Job Description

Title of Post: Senior General Practice Clinical Pharmacist

Salary Range: £39,632 - £47,559 p.a. (depending on qualifications and experience)

Hours per week: Full-time, 37.5 hours per week, 1.w.t.e.

Contract status: Permanent

Responsible to: Practice Manager / Organisational Medical Director

Business Unit: IntraHealth Federation

Base: Within practice site (exact location to be confirmed, highlighted within job advert)

Job Purpose

The Senior Clinical Pharmacist is expected to perform all of the duties associated with the General Practice Clinical Pharmacist Job Description. Some duties will be performed at a more senior or responsible level (for example devising policies and plans as opposed to simply delivering them). The expectation will also be that a Senior pharmacist will be involved with and more able to resolve more complex issues.

A major part of the role will be to provide a more experienced point of contact and mentoring for the Junior Pharmacist within the cluster / pilot.

The Senior Clinical Pharmacist will also be responsible for the overall co-ordination and of support to the cluster team, attendance at the events and delivery of the pilot’s overall objectives.

Basic Role Purpose

To improve patients health outcomes and the efficiency of the Primary Care team by providing direct, accessible and timely medicines expertise. To pro-actively transfer workload relating to medicines optimisation issues from other clinical staff to improve patient care, safety and free up scarce clinical staff to spend more time on clinical care.
Key Objectives

Senior Role Objectives

- Provide leadership and mentorship to the GP Clinical Pharmacists in Pilot
- Develop strategies to support the outcomes of the pilot, with the aim of reducing GP workload and increasing the use of clinical pharmacists in GP practices
- Develop high level relationships with practice leads to monitor progress of practice pharmacists and provide advice or support
- To establish systems for the collection and monitoring of the key performance indicators and outcomes
- To provide clinical supervision to junior pharmacist and monitor performance and progress through regular appraisal
- To provide an overview of the overall safety and effectiveness of the overall pilot and individual sites
- Work with company training leads and other stakeholders to organize and run clinical supervision and training sessions to support the pharmacist’s development.

Practice Role Objectives

- Provide pro-active leadership on medicines and prescribing systems to the practice multidisciplinary team, patients and their carers
- Develop and deliver patient facing services and clinics which improve patient outcomes, reflect the needs of the practice population and shift workload from other disciplines
- Deliver direct patient consultations and prescribing as part of the practice and cluster multidisciplinary team approach for acute illness
- Improve patient and carer understanding of, confidence in and compliance with their medicines
- Provide pharmaceutical consultations and home visits to patients with long term conditions as an integral part of the multidisciplinary team
- Field medicines and prescribing queries from patients and staff
- Organize and oversee the practices medicines optimisation systems including the repeat prescribing and medication review systems
- Deliver high quality medication reviews and develop bespoke medicines treatment plans for patients (particularly the elderly, complex patients and those at high risk of admission)
- Improve the safety and quality of prescribing following hospital admissions and attendance
- Improve the quality and effectiveness of prescribing through clinical audit and education to improve performance against NICE standards, prescribing guidance and other clinical standards
- Develop yourself and the role through participation in clinical supervision, training and service redesign activities
- Contribute to patient safety culture through reporting and investigation of medicines related incidents and through pro-active measures such as the Primary Care Trigger Tool or PINCER
- Provide a clear and active link with community pharmacists and other stakeholders in the medicines supply chain to improve patient experience and manage issues
- Deliver training, mentoring and guidance to other clinicians and staff on medicines issues
- Contribute to the achievement and maintenance of good to outstanding CQC registration status.
MAIN TASKS AND RESPONSIBILITIES

