



# LEAD SENIOR PHARMACY ASSISTANT TECHNICAL OFFICER FOR DISPENSARY AND PATIENT SERVICES

## 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

<b>Job Title</b>	<b>Lead Senior Pharmacy Assistant Technical Officer for Dispensary and Patient Services</b>
<b>Band</b>	<b>4</b>
<b>Directorate</b>	<b>Clinical Support Services</b>
<b>Accountable to</b>	<b>Chief Pharmacy Technician / Chief Pharmacist</b>
<b>DBS Required?</b>	<b>Yes</b>

## JOB OVERVIEW

The purpose of this role is to proactively co-ordinate and manage the flow of work through the Dispensary during the day to ensure an efficient and safe Pharmacy service to patients and staff. This role will proactively ensure that staffing and appropriate processes are in place to support the Pharmacy service

## DUTIES

### Clinical Responsibilities

- curate and timely dispensing for outpatients, inpatients, and discharge
- curate checking of stock and dispensed medicines, this will include controlled drugs, chemotherapy, in-patient and out-patient medicines.
- plenishment of dispensary stock
- curate and timely dispensing of stock-controlled drugs (without a second check)
- dispensing of stock for all wards, all departments and any services provided under a service level agreement (SLA)
- reception duties including collection of prescription charges and money from sale of products following appropriate Standard Operating Procedures (SOPs); answering the telephone and liaising with healthcare professionals and patients to solve queries.
- receiving prescriptions at the patient hatch and checking allergies and weight where appropriate.
- working with porters and volunteers to ensure that work is delivered to the correct area at the right time
- understand and follow the department's procedure for safe storage and disposal of drugs and other hazardous substances stored in and issued by Pharmacy; to minimise hazards in the workplace, to act upon those that do occur and report them appropriately; to be aware of the departmental spillage procedure and be able to act quickly and appropriately in the event of a spillage; to liaise with ward staff, Medicines Information and Senior Pharmacy staff when an unknown substance is returned from a clinical area so that it can be identified and disposed of safely
- refer clinical queries to the appropriate member of staff; to provide seamless communication between Pharmacy and ward staff regarding medication issues especially with regard to time critical supplies and discharges
- work flexibly between the Dispensary and Distribution teams and provide support to the ward-based teams.
- provide cover for the Pharmacy Distribution ATO team where necessary; supporting the ward-based teams by assisting Ward Based Pharmacists and Pharmacy Technicians in discharge planning at ward level and to work with staff nurses and other healthcare professionals to facilitate timely, safe discharges; to dispense discharge medications and ensure delivery of them to the appropriate ward.
- liaise with Distribution and Procurement in relation to stock replenishment; to communicate stock issues to the ward teams and ward staff; to help manage the ward drug trollies
- liaise with ward staff to ensure that controlled drugs are ordered as early as possible in the day

manage medication returned to pharmacy to ensure the appropriate re-use or safe disposal of medicines in line with relevant SOPs

provide information to patients on the medication that they are receiving (including potential side effects, and alerts patients to potential contraindications to the medicines that they are taking), ensuring they get the highest benefit from the medications prescribed.

work with other members of the pharmacy team, medical, nursing, and other staff in the best interests of the patient.

### **Managerial Responsibilities**

analyse and prioritise workload by using digital systems. Make appropriate decisions to accommodate workload; manage the assignment of staff depending on the workload through the Dispensary and liaise with Ward Based teams throughout the working day

line manage PATOs (Pharmacy Assistant Technical officers) and apprentices; to review work performance and progress, sickness absence and initial performance conduct issues, escalating to the Senior Pharmacy Technicians or line managers as appropriate

manage staffing issues and shortfalls, liaising with the Senior Pharmacy Technicians where appropriate

complete the weekly rota for Dispensary and the Ward Based PATOs using E-Rostering

manage the training needs of other pharmacy staff, e.g., Pharmacists, Pharmacy Technicians and ATOs new to the Trust or Service.

communicate problems, feedback and providing suggestions by analysing data to establish and rectify the cause to improve the service and enhance their role

manage the delegation of housekeeping duties and ensure that they are completed

take responsibility for own health, safety, and welfare and that of others and comply with health and safety regulations

sign, implement and evaluate new and improved changes to both the Dispensary and support this with appropriate departmental policies and SOPs

provide knowledge of systems and advice to other healthcare professionals regarding the Dispensary. Also promoting a more efficient and effective way of working between the Wards and Pharmacy Department

provide system knowledge to staff regarding the digital systems used within Dispensary

deal with difficult situations, including complaints relating to Dispensary and Ward Based services and refer to senior members of staff as appropriate.

manage the activities and performance of staff in the Dispensary daily

### **Administrative Responsibilities**

ensure that all SOPs are accessible to relevant members of staff, review, develop, write, and implement SOPs as and when required.

ensure all records are maintained following local SOPs

always respect and maintain the confidentiality of patients and colleagues

ensure that all audits are recorded and reported appropriately including monthly KPIs

ensure that the PTS system is up to date to support accurate reporting of KPIs

run the dispensary back up system at regular intervals ensuring staff are familiar with business continuity activities

### **Research & Audit:**

carry out, record and analyse audits of Pharmacy services

carry out department cleanliness audit and feedback the audit outcome to the Cleanliness team and act on any issues that arise

Investigate complaints in accordance with Trust and departmental policies and act upon corrective action required, sharing feedback with the team

Analyse data regarding performance of the Department and individual staff members using PTS and SSRS reporting systems.

Analyse KPI data to evaluate the Department's performance on a regular basis. This will contribute to the effective management of the Department's efficiency and safety

### **Training & Development:**

support the delivery of training to all grades of staff

assist the Senior Pharmacy Technician for Education and Training by highlighting individuals' training needs

support efficiency and safety changes by highlighting areas for improvement and encouraging other members of staff to do the same. To implement and sustain improvement changes already made

work towards an agreed Personal Development Plan based around the annual performance appraisal and which includes keeping up to date with mandatory training

maintain a portfolio of evidence in preparation for annual performance reviews



ensure mandatory is kept up to date

### **General Information**

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties, you will also be expected to carry out any other duties that are reasonably asked of you.



## 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"> <li>NVQ Level 2/ BTEC in pharmacy Services</li> <li>National Level 3 qualification (e.g. ILM Level 3) toward</li> <li>4 GCSEs at grade C or above including Mathematics</li> <li>Can demonstrate dispensing accuracy</li> <li>Experience of dispensing controlled drugs</li> </ul>	<ul style="list-style-type: none"> <li>Accuracy Checking Qualification</li> </ul>

# EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Excellent team player with the ability to motivate others</li> <li>Demonstrable leadership</li> <li>Experience of working in a NHS community or hospital dispensary</li> </ul>	

# SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Good communication skills</li> <li>Self motivated</li> <li>Attention to detail</li> <li>Able to meet deadlines and manage own time</li> </ul>	

# 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 Trusts 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.





## The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

[Getting to The Royal Shrewsbury Hospital](#)

## The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

[Getting to The Princess Royal Hospital](#)