



HIRING NOW

NVQ LEVEL 3 PHARMACY TECHNICIAN VACANCY (OFFICE BASED)

Forest House Medical Group are looking to recruit an enthusiastic and highly motivated Pharmacy Technician to join our rapidly expanding team. The ideal candidate will be looking to work in a friendly and supportive environment, with like-minded colleagues who strive for high quality patient care whilst also maintaining an excellent work/life balance.



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Forest Medical Group is a two-site practice with a current list-size of nearly 16,500 patients. We have a large team including 9 GPs and a wide range of other clinic staff. These teams are supported by a highly effective and experienced management team.

We are an integral part of the North Blaby Primary Care Network, and through this participation can offer our patients access to additional services, including musculoskeletal practitioners, health and wellbeing coaches and social prescribers.

We are also a teaching practice affiliated with University of Leicester; Jubilee Academy and Health Education East Midlands for training of medical students, F2's and GP Registrars.

We are a SystmOne practice which lends itself to a proactive approach with a dynamic team aligned to our practice core values. The Warren Lane practice has undergone an extensive refurbishment and comprises of 11 clinical rooms, 1 pre-assessment room and 1 minor operations room. It also boasts 2 staff break out rooms, 3 open office suites and a fully equipped conference room allowing practice meetings, PLT sessions, video conferencing as well as virtual and face-to-face teaching. Our Forest House practice has 7 clinical rooms, as well as an upstairs office space with 1 staff break out room.

For an informal conversation please email Michelle Cank, Deputy Practice Manager at michelle.cank1@nhs.net

Please apply directly to Michelle Cank

Applications close: 28th February 2025



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JOB TITLE: NVQ level 3 Pharmacy Technician (Office Based)

REPORTS TO: Practice Pharmacist

HOURS: 30 hours

Job summary:

The post holder is a Pharmacy Technician, who acts within their professional boundaries, supporting and working alongside the practice pharmacist and the prescriptions team in General Practice. In this role they will be supported by a practice pharmacist who will develop, manage, and mentor them.

The post holder will provide support to general practice staff with regards to prescription and medication queries. Carry out medicines switches in GP practices in line with practice and CCG/PCN agreed specific protocols reviewing patients records; amending records and informing patients.

They will help support the repeat prescriptions system promoting electronic repeat dispensing and online ordering. Carry out housekeeping whilst in patient records e.g., dose optimisation and medicines synchronisation.

The post holder will be the first port of call to answer and deal with any medicines related queries from clinicians and reception staff plus any medicines related queries from patients and community pharmacies. The aim of which is to improve the quality of care for our patients and operational efficiencies within the practice so requires motivation and passion to deliver excellent service.



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Role responsibilities

1) Strategic Alignment

- To support the identification and delivery of the elements of the agreement of funding allocation for the practice pharmacist and support to the GP practice.
- To support the practice pharmacist to ensure that processes are in place for the effective dissemination of prescribing-related policies, guidelines and alerts e.g. LMSG guidance.
- To support the identification and sharing of best practice and ensure these are reflected in working practices and plans.
- To operate in a sensitive environment.
- To support the pharmacist by preparing and delivering performance reports/briefings for the practice.
- Be responsible for a high standard of work supporting the delivery of agreed projects, ensuring inputs are on time, to quality standards in a cost-effective manner.
- Demonstrate effective stakeholder engagement across a multidisciplinary team and organisations
- To complete any mandatory training associated with the additional roles funding for pharmacy technicians.

2) Responsibilities of patient care

- To contribute to the development of and to implement patient medication change programmes within the GP practice and associated care homes to increase value for money and/or improve quality in prescribing.
- To implement agreed medicines support programmes/services in line with practice priorities and identified patient needs.
- To work with the practice pharmacist and support technical medication reviews; this may include domiciliary visits to support concordance and implement measures to optimise medicines use and identify/reduce waste.
- Provide verbal and written advice, information, and support to patients to support improved medicines compliance and medicines waste reduction and refer to practice pharmacist as required.
- To investigate, identify and advise the practice on additional prescribing actions to ensure prescribing spend is within budget.
- To manage and deal with multiple complex problem-solving issues involving all aspects of medicine management and quality concurrently, using own knowledge and skills within a framework of broad policies and guidance and being aware of own limitations and referring them to the practice pharmacist when appropriate.
- To assist in the management of high-risk drug monitoring and patients with shared care agreements.
- To be responsible for all actions and decisions, as a registered pharmacy technician in accordance with the Code of Ethics of the General Pharmaceutical Council.

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3) Responsibilities for Policy and Service Development Implementation

- To participate in the identification and development of and be responsible for implementation of practice medicines management and quality policies and guidelines within practice, care homes and social care in line with national and local policies and compliance with medicines related acts to improve cost effective and safe prescribing.
- To ensure appropriate systems in place for medicines reconciliation for all patients transferred out of and back into the practice.

4) Responsibilities for Financial and Physical Resources

- Responsible for the implementation of medicines management and optimisation changes in practices to deliver cost savings as part of the QIPP programme.
- To develop and implement schemes and actions plans for the practice delivery of incentive scheme and QIPP targets, leading implementation of prescribing formulary.
- Responsible for the safe use of GP practice IT system.

5) Responsibilities for Workforce Development

- To regularly proactively set up and coordinate meetings in practice and present (including PowerPoint) verbal and written guidance and information regarding medicines optimisation projects and audits.
- To be responsible for implementing change in practices in a variety of ways including liaising with GPs, practice staff and patients.
- To establish links and effectively communicate and collaborate with external providers of healthcare and other stakeholders e.g. community pharmacies, acute hospitals and social care.

6) Responsibilities for Information Resources

- To carry out manual and computerised searches of patient records and use this information to create databases, reports, and recommendations to prescribers for patient medication changes.
- To interrogate, analyse and interpret complex GP practice prescribing data from the national ePACT database generating regular reports and recommendations for GP practice prescribing improvements.
- To document and report all confidential patient activity carried out at practice level to provide evidence of work carried out.



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7) Communication and Relationships

- Develop effective networks and working relationships with other GP practices, community pharmacists, commissioners, other health and social care professionals and staff to integrate the implementation of medicines Management and optimisation development in primary care.
- Provide advice and support to community pharmacies, GP practices, members of the medicines quality team and other health and social care professionals in relation to local and local national medicines management and optimisation and pharmacy developments.

8) Responsibilities for Research and Development

- To implement GP practice and associated care homes and social care audit programmes and quality reporting including medicines reconciliation to ensure delivery of national and local medicines policies and standards.

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