1. Patient Facing Clinical Services and Care

- Manage a caseload of complex patients and potential care institutions
- Manage more complex patients or areas such as addictive behaviours, severe mental illness or end of life care
- Be able to manage a greater range of acute illness and provide resilience in acute periods of high demand
- Develop a specialist area of interest
- Conduct face to face and other modes of medication reviews and agree medicines care plans in agreement with patients and carers
- Delivering long term conditions clinics and home visits particularly for patients with complicated medication regimes and prescribe accordingly
- Consult with patients for acute illnesses within defined levels of competence and independently prescribe medication
- Prescribe acute and repeat medication for patient need within areas of competency
- Receive referrals and directed patients from triage services and other clinicians
- Provide targeted support and pro-active review form vulnerable, complex patients and those at risk of admission and re-admission to secondary care
- Receive and resolve medicines queries from patients and other staff
- Contribute to public help campaigns (e.g. flu clinics) through advice or direct care
- Provide specific advice and support to patients in care homes and support staff
- Provide help and advice on medicines use to patients and their carers
- Promote self management and develop patient support systems
- Manage therapeutic drug monitoring system and recall of patients taking high risk drugs i.e. anticoagulants, anticonvulsants and DMARDs etc
- Support virtual and remote models of consultation and support including e-consultations, remote medication review and telehealth and telemedicine.

2. Medicines optimisation Systems

- Investigate and feedback on examples of best practice within the field and formulate how to apply these to the pilot
- Review the overall efficiency of the cluster arrangements, reducing duplication and suggesting measures to improve efficiency and use of skills.
- Lead the organization and mapping of complex whole systems pathways and processes
- Organize and oversee repeat prescribing, repeat dispensing, electronic prescribing and medication review systems
- Provide leadership and support to prescription administrative staff
- Handle prescription queries and requests directly
- Oversee system for reconciliation of medicines from outpatient and discharge letters and support safe transfer of care through liaison with hospital and community colleagues
- Liaise with other stakeholders in the supply chain such as community pharmacists and appliance contractors to handle queries and manage supply problems
- Maintain and review a Medicines Handling Policy for the practice to ensure safe processes for self-administered medicines and controlled drugs
• Support the delivery of QOF, incentive schemes, QIPP and other quality or cost effectiveness initiatives

• Agree and review Prescribing Formularies and Protocols and monitor compliance levels

• Improve the data quality of medicines records and linking to conditions.

3. Safety

• Monitor competency of clinical pharmacist to perform their duties and monitor overall safety of the pilot

• To lead investigation of serious incidents relating to the service

• Report medicines related incidents, contribute to investigations and root cause analyses

• Participate in serious incident investigations and multidisciplinary case reviews

• Report Adverse Drug Reactions and promote reporting by MDT

• Oversee use and monitoring of high risk drugs and drugs of abuse

• Action and response to Drug Safety Alerts and other safety cascades.

4. Training and education and information

• Conduct training needs assessment on pharmacists

• Co-ordinate clinical supervision and training activities and produce content in addition to CPPE materials and in line with learning needs

• Mentor and advise junior pharmacists

• Participate in MDT learning activities

• Participate in and contribute to MDT clinical supervision sessions and case reviews

• Develop and deliver education sessions and training to clinical and non clinical staff on medicines issues

• Deliver education and support to individual patients and patient support groups on medicines

• Mentor and support junior pharmacists and other clinicians

• Provide ad-hoc medicines advice to doctors and other clinicians

• Assess emergent clinical evidence and develop strategies for implementation in practice

• Horizon scan for new drugs and provide information to the MDT on their introduction

• Provide advice on cost effective prescribing and supply issues

• Provide teaching and support to medical students, GP trainees and other trainee healthcare professionals

• Actively participate in Pilot scheme MDT meetings and monthly cluster pharmacist group clinical supervision and development sessions.

5. Quality

• Organize collection and review of KPI and performance monitoring data for internal meetings and pilot programme

• Monitor progress against the overall objectives of the programme and escalate any issues

• Inspire innovation amongst the team and stimulate improvement activities

• Ensure compliance with CQC and other professional standards

• Promote a culture of constant improvement and excellence

• Conduct regular clinical audits and other improvement activities

• Assess own performance regularly and make suggestions of how to improve personal and
team performance

- Lead and participate in PDS and other improvement activities
- Contribute to the achievement of KPIs and objectives of the pilot programme
- Understand a risk management approach and apply it to all activities.

6. **Financial and physical resources**

- Support staff management and performance review
- Manage prescribing expenditure and monitor drug budget
- Prescribe cost effectively
- Reduce waste
- Ensure and safe storage and security of medicines.

7. **Governance**

- Agree and maintain Medication Review Policies and procedures
- Agree and manage Repeat Prescribing Policy and Processes
- Maintain prescribing policies within the practice to manage risk including medicines storage, preparation, administration and disposal to comply with Medicines Act 1968 and Misuse of Drugs Act 1971 and evolving legislation
KEY WORKING RELATIONSHIPS AND COMMUNICATIONS
- General Practitioners and other practice clinicians (Frequent / Daily)
- Patients and carers (Frequent / Daily)
- Practice Clinical Lead
- Practice Manager
- Cluster General Practice Clinical Pharmacists (Daily to weekly)
- GP practices participating in pilot
- Federation Board
- Medical Director
- Primary Care Directors
- Local community Pharmacies
- Secondary care pharmacy departments
- NHS England and its local officers
- Patient & public stakeholders, including patient participation groups
- Secondary Care departments, including Doctors, Nurses
- Relevant representative committees (e.g. LMC, LDC, LOC, LPC)s
- Primary healthcare team e.g., community nurses
- Care Homes
- Healthcare providers including NHS, third sector and voluntary providers.

Organisational Chart
The Senior Clinical Pharmacist and Clinical Pharmacists will be employed by the IntraHealth Federation and will have support from all Service Departments and Directorates in IntraHealth.

Figure 1: Service Delivery
Review of Role
A personal development plan will be agreed each year with the post holder in order to further develop the skills and knowledge required to carry out the responsibilities associated with this role.

Other
Undertake additional duties in agreement with the Practice Manager, Primary Care Directors & Organisational Director, as consistent with the grade of the post.

Information
- To be responsible for maintaining the confidentiality of all patient and staff records in your area
- To be responsible for ensuring that any direct reports adhere to all areas of the Data Security Policy
- To be responsible for ensuring that all security and confidentiality training needs are identified of all your staff. This should be done on induction and then on an annual basis to update the staff
- Should you have any matters of concern, you are welcome to, and encouraged to, raise your concerns with your Manager/Director.

Code of Conduct
Pharmacists must comply with the Code of Professional Conduct set by the General Pharmaceutical Council and to IntraHealth Ltd and host practice’s Code of Conduct.

Equal Opportunities/Diversity
The pilot practices are committed to an Equality Policy which affirms that all staff should be afforded equality of treatment and opportunity in employment irrespective of sex, sexuality, age, marital status, ethnic origin or disability. All staff of the pilot practices are required to observe this policy in their behaviour to other employees and service users.

Health & Safety
The post holder is required to take responsible care for the health & safety of themselves and other persons who may be affected by their omissions at work. The post holder is also required to co-operate with their employing body to ensure that statutory and departmental regulations are adhered to.

Confidentiality and Data Security
- You are required to preserve the confidentiality of any information regarding patients, staff (in connection with their employment) and the Pilot business and this obligation shall continue in perpetuity
- You have a responsibility to comply with the Data Protection Act 1998, NHS Confidentiality guidelines (e.g. Caldicott, GMC.) and any code of practice on Confidentiality and Data Protection, as accepted by the pilot practices. Departmental codes of practice and procedures for confidentiality are available from the head of department
- All employees must adhere to IntraHealth’s Policy on the Protection and use of Personal Information, which provides guidance on the use and disclosure of information. IntraHealth also has a range of policies for the use of computer equipment and computer-generated information. These policies detail the employee’s legal obligations and include references to current legislation. Copies of the policy on the protection and use of personal information and other information technology can be found in the IntraHealth policies and procedures manual.

Job holders signature_________________________________________Date____________________

Managers signature_________________________________________Date____________________
Person Specification

Job Title: Senior Clinical Pharmacist

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.

<table>
<thead>
<tr>
<th>Factors</th>
<th>Description</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>Knowledge, Training and Experience</td>
<td>Educated to masters level or equivalent level of experience of working at a senior level in specialist area.</td>
<td>Yes</td>
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<td>Application form/interview/ Assessments</td>
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<td></td>
<td>Extensive knowledge of medicines optimisation, acquired through post graduate diploma or equivalent experience or training plus further specialist knowledge or experience to master's level equivalent.</td>
<td>Yes</td>
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<td>Application form/interview/ Assessments</td>
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<td>Evidence of post qualifying and continuing professional</td>
<td>Yes</td>
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<td>Pre-employment checks</td>
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<td>Member of General Pharmaceutical Council</td>
<td>Yes</td>
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<td>Pre-employment checks</td>
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<td>GPhC Independent Prescribing Qualification</td>
<td>Yes</td>
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<td>Pre-employment checks</td>
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<td></td>
<td>Must have an understanding of the background to and aims of current healthcare policy and appreciate the implications of this on planning, engagement and delivery, or clear evidence of ability to acquire and apply this rapidly.</td>
<td>Yes</td>
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<td>Should have an appreciation of the new NHS architecture including the relationship between individual provider and commissioning organisations</td>
<td>Yes</td>
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<td>Good understanding of primary care</td>
<td>Yes</td>
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<td>Experience of undertaking evidence reviews</td>
<td>Yes</td>
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<td>Understanding of the current national policies in particular those impacting on medicines optimisation services</td>
<td>Yes</td>
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<td></td>
<td>Evidence of experience in using independent prescribing</td>
<td>Yes</td>
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<td>Requirement</td>
<td>Yes</td>
<td>Notes</td>
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<td>Demonstrates understanding of legal, governance and ethical frameworks within which pharmacists and primary/secondary</td>
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<td>Project or Programme Management skills</td>
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<td>Ability to summarise and present information in relevant concise and proactive way</td>
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<td>Current and valid UK driving license with access to a car</td>
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<td>Pre-employment checks</td>
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<td>Ability to constructively challenge the views and practices of clinicians and managers</td>
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<td>Proven verbal and non-verbal communication skills.</td>
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<td>Excellent clinical knowledge and ability to apply to practice.</td>
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<td>Experience of a patient focused role and consultation skills to apply knowledge in a format patients/carers can understand</td>
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<td>Sound knowledge of medicines legislation and the vision for the development of clinical pharmacists within primary care</td>
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<td>Ability to plan and work independently</td>
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<td>Understanding of the data protection act and patient confidentiality, clinical governance, information governance and Caldicott requirements</td>
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<td>Good interpersonal skills</td>
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<td>Communication Skills</td>
<td>Developed communication skills for delivering key messages to a range of stakeholders both internal and external (including outside the NHS) to the organisation, some at very senior level.</td>
<td>Yes</td>
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<td>Good presentational skills for conveying complex concepts.</td>
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<td>Experience of communication, negotiating and influencing with a wide range of stake holders</td>
<td>Yes</td>
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<td>Ability to use informed persuasion to influence others.</td>
<td>Yes</td>
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<td>Analytical</td>
<td>Ability to critically analyse complex information and evidence and communicate the findings clearly in simple terms</td>
<td>Yes</td>
<td>Interview/Assessments</td>
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<td>Ability to identify risks, anticipate issues and create solutions and to resolve problems in relation to project or service delivery.</td>
<td>Yes</td>
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<td>Ability to understand a broad range of complex information quickly and making decisions where opinions differ/no obvious solution</td>
<td>Yes</td>
<td>Interview/Assessments</td>
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<td>Planning Skills</td>
<td>Evidence of planning and delivering programmes and projects and services on time.</td>
<td>Yes</td>
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<td>Able to facilitate change</td>
<td>Yes</td>
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<td>Experience of clinical audit</td>
<td>Yes</td>
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<td>Management Skills</td>
<td>Abilities to manage staff, especially for clinical supervision</td>
<td>Yes</td>
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<td>Physical Skills</td>
<td>Working knowledge of Microsoft Office with intermediate keyboard skills.</td>
<td>Yes</td>
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<td>Autonomy</td>
<td>Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales Interpreting national policy for implementation</td>
<td>Yes</td>
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<td><strong>Equality and Diversity</strong></td>
<td>Will consider the most effective way to promote equality of opportunity and good working relationships in employment and service delivery; has the ability to take actions which support and promote this agenda</td>
<td>Yes</td>
<td>Interview/Assessments</td>
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<td><strong>Financial and Physical Resources</strong></td>
<td>Previously responsible for working within a given budget</td>
<td>Yes</td>
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<td><strong>Other</strong></td>
<td>Team working skills</td>
<td>Yes</td>
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<td>Self-motivated</td>
<td>Yes</td>
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<td>Ability to move between details and the bigger picture.</td>
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<td>Demonstrates honesty and integrity and promotes organisational values.</td>
<td>Yes</td>
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<td>Ability to travel round the Pilot GP Practices.</td>
<td>Yes</td>
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<td>Embrace change, viewing it as an opportunity to learn and develop</td>
<td>Yes</td>
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