

PCN Pharmacy Technician

Responsible to: Senior Pharmacy Technician

Terms: Permanent

Contracted hours: Full Time/Part time

Job Summary

Pharmacy Technicians work across our group of 12 GP Practices across the Rugby area, supporting the Practice-based Clinical Pharmacists to ensure the delivery of safe, effective and efficient systems for repeat prescribing, medicines optimisation, reducing medicines waste and maximising patient outcomes.

The post-holder will work under appropriate clinical supervision to ensure safe, effective and efficient use of medicines and be registered with the General Pharmaceutical Council (GPhC) and enrolled in, undertaking or qualified from, an approved training pathway i.e. CPPE Primary Care Pharmacy Education Pathway training unless otherwise exempt. (refer to Person Spec).

Excellent communication skills, enthusiasm and motivation are essential skills for a successful candidate. You will be dealing with daily medication requests and queries, communicating with patients and Community Pharmacies. Additionally, the post holder will be responsible for encouraging the development of better understanding of the principles of medicines optimisation throughout the practice teams by promoting good practice in line with therapeutic developments. This will involve assisting the Practices in achieving national requirements, NICE implementation, and utilisation of medicines optimisation initiatives.

Duties and Responsibilities

The Pharmacy Technician has the following key clinical, and technical and administrative responsibilities, in delivering health services:

Clinical Responsibilities:

- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients;
- Carry out medicines optimisation tasks including effective medicine administration (e.g. checking inhaler technique), supporting medication reviews, and medicines reconciliation. Where required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively;
- Support, as determined by the PCN, medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings and linking with local community pharmacists.

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- Provide specialist expertise, where competent, to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities; e. take a central role in the clinical aspects of shared care protocols and liaising with specialist pharmacists for more complex patients;
- 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 (e.g. 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 PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes, and reducing wastage;
- Supervise practice reception teams in sorting and streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests;
- Provide leadership for medicines optimisation systems across the PCN, supporting practices with a range of services 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;
- Provide training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS)
- Develop relationships with other pharmacy technicians, pharmacists and members of the multi-disciplinary team to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care, and mental health
- Handle specific information, which may be sensitive, complex or confidential and appropriately recording, transferring and/or coordinating such information in accordance with the Data Protection Act; Caldicott Guidelines and the Confidentiality Code of Conduct
- To be responsible for the organisation and planning of own workload to meet set deadlines
- To undertake learning and development to maintain the required knowledge and skills for practice-based work
- To carry out other duties which are appropriate to the skills and competencies of the post holder and grade of the post as the priorities of the service change
- Any other duties as may be requested by the Clinical Lead or Operations Director of the PCN

This job description is not exhaustive and may be subject to amendment in response to changes in the Directed Enhanced Services (DES) contract or other relevant commissioning arrangements.

This job description may be reviewed in the light of changing organisational and service needs. Any changes will be discussed with the post holder. The post holder may also be required to carry out other work commensurate with the post and remuneration.

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Additional responsibilities

To have the responsibility to maintain the confidentiality of any confidential information which comes into your possession regarding patients, employees or any other business relating to the organisation. In accordance with the Public Interest Disclosure Act 1998 protected disclosures are exempt from the express duty. To undertake any additional duties commensurate with the post and grade, as may be required from time to time, as directed by the board.

Health and Safety

To be aware of the responsibilities placed upon all employees under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures and understood

Corporate Accountabilities - Standards of Business conduct

The post-holder will be required to comply with the Rugby Health Ltd's Standing Orders and Standing Financial Instructions, and at all times deal honestly with the Rugby Health Ltd, with colleagues and all those who have dealings with the Rugby Health Ltd, including patients, relatives and suppliers. All Rugby Health Ltd staff may be involved directly or indirectly with people who are receiving a health service. Therefore, the Rugby Health Ltd is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure. The post holder is expected to adhere to the professional guidelines and codes of conduct of the Chartered Institute of Personnel and Development.

Risk Management

The post-holder will ensure compliance with the Rugby Health Ltd's risk management policies and procedures. These describe the Rugby Health Ltd's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm, and stress that all staff have a responsibility to minimise risk.

Governance Standards

Comply with the relevant governance standards applicable to Rugby Health Ltd as communicated to the post-holder from time to time.

Data Protection

To comply with Rugby Health Ltd Policies and the Data Protection Act in all respects, with particular relevance to the protection and use of patient information.

Confidentiality

Rugby Health Ltd's employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within Rugby Health Ltd.

Child/Adult Protection

All staff must be familiar with and adhere to Rugby Health Ltd child protection procedures and guidelines, in conjunction with Coventry & Warwickshire's Area Child/Adult Protection Committee policies and procedures. All staff are required to attend child/adult protection awareness training and additional training regarding child protection relevant to their position and role.

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Records Management

To maintain Rugby Health Ltd and patient records (both paper and electronic) in accordance with Rugby Health Ltd policies, in order to facilitate appropriate clinical care and effective administration.

Freedom of Information

To provide advice and assistance to all persons who propose to make, or have made requests for information, and to ensure all requests for information are managed appropriately in accordance with Rugby Health Ltd Freedom of Information procedures.

Security

To comply with Rugby Health Ltd policies to ensure there is a safe and secure environment that protects patients, staff and visitors and their property, and the physical assets and the information of the organisation.

Infection Control

The post holder will ensure compliance with Rugby Health Ltd's Infection Prevention and Control policies and procedures and the Health Act 2006, ensuring that the risk of healthcare associated infection to service users and staff is minimised.

Whistleblowing

The post holder has responsibility for patient and staff welfare and should raise any concerns relating to a breach of NHS policies and procedures with their manager or refer to the Whistleblowing Policy for alternative options.

Environmental Impact

The post-holder will ensure compliance with Rugby Health Ltd's environmental management policies and procedures.

Performance Review

This Job Description will be used as a basis for individual performance review between the post holder and the manager. The Job Description covers only the key result areas and, as such, does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service. The postholder will need to take due account, in the way they achieve the key result areas, of Rugby Health Ltd policies and procedures.

Equality and Diversity

Rugby Health Ltd aims to maintain the goodwill and confidence of its own staff, service and users and the general public. To assist in achieving the objective it is essential that at all times employees carry out their duties in a courteous and sympathetic manner. The post holder will carry out their duties in accordance with Rugby Health Ltd's Equal Opportunities Policy respecting the differing backgrounds of staff, patients and the public.

Agreed and approved

Date: September 2026

Employee Signature