

JOB DESCRIPTION

JOB TITLE:	Senior Clinical Practice Based Pharmacist
BAND:	Band 8a
HOURS:	Full time: 37.5 hours per week
DEPARTMENT:	Pharmacy
DIRECTORATE:	Primary Care Directorate
LOCATION:	Bramingham Park Medical Centre and Kingsway Health Centre
REPORTING TO:	Practice Manager / Lead GP
ACCOUNTABLE TO:	Lead Pharmacist, Primary Care

JOB SUMMARY

- The post holder will work as part of a multi-disciplinary team in a patient-facing role. The post holder will take responsibility for areas of chronic disease management within the practice and undertake clinical medication reviews to proactively manage patients with complex poly-pharmacy, especially for older people, people in residential care homes and those with multiple co-morbidities.
- The post holder will provide primary support to general practice staff with regards to prescription and medication queries. They will help support the repeat prescriptions system, deal with acute prescription requests, and medicines reconciliation on transfer of care and systems for safer prescribing, providing expertise in clinical medicines advice while addressing both public and social care needs of patient in the GP practice(s)
- The post holder will be responsible for clinical leadership of medicines optimisation, plan and organise quality improvement initiatives, appropriate specialist services and manage some aspects of the quality and outcomes framework and enhanced services.
- The post holder will be responsible for ensuring that the practice integrates with community and hospital pharmacy to help utilise skill mix, improve patient outcomes, ensure better access to healthcare and help manage workload.
- The post holder will line manage our pharmacy technician and provide supervision to other junior team members and students/trainees
- The role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service within general practice.
- Support practice managers and GP clinical leads in the review of medicines management related complaints, incidents and near misses, including risk assessment, root cause analysis and implementation of related action plans.
- Communicates highly complex drug or medicine related information to prescribers, clinicians, patients, relatives: patients may have language difficulties, physical or mental disabilities, and other professionals may challenge advice.



Primary Duties and Areas of Responsibility

Patient facing Long-term condition Clinics	<p>See patients in multi-morbidity clinics and in partnership with primary healthcare colleagues and implement improvements to patient's medicines, including de-prescribing.</p> <p>Manage own case load and run long-term condition clinics where responsible for prescribing as an independent prescriber for conditions where medicines have a large component (e.g. medicine optimisation for stable angina symptom control, warfarin monitoring and dose adjustment for patients requiring long-term anticoagulants).</p> <p>Review the on-going need for each medicine, a review of monitoring needs and an opportunity to support patients with their medicines taking ensuring they get the best use of their medicines (i.e. medicines optimisation).</p>
Patient facing Clinical Medication Review	<p>Undertake clinical medication reviews with patients with multi-morbidity and poly-pharmacy and implement own prescribing changes (as an independent prescriber) and order relevant monitoring tests</p>
Patient facing care home structured medication reviews	<p>Manage own caseload of care home residents. Undertake structured clinical medication reviews with patients with multi-morbidity and poly-pharmacy and implement own prescribing changes (as an independent prescriber) and order relevant monitoring tests. This can be done via video or telephone consultation where appropriate.</p> <p>Work with care home staff to improve safety of medicines ordering and administration. This is to include facilitating end-of-life medicine supply.</p> <p>Support reviews of new residents or those recently discharged from hospital.</p> <p>Supporting care homes with medication queries and facilitating their medicine needs with the wider healthcare system.</p>
Patient facing domiciliary clinical medication review	<p>Manage own caseload of vulnerable housebound patients at risk of hospital admission and harm from poor use of medicines. Implement own prescribing changes (as an independent prescriber) and ordering of monitoring tests.</p> <p>Attend and refer patients to multidisciplinary case conferences. Identifying key areas of need for vulnerable patients and formulating care plans.</p>
Management of common/minor/self-limiting ailments	<p>Managing caseload for patients with common/minor/self-limiting ailments while working within a scope of practice and limits of competence.</p> <p>Signposting to community pharmacy and referring to GPs or other healthcare professionals where appropriate.</p>
Differential/Undifferential diagnosis	<p>Manage own caseload for patients and diagnosis people with long term and/or acute/common conditions/ailments while remaining within scope of practice and limits of competence.</p> <p>Referring to GP and/or other healthcare professionals where</p>

