

Introduction

Philosophy and Practice

Everyone working within the Practice is committed to the provision of high quality primary care for the benefit of our patients, whom we respect and value. We strive to be an open-minded, friendly, caring and inclusive team.

Mission and Values

The Practice aims to deliver our philosophy by;

- Providing readily accessible medical and preventative health care within a structured, efficient, open-minded and caring environment.
- Encouraging the professional and personal growth of the whole team, clinicians and their support staff, promoting job satisfaction whilst maintaining financial viability.
- Optimising the use of our resources, commensurate with the size of our very large Practice, creating opportunities not always available to Practices with a smaller list of patients. Our size and innovative approach enables us to encompass and evolve with an ever changing NHS.
- Challenging pre-conceived ideas, leading to more efficient ways of working for the benefit of our patients.

Practice Background

Portsmouth Group Practice covers the whole of Portsmouth from postcode PO1 to PO7.

The Practice operates out of 6 surgeries, Cosham Park House (PO6 3BG), Crookhorn Lane (PO7 5XP), Heyward Road (PO4 ODY), Kingston Crescent (PO2 8AL), Paulsgrove (PO6 4HJ), and Somerstown (PO5 4EZ).

We are our own Primary Care Network (PCN) with a list size of 44,000 patients. We have 12 Clinical Partners, 8 Salaried GPs and a comprehensive Nursing team overseen by our Nurse Manager and consists of 8 Nurse / Paramedic Practitioners, 13 Registered Nurses, and 7 HCA's. The nursing team offers nursing related services from chronic disease management to dressings and phlebotomy.

The Practice is well established, financially secure and successful. Over the last few years we have earned maximum QOF points.

Team Approach / Organisational Structure

Multi-disciplinary teams work across all sites.

Our organisational structure includes a Management Team, based at Kingston Crescent (Group Business Manager, Operations Manager, Business Intelligence Manager, Finance Manager, Nurse Manager and Management Support Team) and a surgery team at each site.

We recognise that our team needs to work as a strong anchor chain within the community we serve. Like a chain we acknowledge that every link has to be strong. We achieve this by working together,

supporting each other and continuously inviting team members to make suggestions towards more efficient, safer processes for our patients.

Teaching, Training and Development

The Practice has a long history of training – we train GP registrars and student nurses. We are committed to the ongoing development of the entire team, including mandatory and developmental training for all our staff. Team members are encouraged to highlight any training they feel would benefit them in the achievement of their role. The Practice funds, via a “learning agreement”, any training which is felt will benefit the individual and the Practice.

Staff Benefits

The Practice is a Real Living Wage Employer and believes in rewarding staff by offering the following benefits in addition to the candidate’s remuneration package.

- Annual Pay Review
- NHS Pension Scheme
- Generous Annual Leave Entitlement
- Additional Days Holiday on Your Birthday
- Benenden Health Plan with Option to Add Family Members
- Cycle to Work Scheme
- Eye Care Vouchers
- Social Events
- Refreshments
- 50% Discounted Gym Membership

This Vacancy

An opportunity has arisen for a Pharmacy Technician to join our growing Pharmacy team. This innovative role within the Practice will involve working with Clinicians, Receptionists and the eConsult system to process patient queries.

This role will involve supporting medicines management by working within the general practice setting with the support of Senior Clinical Pharmacists. You will work as part of the general practice team providing specialist medicines management advice to GPs, Nurse/Paramedic Practitioners, Community Pharmacists, Reception teams and other health professionals to promote the safe, effective and high quality, cost effective use of medicines in all prescribing decisions.

The role will focus on improving the repeat prescribing process, relieving clinical workload pressures, and increasing the uptake of electronic repeat dispensing.

Portsmouth Group Practice is a large, urban practice with 44,000 patients, working across 6 sites. The work we do is challenging, interesting and hugely varied, reflecting the demographic mix of our patients. We are a long-established training practice and our commitment to ongoing learning is unparalleled.

Experience of a pharmacy technician role in a primary care setting would be an advantage. However, if you are proactive, innovative, organised and enthusiastic, then we look forward to hearing from you, General Practice can be fun!

PORTSDOWN GROUP PRACTICE
PHARMACY TECHNICIAN
VACANCY PACK



Working Pattern

37 hours per week.

