

This document is to be used for guidance only and will need to be amended to meet your organisations specific needs.

**PRIMARY CARE NETWORK (PCN) LEAD PHARMACY
TECHNICIAN
JOB DESCRIPTION & PERSONAL SPECIFICATION**

Approved by	Sussex ICS Workforce Steering group
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Version 1	

PRIMARY CARE NETWORK (PCN) LEAD PHARMACY TECHNICIAN

JOB DESCRIPTION & PERSONAL SPECIFICATION

JOB TITLE	Lead Primary Care Network (PCN) Pharmacy Technician
SALARY	
RESPONSIBLE TO	
ACCOUNTABLE TO	

JOB SUMMARY

The Lead PCN Pharmacy Technician will play an important role complementing clinical pharmacists, and other members of the PCN multi-disciplinary team, working under clinical supervision to ensure effective and efficient use of medicines.

The post holder will provide leadership and support to the pharmacy technical team in developing and delivering practice activities surrounding medicines optimisation.

This role will support the GP practice and patients get the best from their medicines, use existing protocols to maximise cost-effective preparations, improve repeat prescribing processes (including use of electronic repeat dispensing and online ordering), minimise clinical risk and reduce medicines wastage. As well, the post-holder will develop and encourage a positive culture of medicines optimisation principles to assist the PCN in achieving local and national medicines-related objectives.

The Lead PCN Pharmacy Technician should have clinical supervision by a designated GP or Clinical Pharmacist.

The following can be adapted to current structure of the pharmacy team, please adapt to suit:

The Lead PCN Pharmacy Technician may be accountable to the PCN leadership team, this could be a Clinical Pharmacist, Clinical Director, GP, or PCN Management. Structures can be adapted to suit the needs of the PCN.

MEDICINES OPTIMISATION

- Conduct medicines optimisation tasks, including searches to support medication reviews, medicines reconciliation from clinic letters and post hospital discharge medicines reconciliation.
- Support pharmacists by identifying and referring eligible patients for Structured Medication Reviews (SMRs), including completing any required SMR pre-work.
- Support medication reviews and medicines reconciliation for new care home patients and synchronise medicines for patient transfers between care settings, linking in with local community pharmacies.
- When needed, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively (e.g., checking inhaler technique).
- Supervise surgery reception teams in triaging general prescription requests, to allow GPs and clinical pharmacists to review the more clinically complex requests.
- Provide leadership for medicines optimisation systems across the PCNs, supporting surgeries with a variety of services to get the best value from medicines by encouraging and implementing Electronic

Prescriptions, Electronic Repeat Dispensing (Erd) safe repeat prescribing and timely monitoring and management of high-risk medicines.

- Support efficient ordering processes to reduce medicines waste.
- Undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Provide specialist expertise, where competent, to address both 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 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.
- Actively participate in huddles and team meetings
- Take part in multidisciplinary case reviews
- Understand how patient alerts (e.g. visually impaired, hard of hearing) are generated and patient allergy information is accurate and correctly documented, and that the information is shared with the wider multidisciplinary team
- Update and maintain accurate patient medication records on the practice.
- Clinical computer system, including advice given and action taken
- Convert acute medicine requests into repeat medicines, where appropriate
- Assist in the re-issuing of eRD prescriptions, including checking for monitoring requirements and reviews
- Undertake clinical assessments (e.g. blood pressure, blood glucose, respiratory & heart rate monitoring)

COMMUNICATION

- Provide advice within professional remit to GPs and practice staff relating to changes to prescribing guidance to support the improvement of prescribing safety, quality, and cost effectiveness.
- Counsel patients on how to use newly started medications, and provide advice regarding any medication changes, to optimise safety and improve compliance.
- Assist patients and GP staff with responses to medication queries.
- Organise and chair regular team meetings to ensure the team is kept informed and up to date with information relating to its role, PCN Projects and PCN targets.
- 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.

AUDIT AND RISK MANAGEMENT

- Undertake clinical audits of prescribing in areas directed by the PCN team, and feedback results to clinical pharmacist team, and other clinicians in the practices.
- Support implementation of local and national guidelines and formulary recommendations.
- Support and encourage reduction in prescribing of medicines available over the counter, and of low value, and low priority treatments.
- Support the PCN to deliver on Quality Innovation Productivity and Prevention (QIPP) agendas, Quality Outcome Frameworks (QOF) and Locally Commissioned enhanced Services (LCS).
- Undertake audits to identify patients that may be appropriate to switch medications to more cost effective/ greener alternative brands.
- Contribute to maintenance of the risk register with appropriate actions being taken in a timely manner.
- Work with general practice teams to ensure that practices are compliant with CQC standards and assist with medicine-related compliance.

- Ensure audits evidence ability to provide Safe, Effective, Caring, Responsive, and Well-Led services (the CQC KLOEs).

CLINICAL GOVERNANCE

- Respond to Medicines and Healthcare Regulatory Agency (MHRA) alerts, set up searches to identify affected patients on the practice clinical systems and action them according to practice protocol.
- Monitor practice prescribing against the local formulary and report back results to the clinical pharmacist team and action as required.
- Support in the reporting of medicines related incidents, and when required, contribute to investigations and root cause analysis.
- Ensure the patient voice is heard and acted on appropriately. Particular attention will be paid to how we ensure the care we provide is safe, effective, caring, and responsive.
- Provide professional leadership on matters relating to medicines optimisation and quality improvement.
- Support the with the development of policies and procedures.