	appropriate
Patient facing medicines support	Provide patient facing clinics for those with questions, queries and concerns about their medicines in the practice.
Telephone medicines support	Provide a telephone help line for patients with questions, queries and concerns about their medicines.
Extended Hours /Out of Hours/On call services	Provide out of hours/on call/extended services for the practice and the patients. These can include patient facing and telephone consultations Signposts to other services and/or healthcare professionals where appropriate, while working within a scope of practice and limits of competency.
Medicine information to practice staff and patients	Answers relevant medicine--related enquiries from GPs, other practice staff, other healthcare teams (e.g. community pharmacy) and patients with queries about medicines. Suggesting and recommending solutions. Providing follow up for patients to monitor the effect of any changes.
Unplanned hospital admissions	Devise and implement practice searches to identify cohorts of patients most likely to be at risk of an unplanned admission and readmissions from medicines. (Utilisation of Eclipse Live software) Work with case managers, multidisciplinary (health and social care) review teams, hospital colleagues and virtual ward teams to manage medicines--related risk for readmission and patient harm. Put in place changes to reduce the prescribing of these medicines to high--risk patient groups.
Management of medicines at discharge from hospital	To reconcile medicines following discharge from hospitals, intermediate care and into care homes, including identifying and rectifying unexplained changes manage these changes without referral to a GP. Perform a clinical medication review, produce a post discharge medicines care plan including dose titration and booking of follow up tests and working with patients and community pharmacists to ensure patients receive the medicines they need post discharge and working with patients and community pharmacists to ensure patients receive the medicines they need post discharge. Set up and manage systems to ensure continuity of medicines supply to high-risk groups of patients (e.g. those with medicine compliance aids or those in care homes). Work in partnership with hospital colleagues (e.g. care of the elderly doctors and clinical pharmacists) to proactively manage patients at high risk of medicine related problems before they are discharged to ensure continuity of care.
Telephone triage	Ensure that patients are referred to the appropriate healthcare professional for the appropriate level of care within an appropriate period of time e.g. pathology test results, common/minor ailments,

	acute conditions, long term condition reviews etc.
Repeat prescribing	Produce and implement a practice repeat prescribing policy. Manage the repeat prescribing reauthorisation process by reviewing patient requests for repeat prescriptions and reviewing medicines reaching review dates; make necessary changes as an independent prescriber, and ensure patients are booked in for necessary monitoring tests where required.
Risk stratification	Design, development and implementation of computer searches to identify cohorts of patients at high risk of harm from medicines. Responsibility for management of risk stratification tools on behalf of the practice. Working with patients and the primary care team to minimise risks through medicines optimisation.
Service development	Develop and manage new services that are built around new medicines or NICE guidance, where a new medicine / recommendations allow the development of a new care pathway (e.g. new oral anticoagulants for stroke prevention in atrial fibrillation).
Information management	Analyse, interpret and present medicines data to highlight issues and risks to support decision making.
Medicines Quality Improvement programmes	Identify and provide leadership on areas of prescribing and medicines optimisation. To participate in the GP practices Medicines Audit programme, assisting with identification of audit topics, and supporting collection and analysis of data and completing the audit cycle. Plans and organizes research and clinical audits activities and improve projects or work with colleagues such as GP registrars, practice managers etc. Present results and provide leadership on suggested changes. Contribute to national and local research initiatives.
Medicines safety	Identify national and local policy and guidance that affects patient safety through the use of medicines, including MHRA alerts, product withdrawals and emerging evidence from clinical trials. Manage the process of implementing changes to medicines and guidance for practitioners.
Care Quality Commission	Provide leadership to the general practice team to ensure the practice is compliant with CQC standards where medicines are involved. Undertake risk assessment and management and ensure compliance with medicines legislation.
Implementation of local and national guidelines and formulary recommendations	Monitor practice prescribing against the local health economy's RAG list for medicines that should be prescribed by hospital doctors (red drugs) or subject to shared care (amber drugs). Liaise directly with hospital colleagues where prescribing needs to be returned to specialists. Assist practices in setting and maintaining a practice formulary that is hosted on the practice's computer system. Suggest and develop computer decision support tools to help

	<p>remind prescribers about the agreed formulary choice and local recommendations.</p> <p>Auditing practice's compliance against NICE technology assessment guidance.</p> <p>Provide newsletters on important prescribing messages to improve prescribers' knowledge and work with the team to develop and implement other techniques known to influence implementation of evidence — such as audit and feedback.</p>
Education and Training	<p>Provide education and training to primary healthcare team on therapeutics and medicines optimisation.</p> <p>Identify the learning needs of pharmacists, plan and implement appropriate training strategies.</p> <p>Provide training to visiting medical, nursing, pharmacy and other healthcare students where appropriate.</p>
Public health	<p>To support public health campaigns.</p> <p>To provide specialist knowledge on all public health programmes available to the general public.</p>