Rate of Pay

£20,200 - £26,900 FTE depending on qualifications and experience.

This Recruitment

The successful candidate will be invited to start as soon as possible.

Job Description

Title: Pharmacy Technician

Responsible To: Senior Clinical Pharmacist

Main Purpose of the Post:

The post holder needs to provide support to our GP's, Pharmacy Team, other clinical staff, and reception team to co-ordinate discharge summaries, medication reviews and ensure the safe prescribing of medication. Excellent communication skills are essential.

The post holder will support the development of a safe, cost effective, efficient practice repeat prescribing system through reviewing, improving and implementing medicines management processes.

Duties & Responsibilities of the Post:

Main Duties:

- Support the GP's with the review of hospital-initiated medication changes in accordance with practice protocols and update patient's medical records accordingly.
- Support the staff involved in the preparation of repeat prescriptions and participate in the daily preparation of repeat prescriptions to ensure safe and timely repeat prescribing.
- Respond to medication queries from patients, staff, community pharmacies and secondary care.
- Contribute to the review of and development of repeat prescribing protocols / Standard Operating Procedures to improve the efficiency and effectiveness of repeat prescribing systems.
- Prepare evidence-based resources and information to support prescribing.
- Promote the utilisation of Electronic Prescription (EPS) and Electronic Repeat Dispensing.
- Participate in medication audits.
- Contribute to Significant Event Audits involving prescribing.
- Take a proactive approach to the safe handling of prescriptions, including assessment of risk

and making recommendations for improvement.

- Undertake any other duties appropriate to the post as requested by the Partners or Line Manager.
- Implement service changes relating to prescribing to ensure best practice is adopted in accordance with local guidelines, legislation, safety updates e.g. NICE, MHRA
- Highlight any medication errors / queries and report any concerns to GPs / Senior Clinical Pharmacist to support local clinical governance structures.
- In conjunction with Business Intelligence Manager, be responsible for ensuring recall systems are in place, and working, for the correct monitoring of high risk drugs.
- Provide training for practice staff on repeat prescribing systems and help develop any required prescribing protocols.
- Work in a professional manner, complying with confidentiality and data protection policies.
- Assist in the induction of medical students / registrars, giving them a brief overview of the practice prescribing policies and guidance available.
- Establish effective working relationships with practice staff.

Confidentiality:

- As per both Government legislation and Practice Policies, ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to, reporting any infringements to the Operations Team immediately.

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Reporting potential risks identified.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.

- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual staff performance review.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Quality:

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Lead on induction and training of new staff at site
- Contribute 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.
- Work effectively with individuals in other agencies to meet patient's needs.

Communication/Information:

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

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

Contribution to the Implementation of Services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

Any other delegated duties considered appropriate to the post.

This job description is not intended to be exhaustive, but to indicate the main areas of responsibility. It may be changed after consultation with the post holder. The employee shares with the employer the responsibility for review and modification of duties. Suggestions and discussions are welcome.

Policies and Procedures - the duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Practice, which may be amended from time to time. You are required to be flexible and the practice reserves the right to alter such fixed hours as may be considered necessary to ensure the surgery runs smoothly.

The Practice operates between the hours of 0700 – 2100 hours Monday to Friday (0800 – 1300 Saturday), with possible requirement for some future evening and weekend working as the business

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develops.

PERSON SPECIFICATION:

Criteria	Essential	Desirable
Knowledge	Good working knowledge of Medicines	Knowledge of SystemOne
		Knowledge of EPS/eRD
Skills	Excellent interpersonal skills	
	Excellent written, verbal and communication skills	
	Good computer literacy and IT skills	
	Good problem solving skills	
Experience	3 years post qualification experience	Primary care experience
	Proven ability to work under pressure and meet deadlines	
Qualifications	Good standard of general education	Registration with the Association of Pharmacy Technicians
	NVL Level 3 in Pharmacy Services or Equivalent	
	Postgraduate diploma in clinical pharmacy or prescribing	Evidence of ongoing education and training

How to Apply

Please complete the online application via NHS Jobs.

We will close this vacancy as soon as sufficient applications have been received.

Applicants who are successful following this process will be invited for interview.

Further Information / Practice visits

If you would like to arrange an informal chat and / or a visit please contact Niki Newman via email on niki.newman@nhs.net.