

Rural West Primary Care Network

Job Description

Job Title	PCN Clinical Pharmacist
Professionally accountable to:	The PCN Partners
Managerially accountable to:	The PCN Manager
Hours per week:	37.5 hours

Job Summary

You will work as part of the Rural West Primary Care Network's (PCN) Pharmacy team, to provide expertise in clinical medicines review and address public health and social care needs of patients in the PCN's Practices; Rural West PCN consists of Tadley Medical Partnership and Watership Down Health. Your working day will comprise a variety of different components, including face to face appointments, telephone appointments, email/electronic consultation queries, and medicines reconciliation work.

This post holder will:

- Reduce inappropriate polypharmacy and wasteful prescribing through clinical medication review
- Reconcile medicines following hospital discharge and work with patients and community Pharmacists to ensure patients receive the medicines they need post discharge
- Contribute to reductions in medicine related hospital admissions and readmissions by supporting patients to get the best outcomes from their medicines and identifying and addressing medicines related issues
- Interface with community and hospital Pharmacy colleagues and develop referral processes between primary care professionals including the promotion of the repeat dispensing service
- Manage the repeat prescribing reauthorisation process by reviewing requests for repeat prescriptions and medicines reaching review dates
- Support the Practices and PCN in achieving QOF and IIF targets and other quality initiatives related to prescribing
- Manage patients' medicine queries and educate patients on their medicines, promoting self-management and adherence
- Provide specialist advice and support to GPs, nurses, and other healthcare professionals on medication-related issues.
- Increase quality and safety of prescribing through mechanisms such as audit and PDSA cycles
- Manage Practice formularies to improve the quality, safety and cost effectiveness of prescribing
- Implement drug withdrawals and alerts e.g. MHRA aimed at improving medicines safety
- Work with primary care professional and patients to implement NICE and other evidence based guidelines and prescribing policies, in line with local and national recommendations
- Run clinics where medicines are the main interventions e.g. anticoagulant monitoring clinics.
- Contribute to multi-morbidity reviews and multidisciplinary reviews
- Provide medicines information and training to Practice healthcare professionals and admin staff
- Review daily Pathology results for patients on known medicines
- Act as a source of medicines information for all the Practices' teams and patients (e.g. around doses, side effects, adverse events, possible alternatives e.g. around out of stocks)
- Undertake minor ailments triage: dealing with minor ailments and triaging patients appropriately

Primary Responsibilities

- Working within the Practice based teams to undertake Structured Medication Reviews

(SMRs) for the required patient cohorts, particularly in high risk groups such as:

- Frail elderly
- Polypharmacy
- Renal impairment
- Hepatic impairment
- Substance misuse
- Patients on high risk medicines
- STOPP/START identified patients
- Revolving door Hospital admissions

This post holder will:

- Contribute to Long Term Condition management clinics (e.g., diabetes, hypertension, asthma)
- Improve prescribing practice through educational support for all prescribers within the practice
- Lead on where changes in evidence require changes in prescribing across patient population e.g. where a drug is withdrawn or indications change
- Liaise with colleagues in community Pharmacy to align support for medicines adherence such as New Medicines Service (NMS)
- Support improvements in clinical care through practice-based audit and implementing change
- Prescribing advice to prescribers in Practice e.g. temporary non availability of drugs
- Ensure patient safety when they are transferred between care providers through reconciliation of prescribed medicines
- Support the wider Practice/PCN multidisciplinary teams to deliver NHS vaccination services (e.g. Flu, Covid-19 vaccinations etc.) to the PCN population

This job description is a summary of the main duties of the post and is, therefore, not exhaustive. This post will evolve over time and the job description may be amended accordingly. The duties of the post will be reviewed regularly in conjunction with the post holder.

The post holder will be expected to work to any objectives and standards set within this framework.