MEDICINES SAFETY

- Identify patients that are overdue required monitoring and refer to the appropriate clinicians.
- Reconcile medicines following discharge from hospitals, intermediate care and into care homes, including identifying and appropriately rectifying unexplained changes and working with patients and community pharmacists to ensure patients receive the medicines they need post discharge.
- Ensure shared care protocols are in place where relevant and ensure the continuation of safe practice within primary care setting is maintained.
- Work with the pharmacy service team to develop and implement systems to ensure the effective and continuous supply of medication to high-risk patients.

PERSONNEL AND MANAGEMENT

- Create a supportive culture by encouraging innovation and ideas for improvement through continuous review, quality, and service improvements.
- Lead the recruitment process within area of responsibility.
- Lead probation reviews, annual appraisals and exit interviews for clinical team members within area of responsibility and address any important issues in a sensitive and timely manner.
- Organise and chair regular team meetings to ensure the team is kept informed and up to date with information relating to its role, PCN Projects and PCN targets.
- Support the development of purposeful meetings and one-to-ones with pharmacy team-members.

TRAINING AND DEVELOPMENT

- Undertake an approved primary care education pathway.
- Support team members to deliver excellent clinical service through a program of peer review, one to one clinical supervision and direct observation of practice.
- Lead the development and implementation of training and supervision for new team members and pharmacy trainees on placement.
- Promote and facilitate an active and positive learning environment to enable others to achieve their potential, particularly by encouraging and supporting reflective practice.

- Facilitate opportunities for team members to learn from each other (e.g., through improved communication, team meetings, shadowing, etc).
- Support training and development of administrative staff to support pharmacy service in line with protocols and procedures.
- Provide training and support on the legal, safe, and secure handling of medicines.
- Be responsible for own personal and professional development.
- Comply with the code of ethics, GPhC professional standards and relevant legislation and company procedures, to deliver high standards of clinical governance.
- Undertake further training opportunities as identified through appraisals and performance monitoring systems.
- Maintain 100% compliance with mandatory training requirements.

Please insert your own organisations policies under the headings below:

CONFIDENTIALITY AND DATA PROTECTION

EQUAL OPPORTUNITIES

USE OF NEW TECHNOLOGY

HEALTH AND SAFETY

NO SMOKING POLICY

TRAINING AND DEVELOPMENT

PERSONAL SPECIFICATION:

Requirement	(E)essential / (D)desirable	Assessment method (see note above)
Qualifications and Professional Registration		
BTEC/NVQ Level 3 or equivalent in pharmaceutical sciences	E	A
Registered with the General Pharmaceutical Council as a Pharmacy Technician	E	A
Evidence of continued professional development (CPD)	E	A
Willing to undertake or have completed an approved Primary Care Pharmacy Education Pathway	E	A/I
Education Supervision Qualification or working towards	D	A
Membership of the Association of Pharmacy Technicians UK (APTUK)	D	A
Recognised qualification in the use of computer software e.g., Microsoft Word, Excel Access, ECDL	D	A
Formal leadership qualification	D	A
Personal Qualities		
Works well within a team	E	A/I
Capable of working with tact and diplomacy	E	A/I
Approachable, adaptable, supportive, self-motivated	E	A/I
Experience and job-related knowledge		
Experience of working as a qualified, registered pharmacy technician in primary care, community, or hospital pharmacy	E	A/I
Experience of leading / supervising a team	E	A/I
Experience of educational supervision	D	A/I
Experience of training and group facilitation	D	A/I
Experience of managing staff and HR processes.	D	A/I
Experience of prioritising work and meeting deadlines	E	A/I
Able to communicate effectively and professionally both face to face and on the telephone with people at all levels	E	A/I
Demonstrated high standard of written and verbal communication skills	E	A/I
Evidence of the application of innovative practice and the application of evidence-based interventions	E	A/I

Requirement	(E)essential / (D)desirable	Assessment method (see note above)
Clear, concise record keeping/ report writing skills	E	A/I
Ability to undertake audit activities	E	A/I
Ability to analyse and interpret prescribing data	D	A/I
Knowledge and understanding of the NHS and the challenges facing Primary Care.	E	A/I
High attention to detail, able to work accurately and identify errors	E	A/I
Able to deal with patients in a professional and compassionate manner	E	A/I
Demonstrates understanding of Information Governance, Patient Confidentiality and Data Protection requirements	E	A/I
Able to anticipate barriers and issues and take action to mitigate risks	D	A/I
Previous experience of working in a primary care setting	D	A/I
Skills		
High level of competence in Microsoft Office packages (Outlook, Word, Excel, and PowerPoint as a minimum)	E	A/I
Experience of the use of clinical systems e.g., EMIS/SystemOne	D	A/I
Excellent communication skills (written and verbal)	E	A/I
Highly organised and able to work on own initiative, in line with agreed parameters / procedures	E	A/I
Ability to undertake research/quality improvement methodology	D	A/I
Ability to coach and mentor people to get the best out of them	E	A/I
Demonstrates excellent interpersonal & conflict management skills	E	A/I
Time management and prioritisation skills	E	A/I
Analytical and problem-solving skills	E	A/I
Able to recognise personal limitations and refer to more appropriate colleague(s) when necessary	E	A/I
Other Requirements		
Proven record of good timekeeping and attendance	E	A/I
Self-motivated and directed	E	A/I
Able to show understanding of issues relating to equal opportunities	E	A/I

AGREEMENT



This job description will be reviewed as necessary and may be amended to meet the changing needs. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and employer.

Employee's Signature:

Print Name

Date: