

## JOB DESCRIPTION

<b>Job title</b>	Pharmacy Support Services Technician
<b>Sector/Function</b>	Central Support Service
<b>Department</b>	Substance Misuse/Mental Health/Learning Disability
<b>Reports to</b>	Turning Point National Pharmacy Support Service Technician
<b>Grade</b>	4

<b>Job purpose</b>	<p>The Pharmacy Support Services Technician will provide support to the Turning Point Chief Pharmacist, National Pharmacy Support Service Technician, other senior management team personnel and the organisational Controlled Drugs Accountable Officer/Medicines Safety Officer (MSO) in relation to the national medicines management agenda. This support will include:</p> <ul style="list-style-type: none"> <li>• Analysis and presentation of E-PACT data at national and regional level and making subsequent recommendations (with support from the Chief Pharmacist and/or National Pharmacy Support Service Technician) in line with best practice guidelines and Turning Point policies and procedures</li> <li>• Analysis of Tableau data and other internal Turning Point data sets and making subsequent recommendations (with support from Chief Pharmacist and/or National Pharmacy Support Service Technician) in line with best practice guidelines and Turning Point policies and procedures</li> <li>• DATIX (medicine incidents) data analysis (with support from R&amp;A) and making subsequent recommendations based on individual medicine incidents and identified trends</li> <li>• Development of educational learning and development tools for Turning Point staff and appropriate stakeholders in conjunction with Chief Pharmacist, National Pharmacy Support Service Technician and Training Department</li> <li>• Turning Point Substance Misuse Formulary support</li> <li>• Controlled Drugs (CD) monitoring support for internal CD Nominated Persons and Controlled Drugs Accountable Officers</li> <li>• Advice with regards to prescription ordering and management of prescriptions in services in line with the Turning Point Clinical Administration Policy</li> <li>• Data analysis to support the bid team in estimating drug costs and pharmacy services costs</li> <li>• Medicines management audit work, including NICE audits, and audits approved and authorised through the Substance Misuse Senior Clinical Governance Group</li> <li>• Monitoring, review and implementation of recommendations, with support of chief pharmacist, national pharmacy support service technician and clinical services, from medicines management audit work</li> <li>• Policies and procedures development and review</li> <li>• Providing medicines management advice to clinical services</li> <li>• Support for operational teams in the development of Pharmacy Services including supervised consumption and needle and syringe programme schemes</li> <li>• The provision of training and advice to pharmacy and non-pharmacy colleagues to support excellence in service delivery</li> <li>• Service-user engagement with regards to medicines management issues when</li> </ul>
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	<p>appropriate and with support of the national service-user engagement forum</p> <ul style="list-style-type: none"> <li>Any role pertaining to medicines management as agreed with the Chief Pharmacist</li> </ul>
<b>Key accountabilities</b>	<p>To provide support and guidance to the Chief Pharmacist, National Pharmacy Support Service Technician and other practitioners in:</p> <ul style="list-style-type: none"> <li>Ensuring effective financial and clinical governance in prescribing and the delivery of community pharmacy services</li> <li>Ensuring that policies and procedures meet the Turning Point quality standards</li> </ul>
	<p>To ensure that Turning Point's Integrated Clinical Governance Framework is adhered to by supporting the Chief Pharmacist, National Pharmacy Support Service Technician and other practitioners in:</p> <ul style="list-style-type: none"> <li>Ensuring that all medicines management within services is delivered in accordance with the Turning Point Medicines Management Policy and other related policies and guidelines and that any concerns are raised with the Turning Point Chief Pharmacist, National Pharmacy Support Service Technician and Medicines Management Group</li> <li>Ensuring effective financial governance through monitoring of formulary compliance and other medicines management key performance indicators (KPI), for example, supervised consumption levels</li> <li>Participating in key meetings (internal and external) linked to clinical governance and medicines management as required and as agreed with the Chief Pharmacist and/or National Pharmacy Support Service Technician</li> <li>Responding to organisational medicine incidents DATIX reports and taking action as required</li> <li>CD monitoring to support services in their work with CD Local Intelligence Network, CD Accountable Officers (CDAO) and CD Nominated Persons (CDNP) in Substance Misuse services</li> <li>Contributing to the continuous improvement in medicines management within Turning Point</li> </ul>
	<p>To ensure Health &amp; Safety standards are maintained and risk is mitigated to the lowest level possible by:</p> <ul style="list-style-type: none"> <li>Complying with all H&amp;S policies and procedures including serious untoward incidents and accident reporting</li> </ul>
	<p>To ensure compliance with internal and external standards and codes of conduct by:</p> <ul style="list-style-type: none"> <li>Meeting all regulatory requirements placed on pharmacy technicians including registration with the General Pharmaceutical Council (GPhC)</li> <li>Complying with Turning Point's Code of Conduct, policies and procedures</li> </ul>
	<p>To undertake any other duties reasonably requested by their line manager</p>

