



Information for applicants

**MEDICINES OPTIMISATION
TECHNICIAN**

HULL

PUTTING OUR PATIENTS AND OUR PEOPLE FIRST



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1. Background

Haxby Group is a high-quality, community-based healthcare organisation, with general practice at its heart. We deliver exceptional care from 10 GP surgeries across York, Scarborough, and Hull, serving more than 95,000 patients. Haxby Group has been rated Outstanding by the Care Quality Commission (CQC) in York and Hull. It has been rated as Good in Scarborough.

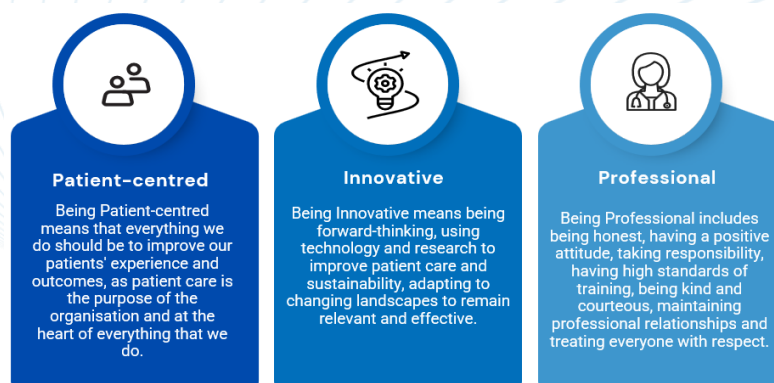
We are dedicated to improving the health of the communities we serve and have an innovative approach to ensuring we provide outstanding care. We are actively involved in research projects with the aim of improving patient care, and our digital-first ethos has contributed to reducing waiting times for access to services.

Our large and diverse team of Doctors, Nurses and Advanced Practitioners have decades of expertise, providing a range of care in a safe, friendly environment, with support from highly experienced Health Care Assistants, Clinical Pharmacists, and other non-GP clinicians. Supporting the patients and our clinical team are the large front of house and back-office teams ranging from Patient Services, Care Navigators, Clinical Administration Support and more.

Alongside the full range of NHS GP services, we provide minor surgery, vasectomies, and contraceptive procedures as well as providing some non-NHS services.

As the host for the Workforce and Training hub in Humber North Yorkshire, we offer training services through Haxby Group Training. We are committed to training all our staff, from Clinical Administration and Call Handlers, through to our Nursing team, and including all stages of undergraduate and postgraduate medical education. As a Primary Care Training and Workforce Hub in Humber Coast and Vale, we also provide support for a growing network of local practices, co-ordinating local schemes on behalf of Health Education England.

We have a clear mission "To deliver high quality, compassionate care to our local communities with an innovative and ethical mindset" and we achieve this by applying our organisational values:



More information can be found at www.haxbygroup.co.uk



2. Job Description

Job Title: MEDICINES OPTIMISATION TECHNICIAN

Reports to: MEDICINES OPTIMISATION MANAGER

Structure:

Medicines Optimisation Manager > Head of Medicines Optimisation > Director of Prescribing and Medicines Optimisation

Job Summary:

You will be responsible for supporting the Medicines Optimisation Manager in implementing effective dispensing, prescription management, prescribing systems and medicines optimisation and management within the practice, identifying areas for improvement and initiating and managing change. You will be responsible for the training and supervision of others associated with your role and supporting our strategic objectives to maximise the service, profit and potential of the business. In addition you will also be responsible for encouraging a better understanding of the principles of medicines optimisation throughout the practice teams.

Your duties and responsibilities may include any or all of the items in this job description and varied from time to time under the direction the Medical Director.

You must work at all times within your own competence and use your own judgement, knowledge and common sense in your day to day activities.

