

## Job Description

**Job Title:** Pharmacy Technician  
**Accountable to:** Pharmacist

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- We treat patients and each other as we would like to be treated
- We act with integrity
- We embrace diversity
- We strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.



We believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

### The role

As a GPHC registered pharmacy technician with Practice Plus Group you will;

**Provide** outstanding quality based patient centred care to our patients seeking out, listening to and acting on their feedback so that care is personalised and informed by what matters to them. Focussing on providing a safe and secure medicines management service, ensuring patient medical records are maintained to the agreed standard at all times and ensuring standard operating procedures are followed to a high and orderly standard.

**Deliver** non-judgemental care within the scope of professional standards. Involving anything from the timely administration of medicines through to analysing cost effective prescribing as defined through our unique health in justice medicines policy. You will make a real difference by working as a key member of a multidisciplinary team of healthcare professionals.

**Inspire** excellence by forging strong links within our teams, our partners and stakeholders and providing a service that people can trust, feel safe within and feel proud of. Work together to make a difference to all the people we support, and make Practice Plus Group UK a place where each of us feels appreciated, challenged and supported to do our best work – fulfilling the lives of others.

**Promote** Best practice, evidence based care and continuous quality improvement embedding a culture of shared learning. Communicate complex or sensitive information whilst demonstrating empathy and understanding to patients.

**Share** Information relating to pharmaceutical products, medicines management, drug regimes, medicines legislation and general health education so that the multidisciplinary healthcare team are appropriately informed.

### About you

- NVQ Level 3, or above, BTEC or equivalent
- Registration with the General Pharmaceutical Council
- Up to date with Continual Professional Development (CPD)
- Relevant post-qualification pharmacy experience
- General GCSE education or equivalent
- Excellent communication and interpersonal skills
- Able to work unsupervised whilst following policy and procedures
- Good IT skills and IT literacy
- A non-judgmental and compassionate approach
- Able to work within a busy environment

### Regional Pharmacist and MHRA WDA site lead

In order to ensure clear understanding of the delegated duties that will fall under the Wholesale Dealers Authorisation (at GPhC registered Pharmacy Sites only) the following will be expected and it will also be incorporated in to the job description of the individuals involved and all regional pharmacists:

- Ensuring that the quality management system including Training, SOPs, Forms, month end reporting are complete and adhered to.
- Ensuring that all records of transactions are accurately and contemporaneously recorded.
- Ensuring that all training is completed locally and cascaded to the team involved as and when new updates are available
- Promptly performing any recall operations for medicinal products in line with MHRA CAS alert and recorded on the iAuditor system
- Ensure that all customer complaints are escalated to the RP
- Ensure that any new requests for new suppliers are escalated to the RP and only adopted after a ratification and due diligence process by the RP.

- Ensuring that any incidents are captured and investigated promptly on Datix under the MHRA WDA subcategory
- Ensuring that the PPG self inspection audit for the MHRA WDA is completed in a timely manner and any shortfalls are escalated to the RP with an action plan in place.
- Ensure that no medication which has been returned, rejected, recalled or falsified re-enters the supply chain without consulting the RP.
- Ensuring that all reasonable requests to maintain Good Distribution Practice and compliance with the MHRA WDA are actioned within defined timescales.



### Additional information

**Disclosure and Barring Service** - a Disclosure and Barring Service disclosure at the enhanced level is required for this role. A risk assessment will be undertaken if necessary.

**Prison Vetting**- a HMPPS (Her Majesties Prison and Probation Service) clearance is required for this role in accordance with Ministry of Justice, plus local prison vetting.

**Education and Training**- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.