	<p>To ensure all services are delivered in accordance with recognised standards by supporting the Chief Pharmacist and/or National Pharmacy Support Service Technician in:</p> <ul style="list-style-type: none"> <li>▪ Ensuring that all pharmacy services within the integrated service are delivered in accordance with the General Pharmaceutical Council (GPhC) professional standards</li> <li>▪ Ensure knowledge and Continued Professional Development are maintained</li> <li>▪ Improving Service users' access to medicines.</li> <li>▪ Provide advice to practitioners on the management of prescribing to this client group including specialist controlled drugs and clients with poly-pharmacy needs.</li> <li>▪ Work under the guidance and clinical supervision of the National Pharmacy Support Service Technician.</li> <li>▪ Maintain all professional requirements, such as CPD and revalidation when introduced.</li> <li>▪ Participate in relevant national meetings of Turning Point prescribers and other relevant clinical national meetings when agreed with the Chief Pharmacist and/or National Pharmacy Support Service Technician.</li> </ul>
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<b>Dimensions</b>	Direct reports	None
	Total staff overseen	None
	Internal contacts	<ul style="list-style-type: none"> <li>▪ Chief Pharmacist</li> <li>▪ National Pharmacy Support Service Technician</li> <li>▪ Clinical Leads for Integrated Service</li> <li>▪ Lead nurses for Integrated Service</li> <li>▪ Operations Managers within the Integrated Service</li> <li>▪ Other Integrated Service Pharmacists</li> <li>▪ Area Operations Managers</li> <li>▪ TP Central Support services, particularly the Risk and Assurance Team</li> <li>▪ Colleagues in the Substance Misuse Business Unit</li> </ul>
	External contacts	<ul style="list-style-type: none"> <li>▪ Community Pharmacists and their staff</li> <li>▪ Partner agencies (clinical and non-clinical) in local area, including GPs.</li> <li>▪ Regulatory bodies</li> <li>▪ NHSE CDAOs</li> <li>▪ Local Pharmaceutical Committees (LPCs)</li> </ul>
	Planning outlook	<ul style="list-style-type: none"> <li>▪ Typically 12 months in advance</li> </ul>
	Problems solved	<ul style="list-style-type: none"> <li>▪ Embedding excellent medicines management and compliance with medicines legislation at local and national level (with support of Chief Pharmacist and/or National Pharmacy Support Service Technician)</li> <li>▪ Relationships with external partners including CDAOs, CD LINs and LPCs</li> <li>▪ Embedding excellence in policy and procedures</li> </ul>

		<p>development</p> <ul style="list-style-type: none"> <li>Medicine incidents – responding to and establishing solutions, in partnership with the Chief Pharmacist and/or National Pharmacy Support Service Technician, to medicine incidents and trends in medicine incidents</li> <li>Embedding excellent pharmacy practice across the service</li> <li>Supporting services to develop action plans, following relevant clinical audits</li> </ul>
	Financial authority	<p>Guidance on management of drug costs and pharmacy services costs in support of the Chief Pharmacist. The post holder will hold no individual budget but will advise on appropriate aspects of financial governance linked to these areas</p>