JOB DESCRIPTION
PHARMACY TECHNICIAN

Overall responsibilities:

Basic pharmacy technician duties as detailed below.

Accountability:

Dispensary Manager, GP partners and Practice Pharmacist.

Specific Duties:
Basic pharmacy duties as listed:

- Dispensing duties including labelling, ordering, dispensing, endorsing, checking and collection of assembled prescriptions.
- Attending to patients at the hatch, receiving and giving out prescriptions as outlined in the protocol.
- Filing.
- Answering the phone and taking requests for repeats.
- Unpacking of orders, checking for discrepancies and putting stock away.
- Recording of non dispensing items.
- Stock rotation, date checking and storage.
- Cleaning and tidying as necessary.

Additionally:

- Supervision of pharmacy assistants in the absence of the Dispensary Manager or her deputy, referring to GP's as appropriate.
- Assist with training and updating knowledge.
- Extemporaneous dispensing as required liaising with Dispensary Manager/Pharmacist.
- Delivery and ordering service to nursing homes, updating computer records.
- Checking of endorsed prescriptions for errors and exemption claims are correctly completed before sending to PPA.
- Stock control, reporting any discrepancies and missing orders to Senior Technician, Pharmacist or wholesaler.
- Stock control of prescription pads.
- Checking of credit notes and goods returned.
- Maintain control systems for uncollected prescriptions or drugs.
- Updating computer labeller with pack size, PIP codes or additional warnings.
- Ensuring correct disposal of all returned medication, complying with environmental health regulations.
- Monitoring patient compliance with patient recall for medication review.

Job Profiling

Communication skills - Communicates factual information to patients/ carers. Communicates with patients re prescription payments, exemptions, further supplies etc. May need to overcome communication difficulties at various levels.

Knowledge, training and experience - Knowledge of pharmaceutical and technical procedures. Qualified minimum BTech in Pharmaceutical sciences or equivalent, or undergoing training. Knowledge of relevant pharmaceutical legislation and policies, the Medicines management part of the GMS contract, and work carried out within other areas of the practice. Mandatory and other training – Confidentiality, Child protection and Vulnerable adults awareness, First Aid, Health and Safety.

Analytical and judgemental skills - Judgements on how to fill urgent orders, analysing a range of options. Refers non-standard prescriptions to GP/pharmacist

Planning and organisational skills - May assist with training / supervision of staff

Physical skills - Accuracy and dexterity in extemporaneous dispensing, keyboard skills, use of pharmacy and IT equipment.

Responsibility for patient care - Provides dispensing service to patients, may advise on dosage and uses, liaising with pharmacist / Dispensary Manager/ GP.

Responsibility for policy/ service development - Implements practice policies

Responsibility for financial and physical resources - Ensures security of drugs, may authorise invoices for supplies

Responsibility for Human Resources - May train and assist in development of junior staff

Responsibility for Information Resources - Maintains information systems within dispensary, data entry

Responsibility for research and development - May undertake audits for own work activity

Freedom to Act - Follows Pharmacy S.O.P.'s, may have responsibility for checking dispensed prescriptions of other staff. Work is supervised. Occasional lone working for short periods if authorised to do so

Physical Effort - Standing, sitting , in restricted environment. Repetitive lifting of boxes, bottles. Moving of pharmaceutical goods.

Mental Effort - Frequent concentration, work pattern predictable or unpredictable. May be interrupted during work pattern Concentration needed for dispensing, endorsing and checking other staff's dispensed prescriptions as appropriate.

Emotional effort - Rare / occasional exposure to distressing or emotional conditions

Working conditions - Some exposure to unpleasant conditions, chemical/drug hazards; verbal aggression, VDU operation

PERSON SPECIFICATION
PHARMACY TECHNICIAN

Knowledge, skills and experience required	**Essential**	**Desirable**
BTEC Pharmacy Sciences or NVQ3 (Pharmacy)		✔
Sound basic education, good GCSE or A level	✔	
Willingness to undergo further training if not qualified	✔	
Communication skills, ability to deal with people face to face and by telephone	✔	
Ability to work on own initiative as appropriate	✔	
Keyboard skills, basic data entry and retrieval	✔	
Ability to work accurately following standard operational procedures	✔	
Experience in Primary care; medicines knowledge		✔
Neat Tidy appearance	✔	
Welsh speaking		✔
Team worker, flexibility	✔	
Physical fitness for light manual handling	✔	

This post is designed to be an integral part of the dispensary team under supervision of the Dispensary Manager within a busy General Medical practice. 100% confidentiality will be maintained at all times. The post holder will be required to undergo a Criminal Records Bureau check.