Collaborative Working Relationships

- Develop and maintain communication with all levels of staff, from a variety of organisations and agencies on complex medicines management related matters and evidence based practice issues. This will include situations in which there may be resistance to change.
- Motivate, persuade and negotiate with key stakeholders to implement clinical and cost effective changes in relation to prescribing and medicines management, being aware that opinions may be challenged by GPs / clinicians.
- Provide expert clinical, therapeutic, legislative and best practice advice to Leighton Road Surgery employees, service users and the public as necessary, in order to promote safe and effective use of medicines, including clinical advice in areas where information is lacking and medical or other opinion differs.
- Work collaboratively with all local partners which include health and social care agencies, Bedfordshire Hospital Trust, Luton and Dunstable NHS Foundation Trust, third sector and independent organisations (e.g. community pharmacies) to ensure a unified and coordinated approach around the development of seamless pharmaceutical care for patients.
- Recognises the roles of other colleagues within the organisation and their role to patient care
- Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations e.g. ICBs). Has the skills for analyzing drug, patient information in specialist field in order to provide advice on

medicines, dosages, production issues in areas where information is lacking and medical or other opinion differs.

- Demonstrates ability to work as a member of a team
- Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary
- Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships
- Liaises with ICB colleagues including ICB Pharmacists on prescribing related matters to ensure consistency of patient care and benefit
- Liaises with ICB pharmacists and Heads of Medicines Management/ Optimisation to benefit from peer support
- Liaises with other stakeholders as needed for the collective benefit of patients including but not limited to Patients, GP, nurses and other practice staff
- Other healthcare professionals including ICB pharmacists, pharmacy technicians, optometrists, dentists, health and social care teams and dieticians etc.
- Locality / GP prescribing lead
- Locality managers
- Community nurses and other allied health professionals
- Community and hospital pharmacy teams
- Hospital staff with responsibilities for prescribing and medicines optimisation

Knowledge, Skills and Experience Required

- Has an experience/awareness of the breadth of common acute and long-term conditions that are likely to be seen in a general medical practice.
- Minimum of 5 years post graduate experience in pharmacy, as demonstrated within a practice portfolio
- Holds an independent prescribing qualification or working towards qualification
- To be responsible for planning and organising own workload for their clinical areas in accordance with the requirements of the job.
- Able to plan, manage, monitor, advise and review general pharmaceutical care programmes for patients across core areas, including disease states/long term conditions.
- Accountable for delivering professional expertise and direct service provision
- Uses skills in a range of routine situations requiring analysis or comparison of a range of options.
- Recognises priorities when problem-solving and identifies deviations from normal pattern and is able to refer to seniors or GPs when appropriate.
- Able to follow legal, ethical, professional and organisational policies/procedures and codes of conduct
- Involves patients in decisions about prescribed medicines and supporting adherence as per NICE guidelines.

NB: it is anticipated that the level of qualification held may vary according to the level of position and the components of the role being carried out, see person specification

Leadership

- Demonstrate understanding of the pharmacy role in governance and is able to implement this appropriately within the workplace.
- Demonstrate understanding of, and contributes to, the workplace vision
- Engages with Patient Participation Groups (PPGs) and involves PPGs in development of the role and practices.
- Demonstrates ability to improve quality within limitations of service
- Reviews yearly progress and develops clear plans to achieve results within priorities set by others.
- Demonstrate ability to motivate self to achieve goals
- Demonstrates ability to lead a team and provide support to other clinical pharmacists
- Provides a leadership style which is underpinned by strongly held values of the organisation and around equality, diversity and openness; effectively builds and maintains relationships with direct reportee(s) and other key individuals across the organisation
- Promotes diversity and equality in people management techniques and leads by example.

