the direct supervision of a pharmacist or suitably qualified Pharmacy Technician (as appropriate) complete drug histories for inpatients, transcribe and order medication as appropriate.
- Under the direct supervision of a pharmacist or suitably qualified Pharmacy Technician (as appropriate) facilitate the Pharmacy discharge process.

Clinical Trials:

- To dispense and prepare drugs for all patients (clinical trial, inpatients, outpatients, and patients receiving injectable medicine such as, chemotherapy and monoclonal antibodies)
- Ensure appropriate handling of clinical trial medication in line with the sponsor instructions, SaTH guidelines and standard operating procedures and GCP.
- To participate in the day to day running of the clinical trials service ensuring all prescriptions are dispensed and ready for collection on the day required.
- To complete all trial specific paperwork relating to order receipt and storage of trial medication following the Sponsor's recommendation and SaTH standard operating procedures.
- To book in all clinical trial deliveries using CMM, invoicing as required. Using web-based sites or interactive systems to acknowledge receipt for the sponsor.
- Support the pharmacy clinical trials team in the recording of all returned trial medication, recycling or actioning safe drug disposal following the sponsors' requirements, SaTH guidelines and standard operating procedures, Good Clinical Practice (GCP).
- Work within Standard Operating Procedures (SOP's) ensuring compliance with relevant standards (Good Clinical Practice / Dispensing Practice)
- Maintain Good Clinical Practice (GCP) training and undertake regular updates.
- To assist the Lead Pharmacy Clinical Trials team in the development, recording and reviewing of Key Performance Indicators (KPIs)
- To provide a complete administrative /clerical support for the pharmacy clinical trials team, including word processing, record keeping, filing, photocopying working under the direction of the Senior Pharmacy Technician for Clinical Trials.

- Undertake any training and assessment that may be required for this role including in-house, Good clinical practice and study specific training. Maintain and develop knowledge and skills to ensure competency for the role.

Stock distribution:

- Be aware of procedures for stock control, stock ordering and receiving and stock distribution of all pharmaceuticals within the pharmacy department under the supervision of a pharmacist or suitably qualified Pharmacy Technician (as appropriate).
- Participate in ward/department stock “top-up service”
- Assist in the purchasing of pharmaceuticals.
- Participate in maintaining an adequate stock control programme.
- Participate with checking and validating receipt of orders.
- Replenish stock throughout the department Standard Statement.

Community Pharmacy responsibilities:

- To work under the supervision of the Supervising Pharmacist at all times.
- To assist the Pharmacist in retrieving electronic prescriptions (EPS) from the spine as per SOPs.
- To dispense medicines as per community pharmacy SOPs.
- To issue medicines and counsel patients on how to use their medicines
- To order, receive, store and maintain stock as per SOPs.
- To support the community pharmacist with medicines reconciliation in accordance with protocols, highlighting discrepancies to ensure patients’ medication records are up to date and liaising with general practice to ensure the correct medicines are continued following transfer of care.
- To complete OTC sales for common minor ailments under the supervision of a Pharmacist/trained Pharmacy staff.
- To work with the Pharmacist to complete medication reviews.
- To support the Pharmacist to complete commissioned enhanced services e.g. stop smoking services, under the supervision of Pharmacy Staff.
- To liaise with General Practice regarding prescription issues.

General Practice responsibilities (If placement available):

- To work under the supervision of the GP Practice Pharmacist at all times.
- To respond to prescription requests from community patients, nursing/care home staff, pharmacy staff and GPs, processing them with 48 hours for routine prescriptions and same day for urgent prescriptions. This can include re-routing prescriptions to out of hours pharmacies for same day delivery.
- To observe use of practice templates to record near patient monitoring for high risk drugs
- To observe blood tests, recalls and reviews using established protocols and involvement of the

appropriate clinician.

- To review hospital discharge notifications / clinical letters and reconcile medication against current repeat medications, highlighting discrepancies to the pharmacist/ designated GP.
- To help support practice prescribing budgets by on-going monitoring, audit and analysis of drug use and support practices in reviewing, developing and enhancing cost-effective prescribing. This includes staying aware of latest QIPP targets.
- To help review medication with the pharmacists/ clinical staff and make recommendations for prescribing changes to improve outcome and ensure prescribing of most cost-effective product.
- Conduct regular audits on medicines storage and waste, ensuring local and national guidelines are adhered to and issues are reported to the appropriate manager.
- To ensure stock is maintained and out of date stock is identified and disposed of in an appropriate and timely manner.
- To utilise resources to reduce medicines waste.
- Perform face to face reviews with patients and ensure results are recorded and reported to pharmacist, practice pharmacist or designated GP.
- Support prescribing clerks by helping with queries relating to prescription requests and to look for ways to improve efficiency and safety of the prescription ordering process, ensuring queries are resolved and scripts issued in line with timeframe in the practice procedure (usually 2 days).
- Participate in practice clinical meetings, patient participation groups and other meetings to improve engagement of the role of the trainee PTPT within the GP model and to promote issues relevant to prescribing and medicines optimisation.
- Support the pharmacist in implementing drug withdrawals and alerts e.g. MHRA alerts.
- To inspire the patient population with seasonal health information campaigns, creating displays throughout the year e.g. Stop Smoking, Antibiotic Awareness, annual Flu campaign. The post holder will participate in the departments weekend and bank holiday dispensary service on rota.

Standard Statement

The post holder will participate in the departments weekend and bank holiday dispensary service on rota.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.

QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • GCSE's: Maths C, English and Science Grade 4-9, A-C) and 3 other subjects at a minimum of grade C (4) • Pharmacy services QCF Level 2 (or equivalent) with 12 months current experience and hold a Functional Skills level 2 in Maths and English • Three A levels, one of which is a relevant science subject and Maths C (GCSE or equivalent) • Degree in science or humanities and Maths C (GCSE or equivalent) 	<ul style="list-style-type: none"> • L2 in Pharmacy Services (or equivalent)

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Previous experience with the public. • Basic computer skills e.g. Excel, Word, PowerPoint. 	<ul style="list-style-type: none"> • Previous experience of working in a pharmacy setting.

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Able to work as part of a team• Good communication skills• Well organised/able to meet deadlines• Self-motivated• Meticulous attention to detail	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none">• Capable of occasional moderate lifting• Able to participate in weekend/bank holiday work• Able to travel to community pharmacy and GP placements	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.

- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to

take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

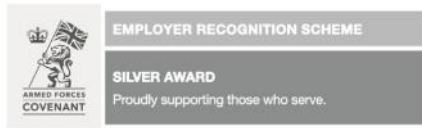
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.





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