Secondary Responsibilities

EXPERT PROFESSIONAL PRACTICE

- Demonstrates general pharmaceutical skills and knowledge in core areas
- Is able to plan, manage, monitor, advise and review general pharmaceutical care programmes for patients in core areas, including disease states / long term conditions identified by local Pharmaceutical Needs Assessment
- Demonstrates accountability for delivering professional expertise and direct service provision as an individuals
- Demonstrates ability to use 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 the normal pattern and is able to refer to seniors or GPs when appropriate
- Is 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 guidance

COLLABORATIVE WORKING RELATIONSHIPS

- 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. CCGs)
- 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
- Liaises with CCG colleagues including CCG Pharmacists on prescribing related matters to ensure consistency of patient care and benefit
- Liaises with CCG Pharmacists and Heads of Medicines Management/ Optimisation to benefit from peer support
- Liaises with other GP Practices and staff as needed for the collective benefit of patients

LEADERSHIP

- Demonstrates understanding of the Pharmacy role in governance and is able to implement this appropriately within the workplace
- Demonstrates understanding of, and contributes to, the workplace vision
- Demonstrates ability to improve quality within limitations of service
- Reviews last year's progress and develops clear plans to achieve results within priorities set by others
- Demonstrates ability to motivate self to achieve goals

MANAGEMENT

- Demonstrates understanding of the implications of national priorities for the team and/or service
- Demonstrates understanding of the process for effective resource utilisation
- Demonstrates 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
- Demonstrates ability to extend boundaries of service delivery within the team

EDUCATION, TRAINING AND DEVELOPMENT

- If not already accredited, to successfully complete the 18 month CPPE Primary Care Pharmacy Education Pathway
- Understands and demonstrates the characteristics of a role model to members in the team and/or service
- Demonstrates understanding of the mentorship process

- Demonstrates self-development through continuous professional development activity

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 presentation at local level
- Demonstrates ability to apply the research evidence base into working practice
- Demonstrates understanding of the principles of research governance

Generic Responsibilities

Tadley Medical Partnership is the employing Partnership for Rural West PCN under a joint contract working across the PCN in both Tadley Medical Partnership and Watership Down Health. All staff have a duty to conform to the following:

Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

The PCN's Practices are committed to supporting and promoting opportunities to for staff to maintain their health, wellbeing and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

The PCN's Practices are committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if the legal requirements are to be met and the trust of our patients is to be retained, that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this

rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

The PCN's Practices continually strive to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the Practices, all personnel are to complete a Practice induction programme; this is managed by the Practices' Training Managers and the PCN Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Tadley Medical Partnership and Watership Down Health must adhere to the information contained within these Practices' policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the PCN's Practices is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

All staff are required to dress appropriately for their role.

Person Specification		
Qualifications	Essential	Desirable
Qualified as a Pharmacist with an active GPhC registration	Yes	
Holds an Independent Prescribing qualification	Yes	
Degree Level Education	Yes	
Experience	Essential	Desirable
Experience of working with the general public	Yes	
Experience of administrative duties	Yes	
Experience of working in a health care environment as a Clinical Pharmacist, ideally within a primary care or GP practice setting	Yes	
Experience with clinical audit and service improvement		Yes
Skills	Essential	Desirable
Excellent communication skills (written and oral)	Yes	
Strong IT skills	Yes	
Clear, polite telephone manner	Yes	
Competent in the use of Office and Outlook	Yes	
EMIS user skills		Yes
Understanding of clinical coding		Yes
Effective time management (Planning & Organising)	Yes	
Ability to work both as a team member and autonomously	Yes	
Strong interpersonal and consultation skills	Yes	
Good problem solving & analytical skills	Yes	
Ability to follow policy and procedure	Yes	
Personal Qualities	Essential	Desirable
Polite and confident	Yes	
Flexible and cooperative	Yes	
Motivated	Yes	
Forward thinker	Yes	
High levels of integrity and loyalty	Yes	
Sensitive and empathetic in distressing situations	Yes	
Ability to work under pressure	Yes	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours		Yes
Disclosure Barring Service (DBS) check	Yes	
Access to own transport and ability to travel across the PCN on a regular basis	Yes	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the Practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the Practice.