Management

- Demonstrate understanding of the implications of national priorities for the team and/or service and manage the team through these changes
- Demonstrate understanding of the process for effective resource utilisation
- Demonstrate understanding of, and conforms to, relevant standards of practice
- Demonstrates ability to identify and resolve risk management issues according to policy/protocol
- Follows professional and organisational policies/procedures relating to performance management
- Demonstrate ability to extend boundaries of service delivery within the team
- Lead and mentor a team of differing abilities

Education, Training and Development

- Understands and demonstrates the characteristics of a role model to members in the team and/or service
- Demonstrates understanding of the mentorship process
- Demonstrates ability to conduct teaching and assessment effectively according to a learning plan with supervision from more experience colleague
- Demonstrates self-development through continuous professional development activity

- Participates in the delivery of formal education programmes; inspiring others to be positive in their support of continuous improvement
- Demonstrates an understanding of current educational policies relevant to working areas of practice and keeps up to date with relevant clinical practice.
- Ensure there is appropriate clinical supervision in place all pharmacists
- Ensures all pharmacists are engaged with the review and appraisal systems within the practice

Research and Evaluation

- Demonstrates ability to critically evaluate and review literature
- Demonstrates ability to identify where there is a gap in the evidence base to support practice
- Demonstrates ability to generate evidence suitable for presentations at practice and local level
- Demonstrates ability to apply research evidence base into working place
- Demonstrates understanding of principles of research governance.

Health and Safety/Risk Management

- The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

Equality and Diversity

- The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

Respect for Patient Confidentiality

- The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Special Working Conditions

- The post-holder is required to travel independently between practice sites (where applicable), and to attend meetings etc. hosted by other agencies.

- The post-holder will have contact with body fluids i.e. wound exudates; urine etc. while in clinical practice.

Job Description Agreement

- This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice. This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Statement on Employment Policies

In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-

Equal Opportunities

ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.

For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.

Dealing With Harassment/ Bullying In The Workplace

The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.

The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment



	<p>or intimidation based on individual differences.</p> <p>Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.</p>
No Smoking	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
Alcohol	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
Confidentiality	<p>As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 1998, Caldicott requirements and the Trust's Information and IM&T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
General Data Protection Regulation (GDPR)	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People & Culture Department.</p>
Safeguarding	All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.
Service User and Carer Involvement	ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer

	participation as part of their day to day work.
Personal Development	Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.
Quality Improvement	The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.
Professional Standards	To maintain standards as set by professional regulatory bodies as appropriate.
Conflict of Interests	You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.
Risk Management	Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.
Personal and Professional Development/Investor s in People	The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.
Infection Control	<p>Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>



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PERSON SPECIFICATION

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BAND:	Band 8a
HOURS:	Full time: 37.5 hours per week
DEPARTMENT:	Pharmacy
DIRECTORATE:	Primary Care Directorate
LOCATION:	Bramingham Park Medical Centre and Kingsway Health Centre
REPORTING TO:	Practice Manager / GP Clinical Mentor
ACCOUNTABLE TO:	Chief Pharmacist and Lead Pharmacist, Bedfordshire CHS

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Factors	Description	Essential	Desirable	Assessment
Professional Registration	Mandatory registration with General Pharmaceutical Council	√		A/C
	Membership of the Royal Pharmaceutical Society		√	A/C
	A member of or working towards Faculty membership of the Royal Pharmaceutical Society		√	A/I
Qualifications	Master's degree in pharmacy (MPharm) (or equivalent)	√		A/C
	Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience	√		A/C
	Independent prescriber	√		A/I

Skills knowledge and experience	In depth therapeutic and clinical knowledge and understanding of the principles of evidence-based healthcare.	✓		A/I
	An appreciation of the nature of GPs and general practices	✓		A/I
	An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving Prescribing	✓		A/I
	Excellent interpersonal, influencing and negotiating skills	✓		A/I
	Excellent written and verbal communication skills	✓		A/I
	Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. patients)	✓		A/I
	Is able to plan, manage, monitor, advise and review general medicine optimisation issues in core areas for long term conditions	✓		A/I
	Good IT skills	✓		A/I
	Able to obtain and analyse complex technical information	✓		A/I
	Recognises priorities when problem solving and identifies deviations from the normal pattern and is able to refer to seniors or GPs when appropriate	✓		A/I
	Able to work under pressure and to meet deadlines	✓		A/I
	Produce timely and informative reports	✓		A/I
	Gain acceptance for recommendations and influence/motivate/ persuade the audience to comply with the recommendations/ agreed course of action	✓		A/I

	where there may be significant barriers			
	Work effectively independently and as a team member	√		A/I
	Demonstrates accountability for delivering professional expertise and direct service provision	√		A/I
Other	Self-Motivation Adaptable Full Driving Licence Safeguarding adult and children level three Information Governance toolkit completion Immunisation status Basic life support training	√ √ √	√ √ √ √	A/I A/I A/C A/C A/C A/C A/C

***Assessment will take place with reference to the following information**

A=Application form

I=Interview

T=Test

C=Certificate



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