Job responsibilities

- Assist in the delivery of the business Prescribing and Medicines Management Plan and the delivery of patient services as determined by Practice policy and local and national guidance.
- Recognise and work within own competencies using own judgement, resourcefulness and common sense.
- Assist in the delivery of a robust and safe system for prescribing repeat medications.
- Promotion of electronic repeat dispensing and online ordering
- Adhere to repeat prescribing policy, ensuring necessary clinical reviews and monitoring are conducted at appropriate intervals.
- Undertake medicine reconciliation to ensure all repeat medications are accurate, maintained up-to-date and are synchronised on the clinical system.
- Effectively communicate with pharmacy colleagues in other sectors to promote best care for patients in relation to medicines management



- Support the Medicines Optimisation Manager and the team in training student technicians, medicines optimisation assistants, and allied healthcare professionals
- Support the development and implementation of Standard Operating Procedures
- Discuss medication with patients and counsel patients on the correct use and care of their medicines
- Identify and report problems in administration of medicines such as medicine interactions and other physical factors that may affect patient compliance.
- Liaise with Clinical Pharmacists, GPs and Independent Non-Medical Prescribers about prescriptions to ensure accuracy and prevent risk.
- Ensure that all errors and near misses are logged in accordance with the company's procedures and undertake any activity necessary to rectify or prevent errors.
- Support the work of the practice based Medicines Management and Prescribing Team, in order to maximise cost-effective prescribing and to improve the quality of patient care.
- Support local care homes in the ordering and management of repeat prescriptions for their residents, ensuring medicines optimisation is provided for vulnerable patients.
- Be able to support the dispensing team with the dispensing and checking of prescriptions.
- Occasional contact with patients/customers either face to face or over the telephone.
- Support the Medicines Optimisation Manager with the development of technician lead, patient facing clinics.
- Promote high quality, cost effective and evidence based use of medicines within the practice.
- Assist in the safe and appropriate storage of medicines.
- Participate in education and training for staff, carers and patients on medicines management issues.
- Keep up-to-date with current pharmacy practice, new drugs and their uses for the purpose of continuing professional development.
- Maintain accurate and complete records in accordance with data protection principles to ensure patient confidentiality.
- Advise and assist with all the above as required for Haxby Group's other associated businesses.

Other responsibilities:

- Follow agreed protocols, referring to Clinical Pharmacists or GPs as appropriate.
- Follow local and national Infection Control guidelines.
- Demonstrate awareness of statutory and local child protection procedures, including systems of referral.
- Contribute to achievement of the highest possible quality standards such as the QOF and other agreed Key Performance Indicator targets.
- Attend in-house governance, educational and staff meetings as appropriate.



- Assist with the training of other staff members and also with the education of doctors and nurses in training as appropriate.
- Positively facilitate change.
- Demonstrate pro-active engagement with the practice population and wider community to promote healthy living and encourage uptake of services. This may include visits to local schools, community centres and other groups as necessary.
- Undertake additional tasks as required within your general role.

Business Responsibilities:

- Gather statistics and information as required.
- Undertake assigned tasks, project support, or development.
- Maintain accurate documentation and records using IT as per Haxby Group protocol.
- Follow agreed policies and protocols, seeking guidance from Team Leaders and Managers if required.
- Promote service uptake within the community.
- Uphold and promote Haxby Group's ethos and culture.
- Ensure resource rationalisation.
- Assist in expanding the business's professional offerings.
- Attend in-house governance, educational, and staff meetings.
- Plan, develop, and support new working processes to enhance quality.
- Train staff for optimal performance.
- Build and maintain relationships with other healthcare professionals and external bodies.
- Always behave professionally.

Safeguarding:

- Commit to safeguarding Adults at risk (vulnerable adults), children, and young people.
- Adhere to legislation and policies on Child Protection and Safeguarding Adults and be aware of your duties and responsibilities.
- Recognise signs of abuse and neglect.
- Inform the Safeguarding Lead of any concerns promptly.
- Stay up to date with safeguarding training requirements.

Learning and Development:

- Participate in training programmes, performance reviews, and personal/professional development.
- Develop and use a Personal Development Plan.
- Utilise learning opportunities and share knowledge with the team.
- Undertake mandatory and statutory training.



