

Pharmacy Technician

Closing date: 28th February 2025

Three Chequers Medical Practice are looking for a Pharmacy Technician to support the Practice Clinicians and Dispensary Team to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

Location: Salisbury City Centre, Winterslow and Porton. We would consider remote working.

The successful candidate will work with our experienced Dispensary team to provide advice to GPs, staff and patients in changes to prescribing to support the improvement of prescribing safety, quality and cost effectiveness.

In addition, the post holder will undertake medicines reconciliation in accordance with practice protocols and to update patients' medical records / prescribing accordingly. The successful candidate will contribute to the continued improvement of delivering patient care through appropriate monitoring and management of prescribing, responding to medication queries from patients, staff and other healthcare providers in a professional and timely manner. You will support the Practice clinicians to provide medication reviews, patient information leaflets, medicine awareness; and to undertake community visits as appropriate.

We have a full-time position available across Monday - Friday. The successful applicant would need to hold a full UK driving licence - we would consider a remote working arrangement for the right individual which could be a combination of remote working and surgery work.

What we can offer:

All new employees will receive a detailed induction and training programme as well as mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rota basis

Opportunities for career development and progression

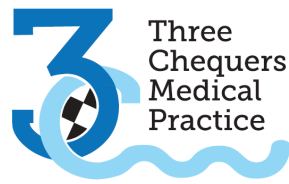
Staff training and away days

How to apply:

Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries. For more information about these positions please visit our website www.3chequers.co.uk/staff-vacancies or collect an application form from Endless Street Surgery.

If you have any questions about our current vacancies, please email bswicb.recruitment.threechequers@nhs.net

We look forward to receiving your applications.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at www.3chequers.co.uk

Job Description

Job Title:

Practice Pharmacy Technician

Reporting to:

Practice Operations Manager/Practice Manager

Job Responsibilities:

- To undertake medicines reconciliation in accordance with practice protocols and to update patients' medical records / prescribing accordingly.
- To support the achievement of the practice's prescribing Quality and Outcomes Framework targets.
- Working with the Dispensary Team/ Manager to contribute to the review and development of repeat prescribing protocols / Standard Operating Procedures to improve the efficiency and effectiveness of repeat prescribing systems.
- To provide advice to GPs, staff and patients in changes to prescribing to support the improvement of prescribing safety, quality and cost effectiveness.
- To participate in medication audits.
- To assist in the appropriate monitoring and management of prescribing the budgets and to liaise with the medicines management team at the CCG.
- To prepare evidence based resources and information to support the implementation of rational cost-effective prescribing.
- To support the Practice clinicians to provide medication reviews, patient information leaflets, medicine awareness; and to undertake community visits as appropriate.
- To take a proactive approach to the safe handling of prescriptions, including assessment of risk and making recommendations for improvement.
- To respond to medication queries from patients and staff in a professional manner referring to the appropriate GP in accordance with practice protocols.
- To advise on the sourcing and safe management of medicines as appropriate.
- To assist in the submission of claims for personally administered drugs as required.

Responsibility for administration:

Other duties and responsibilities to be undertaken may include any or all the items in the following list:

- Taking messages and passing on information as appropriate.
- Computer data entry/data allocation and collation, processing and recording information in accordance with practice procedures.
- Initiating contact with and responding to requests from patients, other team members and associated healthcare professionals and providers.
- Helping to maintain a positive, patient focussed culture.
- Helping to maintain a positive, supportive culture across the whole of the practice team.
- Any other duties commensurate with this position.

Duties will vary from time to time under the direction of the Partners / Practice Manager dependent on current and evolving practice workload and staffing levels.

Patient services:

- To provide medication review services to patients and deliver pharmaceutical care plans that maximise cost-effective prescribing and improve the quality of patient care.
- To present at Primary Health Care team meetings or other appropriate events to give advice on the appropriate use of medicines.
- To assist with patient information leaflets and posters and help run medicine awareness projects throughout the year.
- Assist Partners with the appropriate monitoring and management of their prescribing budgets.
- To prepare evidence based resources and information to support the medicine management team and all other relevant health professionals in the implementation of rational cost-effective prescribing.
- To help plan, develop and support the introduction of new working processes within the practice to optimise the quality of prescribing.

Communication:

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- recognise people's needs for alternative methods of communication and respond accordingly.

Confidentiality:

- While seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.
- Any breaches of confidentiality will be treated as a disciplinary matter and may result in instant dismissal

Core Principles:

- To ensure confidentiality of information (written/oral or electronic) is preserved at all times whether at or away from work
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- To ensure that the safeguarding of children is a paramount concern and that any suspicions regarding child safety are raised with the appropriate authority
- To follow procedures to ensure compliance with the Data Protection Act 1998
- To follow all practice protocols concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To deal with complaints promptly and according to organisational protocol
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development To demonstrate computer literacy

Upholding Quality:

This involves:

- Alerting other team members to issues of quality and risk
- Assessing own performance and taking accountability for own actions, either directly or under supervision
- Contributing 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
- Working effectively with individuals in other agencies to meet patients needs
- Effectively managing own time, workload and resources
- Adhering to Practice dress policy
- Being punctual at all times

Person Specification:

Qualifications -

- NVQ3 Pharmacy services (or equivalent)
- Registration as a Pharmacy Technician with the General Pharmaceutical Council
- Evidence of CPD.

Experience -

- Understanding of prescribing and Medicines Management issues
- Understanding of working effectively within multidisciplinary groups
- Post qualification experience
- NHS Primary Care
- SystmOne clinical system.
- Microsoft Office software.
- Dealing with the public/patients.

Knowledge/Skills -

- Good verbal and written communication
- Motivated and enthusiastic
- Able to respond to change and apply new developments without difficulty.
- Demonstrates resilience and an ability to cope under pressure commensurate with the responsibilities of the post.
- Good interpersonal skills, ability to make effective relationships with others.
- Excellent attention to detail
- Advanced numeracy skills.
- Excellent keyboard and computer skills.
- Excellent communication skills.

Qualities/Attributes -

- An understanding, acceptance and adherence to the need for strict confidentiality.
- Ability to use own judgement, resourcefulness and common sense.
- Ability to work as part of an integrated multi-skilled team.
- Pleasant and articulate.
- Able to work under pressure.
- Able to work in a changing environment.
- Able to use own initiative.
- Ability to self-motivate, organise and prioritise own workload.

Other:

- Car driver/clean licence.
- Carrying out other duties that are required within the role as it evolves within the development of the organisation
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work
- If the additional responsibility or task becomes regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or management team.

Please sign and date this document to confirm its accuracy at the present time.

Job holder:

Date: