

JOB DESCRIPTION

Job Title:	Primary Care - Practice Based Clinical Pharmacist
Annual Salary	Competitive - based on experience
Hours:	Up to 37.5 hours per week
Term:	Permanent
Accountable To:	Clinical Pharmacist and/or GP Clinical Supervisor
Location:	Midsomer Norton/Radstock for 3 Valleys Health Primary Care Network

Traditional Values, Modern Thinking

3 Valleys Health Primary Care Network is a group of 8 general practices covering circa 68k patients living in rural and semi-rural North-East Somerset and within easy commuting distance of Bath and Bristol.

Currently we have a team of 8 Clinical Pharmacists and 5 Pharmacy Technicians working within the PCN. Each colleague is embedded in one or two practices only and at the same time they are part of a bigger PCN supportive peer group which meets regularly. There are opportunities to develop areas of special interest and participate in PCN projects within the role.

We would like to expand our Pharmacy team further and have a vacancy in the Midsomer Norton/Radstock area.

Successful candidates will be enrolled on the CPPE Primary Care Education pathway and subsequently an Independent Prescribing course (if not already qualified) and be mentored by a GP.

For more information about 3 Valleys Health please visit our website: www.threevalleyshealthpcn.co.uk and contact PCN Manager Helen.Harris3@nhs.net or Senior Clinical Pharmacist Joel.Hirst@nhs.net

Job Summary

The post holder is an experienced pharmacist acting within their professional boundaries.

The post holder will work as part of a multi-disciplinary team, primarily in a patient-facing role:

- taking responsibility for areas of chronic disease management within the practice
- undertaking clinical medication reviews to proactively manage patients with complex polypharmacy, 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, support the repeat prescriptions system, deal with acute prescription requests, 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 patients in the GP practice/s.

The post holder will provide clinical leadership in the GP Practice on medicines optimisation and quality improvement and manage some aspects of the quality and outcomes framework and enhanced services. The postholder will be working towards or utilising their non-medical prescribing qualification.

The post holder will ensure 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 role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service within general 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.

Qualifications

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.

Example Duties and Responsibilities

The following is a list of all possible duties and responsibilities that the post holder may undertake but the actual duties will be negotiated with the practice/s depending on the number of sessions they have commissioned and will also be based on practice's needs and the Clinical Pharmacist's expertise.

THE POSSIBLE DUTIES COULD INCLUDE:

Patient facing long-term condition clinics

- See patients in multi-morbidity clinics and in partnership with primary healthcare colleagues and implement improvements to patient's medicines, including de-prescribing.
- 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).
- 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).

Patient facing clinical medication review

- Undertake clinical medication reviews with patients with multi-morbidity and polypharmacy and implement own prescribing changes (as an independent prescriber) and order relevant monitoring tests.

Patient facing care home/residential clinical medication reviews

- Manage own caseload of care home residents. Undertake clinical medication reviews with patients with multi-morbidity and polypharmacy and implement own prescribing changes (as an independent prescriber) and order relevant monitoring tests.
- Work with care home staff to improve safety of medicines ordering and administration.

Management of common/minor/self-limiting ailments

- Managing caseload for patients with common/minor/self-limiting ailments while working within a scope of practice and limits of competence.
- Signposting to community pharmacy and referring to GPs or other healthcare professionals where appropriate.

Differential/ Undifferential diagnosis

- Manage own caseload for patients and diagnose people with long term and/or acute/common conditions/ailments while remaining within scope of practice and limits of competence.
- Refer to GP and/or other healthcare professionals where 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.

Medicine information to practice staff and patients

- Answer all medicine-related enquiries from GPs, other practice staff, other Healthcare teams (e.g. community pharmacy) and patients.
- Suggest and recommend solutions.
- Provide 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.
- Work with case managers, multidisciplinary (health and social care) review teams, hospital colleagues and virtual ward teams to manage medicines--related risk for re-admission 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

- Reconcile medicines following discharge from hospitals, intermediate care and into care homes, including identifying and rectifying unexplained changes, and manage these changes without referral to a GP
- Perform clinical medication reviews, produce post discharge medicines care plans including dose titration and booking of follow up tests, and work 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 re-authorisation 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, develop and implement computer searches to identify cohorts of patients at high risk of harm from medicines.
- Responsible 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 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.
- Conduct clinical audits 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.
- Auditing practice's compliance against NICE technology assessment guidance. 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.

Education and Training

- Provide education and training to the primary healthcare team on therapeutics and medicines optimisation.
- Provide training to visiting medical, nursing, pharmacy and other healthcare students where appropriate.
- The post holder will be required to undertake the national CPPE modular training programme of 26 days in the first 18 months.

Public health

- To support public health campaigns. To provide specialist knowledge on all public health programmes available to general public.

Collaborative Working Relationships

- Recognise the roles of other colleagues within the Practice/s and their role in relation to patient care.
- Demonstrate 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) eg. ICB).
- Recognise personal limitations and refer to more appropriate colleague(s) when necessary.
- Actively work toward developing and maintaining effective working relationships both within and outside the practice and locality.
- Foster and maintain strong links with all services across locality.
- Explore the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
- Demonstrate ability to integrate general practice with community and hospital pharmacy teams.
- Liaise with ICB colleagues including ICB Pharmacists on prescribing related matters to ensure consistency of patient care and benefit.
- Liaise 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
 - Community nurses and other allied health professionals
 - Community and Hospital Pharmacy teams
 - Hospital staff with responsibilities for prescribing and medicines optimization.

