

# Pharmacy Technician, Full Time

## Victor Street Surgery, Southampton West Primary Care Network

### Overview of Role – Main Duties

At Victor Street you can do your best work.

As a Pharmacy Technician working at Victor Street surgery, you will join a team who work collaboratively in a values-based organisation to deliver a “healthy Southampton for all” by outworking our vision: to provide the best possible quality service for our patients within a confidential and safe environment by working together.

You will ensure care is seamless for our patients, using your skills to develop processes around repeat and acute prescribing, and will work closely with the whole practice team to make sure everyone is working together to address patients' medication queries and requests. You will provide the capacity and expertise to support patients to engage with their health needs and encourage compliance with their treatments and medicines.

You will be a vital member of our team, working alongside both the clinical and administrative teams in the Practice to provide medicines reconciliation and medication reviews for patients living with long term conditions and frailty, including those in residential settings and those who have just been discharged from hospital. Working alongside our medicines manager and our clinical pharmacist, you will continue to shape evidence based, best practice prescribing amongst our clinicians, and work with our CCG on medicines optimisation and waste reduction policies.

Our surgery is dynamic and forward-thinking, working with several innovation partners to help shape and deliver services that are sustainable and resilient. Training and development is at the heart of what we do, and you will be supported and mentored in undertaking your own professional development in achieving the Primary Care Pharmacy Education Pathway. This role will be partly funded by our Primary Care Network (PCN), bringing opportunity for collaboration across the PCN and with local community partners and our CCG pharmacy team.

### **Our Values in Action: desired personal attributes**

- Listens and consults
- Takes time to reflect
- Promotes learning and personal growth
- Develops self and others
- Takes personal accountability
- Open and honest
- Enables great teamwork
- Creates cooperation and enthusiasm

## Overview of Victor Street

We serve a community of 12,200 people in the West of Southampton in an urban area, and pride ourselves in delivering patient-first care alongside ambitious and innovative clinical and strategic leadership. We drive changes from the front: we have a Clinical Director for our PCN, a GP trainer, an LMC rep, and a non-clinical Partner shaping strategy and development.

Our clinical team consists of 6 GPs, 2 Advanced Nurse Practitioners who deliver a mix of same day and long-term condition care, and do our acute home visits, and an excellent Practice Nursing Team who take the lead on managing long term conditions. Our prescribing support is delivered by a Clinical Pharmacist, employed through the PCN, our own medicines manager, who links in with the CCG prescribing team, and our team of care navigators and care coordinators, who provide touchpoints with patients' medication requests.

- 12,200 patients
- Urban inner-city area, on the boundary of the New Forest national park
- SystemOne, supported by Ardens and AccuRx
- Remote working well established for telephone triage, video consultations and eConsultation
- Keen MS Teams users to ensure we continue connecting with our community MDT and educational meetings

We are a values-based Partnership, focusing on building health for the whole team as well as our patients. We see the importance of celebrating and listening to every member of the team, in order to develop a positive culture and nurture strong relationships that leave our staff feeling valued.

We do this by cultivating an environment where we can each:

### **Be Healthy**

*We understand the fundamental importance of health and wellbeing, both as individuals and as a group. Optimal health is a collective effort, and through close support and teamwork, we aim to create a working environment where every member of the team is as healthy as they can be.*

### **Be Ambitious**

*We are committed to developing and realising our own potential and the potential of others. Every day, we bring an enthusiasm and determination to evolve, both professionally and personally. We come to work with a strong conviction that as a team we can achieve excellent results.*

### **Be Collaborative**

*We believe that teamwork is essential. Every member of our team is valued, both for the attributes they bring to the job and for who they are as a person. Beyond our team, we are dedicated to our patients and the wider community, collaborating to create a healthier Southampton for everyone.*

### **Be Open**

*We work in a transparent, inclusive environment in which we seek out and encourage alternative perspectives. From fellow team members to our patients and the wider community, we treat everyone with empathy and respect, taking an honest, non-judgemental approach to every interaction.*

## Job Description

### Target Rich Objectives

Your expected achievements in this role include:

Clinical responsibilities:

- Use your skills to undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients
- Carry out medicine optimisation tasks, including effective medicine administration (e.g., inhaler technique checks), supporting medication reviews and medicines reconciliation.
- Support medication reviews and medicines reconciliation for new care home patients, and synchronising medicines for patient transfers between care settings (such as hospital discharges and prescription requests) and link with our local community pharmacists to support the Community Pharmacy Consultation Service (CPCS) scheme
- Provide specialist expertise to address both the public health and social care needs of patients, including lifestyle advice, service information and help in tackling local health inequalities
- Take a central role in the clinical aspects of shared care protocols and liaising with specialist pharmacists for more complex patients
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing
- Assist in the delivery of medicines optimisation and management incentive schemes and patient safety audits
- Support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (eg use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services

Technical and administrative responsibilities

- Work with the multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes. Support Practice work to reduce medicines wastage
- Supervise practice reception and administration teams in sorting and streamlining processes around prescription requesting
- Provide leadership for medicines optimisation systems within the Practice and across the PCN when needed, to get the best value from medicines by encouraging and implementing Electronic Prescriptions, safe repeat prescribing systems and timely monitoring and management of high-risk medicines
- Develop relationships with other pharmacy technicians, pharmacists, and members of the MDT to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care and mental health

### Team Behaviour

- Actively participate in the life and development of the surgery.
- Actively participate in Team Huddles.
- Liaise externally with other agencies as appropriate.

### Supervision and Support

- Line Management supervision and support on a day-to-day basis from a Clinical Lead, Practice management team and our clinical pharmacist, plus close working with our medicines management and prescribing teams.
- Access to support and wellbeing services available

## Person Specification

### Qualifications:

#### Essential

- Registered with the General Pharmaceutical Council (GPhC)
- Meets the specific qualification and training requirements as specified by the GPhC

#### Desirable

- Enrolled in, or qualified from, an approved training pathway eg Primary Care Pharmacy Educational Pathway (this is an essential part of the role, but we can mentor you through this, so it is only desirable that you are already on this course or qualified from it)

### Experience:

#### Essential

- Experience of working within multi-professional team environments.
- Experience of working independently to support patients with medicines compliance

#### Desirable

- Experience of working within a primary care or General Practice
- Experience of community pharmacy services
- TPP SystemOne knowledge

### Additional:

#### Essential

- Work within the GPhC Standards for Pharmacy Professionals
- Comply with and actively promote VSS's equal opportunity policy
- Actively participate in the teaching culture of VSS
- Promote our values in a positive way in keeping with VSS ethos

## Apply

Your salary will be in line with the NHS Agenda For Change Band 4-5, depending on the experience you bring.

We know working in the NHS does require sacrifice, and sometimes we find ourselves in at the deep end, but our team know how to provide support ensuring you can go home with a clear mind. After all, before we can provide care and support for others, we each need to be healthy ourselves.

If you want to see transformation that improves lives city-wide, you can do that work here.

*Join our team today.*

Please send a copy of your CV and covering letter to the Practice Management Team, on [hiowicb-hsi.vsspm@nhs.net](mailto:hiowicb-hsi.vsspm@nhs.net)

We would encourage and welcome informal conversations at any time.

**Employer Details:**

Victor Street Surgery, Victor Street, Southampton, SO15 5SY

W: <https://www.victorstreetsurgery.nhs.uk/>

E: [hiowicb-hsi.victorstreetsurgery@nhs.net](mailto:hiowicb-hsi.victorstreetsurgery@nhs.net)

Closing date: 25 November 2022