Team Working:

- Assist and support your line manager in providing a quality service.
- Provide cover during team members' absences.
- Support and facilitate change.
- Undertake additional tasks as required.
- Work effectively as a team member, supporting others.
- Accept delegation from senior staff and manage time effectively.
- Participate in team activities to improve patient care.
- Contribute to team effectiveness by reflecting on activities and making suggestions.
- Support local projects as agreed.
- Delegate duties safely and competently.

Confidentiality:

- Respect patients' privacy and maintain confidentiality.
- Access and share information only with authorised persons as per policies.

Health & Safety:

- Promote and maintain health, safety, and security per the Health & Safety Policy.
- Use personal security systems and manage work risks effectively.
- Keep up with training to update knowledge and skills.
- Use infection control procedures and maintain tidy, hazard-free work areas.
- Report potential risks and accidents promptly and as per the policy.

Equality and Diversity:

- Support equality, diversity, and rights of patients, carers, colleagues and visitors.
- Respect the privacy, dignity, and beliefs of all individuals.
- Behave in a welcoming, non-judgmental manner.

Quality:

- Strive for quality within Haxby Group.
- Alert the team to quality and risk issues.
- Manage time, workload, and resources effectively.
- Work within limitations and cooperate with audits.
- Contribute to achieving high quality standards and initiate improvement projects.
- Work with the Registered Manager to meet CQC standards.
- Collaborate with other agencies to meet patients' needs.



Communication:

- Communicate effectively with team members, patients, carers and visitors.
- Recognise and respond to alternative communication needs.

Other:

- This job title and job description is neither exhaustive nor exclusive and is subject to periodic review and amendments.

3. Person Specification

	Essential	Desirable
Physical Requirements	Able to undertake the requirements of the post.	Reliable. Flexible. Excellent attendance record.
Knowledge/Qualifications/Skills	Pharmacy Services/NVQ level 3 or equivalent. Registered Pharmacy Technician with GPhC. An excellent standard of written and verbal English. Nurate. Excellent customer service skills. Good administrative and organisational skills. IT literate. Understand and observe strict confidentiality.	Pharmacy practice or equivalent clinical experience. Experience of SystmOne. Experience with office machinery.
Competencies/Qualities/Attributes	Pay attention to detail. Good communication (written and verbal). Work well under pressure. Excellent team working skills. Trustworthy. Ability to work effectively to deadlines. Able to work unsupervised. Able to use own initiative. Be self-motivated. Able to listen and empathise. Hard working and willing. Flexible and adaptable, able to work according to changing need.	



	Enthusiastic. Commitment to personal development.	
Other	Able to work at the desired times. Flexibility of hours for cover. Non-smoker. Good sickness record.	Car driver/clean licence.

4. Terms and Conditions

Salary: Dependent on skills and experience (salary range £30,581.87-£33,749.56 gross per annum). Pay progression will be dependent upon annual performance appraisal.

Annual Holiday: 27 days plus bank holidays (pro rata for part-time staff). Holiday entitlement will increase as a reward for loyalty and service.

Training: Induction training plus other annual training subject to an agreed personal development plan.

Working hour's Your working hours will be part-time 20 hours per week over 5 days, Saturdays on a rota.

Working hours are based around the opening times of Haxby Group which is 7.30 am to 8.00 pm Monday to Friday and Saturday mornings.

The post-holders exact weekly hours will be agreed according to service and individual needs. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

Benefits: Several additional benefits including NHS Pension and the Simply Health Well-being Plan will be offered after your probation period.

Other benefits include:

- Full induction package with reviews.
- Annual reviews.
- Annual training day.
- Regular training and updates.
- Social functions.



- Refreshments provided.
- Long service rewards.
- Financial wellbeing / support.
- Staff wellbeing groups.
- Cycle to work scheme, and more.

5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: HR.Team@haxbygroup.co.uk Tel: 01904 928077 / 928076

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.