Person Specification

Knowledge, Skills and Experience Required

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.

- Experience/awareness of the breadth of common acute and long-term conditions that are likely to be seen in a general medical practice.
- Post graduate experience in pharmacy, as demonstrated within a practice portfolio very helpful but not essential.
- Hold, or be working towards, an independent prescribing qualification, or be willing to work towards a qualification.
- 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
- Use skills in a range of routine situations requiring analysis or comparison of a range of options.
- Recognise 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.
- Involve patients in decisions about prescribed medicines and supporting adherence as per NICE guidelines.

Leadership

- Demonstrate understanding of the pharmacy role in governance and be able to implement this appropriately within the workplace.
- Demonstrate understanding of, and contribute to, the workplace vision.
- Engage with Patient Participation Groups (PPGs) and involve PPGs in development of the role and practices.
- Demonstrate ability to improve quality within limitations of service.
- Review yearly progress and develop clear plans to achieve results within priorities set by others.
- Demonstrate ability to motivate self to achieve goals.
- Provide a leadership style which is underpinned by strongly held values of the Practice/s and around equality, diversity and openness; effectively build and maintain relationships with direct reportee(s) and other key individuals across the Practice/s.
- Promote diversity and equality in people management techniques and lead by example.

Management

- Demonstrate understanding of the process for effective resource utilisation.
- Demonstrate understanding of, and conforms to, relevant standards of practice.
- Demonstrate ability to identify and resolve risk management issues according to policy/protocol.
- Demonstrate ability to extend boundaries of service delivery within the team.
- Lead and mentor a team within the practice of differing abilities.

Education Training and Development

- Understand and demonstrate the characteristics of a role model to members in the team and/or service.
- Demonstrate understanding of the mentorship process.
- Demonstrate ability to conduct teaching and assessment effectively according to a learning plan with supervision from more experienced colleague.
- Demonstrate self-development through continuous professional development activity.
- Participate in the delivery of formal education programmes within the practice; inspiring others to be positive in their support of continuous improvement.

- Demonstrate an understanding of current educational policies relevant to working areas of practice and keep up to date with relevant clinical practice.

Research and Evaluation

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

Personal Specification Clinical Pharmacist

Criteria	Description	Essential	Desirable	Method of Assessment
Professional Registration	<ul style="list-style-type: none"> Registration with General Pharmaceutical Council (GPhC) Membership of the Royal Pharmaceutical Society A member of or working towards Faculty membership of the Royal Pharmaceutical Society 	E	D D	A
Qualifications	<ul style="list-style-type: none"> Master's degree in pharmacy (MPharm) (or equivalent) Specialist knowledge acquired through post- graduate diploma level or equivalent training/experience Independent prescriber or working towards/intent of gaining an independent prescribing qualification Completed, or working towards, a Primary Care Pharmacy Education pathway qualification 	E E	D D	C C
Skills, Knowledge & experience	<ul style="list-style-type: none"> 2 years post--qualification experience. In depth therapeutic and clinical knowledge and understanding of the principles of evidence--based healthcare. An appreciation of the nature of GPs and general practices An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving prescribing Excellent interpersonal, influencing and negotiating skills Excellent written and verbal communication skills Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. patients) Is able to plan, manage, monitor, advise and review general medicine optimisation issues in core areas for long-term conditions. Good IT skills 	E E E E E E	D	A I I I I I A I I

Skills knowledge and experience cont.	<ul style="list-style-type: none"> • Able to obtain and analyse complex technical information • Recognises priorities when problem solving and identifies deviations from the normal pattern and is able to refer to seniors or GPs when appropriate • Able to work under pressure and to meet deadlines • Produce timely and informative reports • Gain acceptance for recommendations and influence/motivate/persuade the audience to comply with the recommendations/agreed course of action where there may be significant barriers • Work effectively independently and as a team member • Demonstrates accountability for delivering professional expertise and direct service provision 	E E E E E E E E		I I I I I I I I
Other	<ul style="list-style-type: none"> • Self-Motivation • Adaptable • Full Driving Licence • In date CRB • Safeguarding adult and children level 3 • Immunisation status • Basic life support 	E E E E E E	D	I I A A C C C
Assessment will take place with reference to the following information				
A = Application form I = Interview P = Presentation T = Test C = Certificate				

General Information

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carer's, colleagues and other healthcare workers. They may also have access to information relating to the PCN/Practices as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the PCN/Practices may only be divulged to authorised persons in accordance with PCN/Practices policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety:

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in PCN Health & Safety Policy to include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified to the Operations Manager
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990)

Respect for Patient Confidentiality:

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

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with PCN procedures and policies and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner, which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

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 ie. wound exudates, urine etc. while in clinical practice.

Personal/Professional Development:

The post-holder will participate in any training programme implemented by the PCN/Practices as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality:

The post-holder will strive to maintain quality within the PCN/Practices and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication:

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly
- Communicate with other NHS Bodies

Safeguarding:

The PCN is committed to safeguarding and promoting the welfare of children, adults and young people. All staff will receive training on Child & Adult Protection, Safeguarding Children & Adult Policies and Procedures as part of their Induction and annual updates. This training will equip the post holder with the knowledge of what to do if they have concerns about the welfare of a child or adult.

Contribution to the Implementation of Services:

The post-holder will:

- Apply Service policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.
- Do all of the necessary training to keep up to date with Information Governance, IT, & Resuscitation
- Have a flexible approach, be a team player and possess a good sense of humour. All team members are expected to assist others wherever possible and within their capabilities, to ensure the smooth running of the service.