## **JOB DESCRIPTION**

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| **Job Title**: | Primary Care Network Clinical Pharmacist |
| **Reports To:**  | PCN Pharmacy Team Lead |
| **Contract:** | 37.5 hours, part-time (30hrs) also considered |

**Job summary**

The post holder will lead on the delivery of an innovative and transformational way of working with Primary Care Network neighbourhoods within Norwich.

Working in accordance with the GPhC Code of Conduct, the post holder will work as part of a multi-disciplinary team to provide expertise in clinical medicines use and optimisation. The post-holder will deliver a high quality, clinical pharmacy service to patients in general practice ensuring the safe, clinically effective and cost-efficient use of drugs, using expertise in independent prescribing to support improved access to medicines.

The post holder will take responsibility for areas of chronic disease management within the practice and undertake Structured Medication Reviews to proactively manage patients with complex polypharmacy, those living in care homes and other priority groups as set out by the DES contract. The post holder will provide primary support to general practice staff with regards to prescription and medication queries. They will help support the repeat prescription 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.

The post holder will provide clinical leadership on medicines optimisation and quality improvement and manage some aspects of the quality and outcomes framework and enhanced services. 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.

The post holder will be supported to develop their role to become an independent prescriber as well as being enrolled in the national CPPE pathway for Primary Care Pharmacy Education Pathway.

**Purpose and aims of the role**

Clinical pharmacists will have a key role in supporting delivery of the new Network Contract DES Service specifications. For the new Structured Medications Review and Optimisation requirements this will include tackling over-medication of patients, including inappropriate use of antibiotics, withdrawing medicines no longer needed through NHS-led programmes such as low priority prescribing and medicines optimisation more widely.

The following sets out the key role responsibilities for clinical pharmacists:

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| MDT support | Clinical pharmacists will work as part of a multi-disciplinary team in a patient facing role to clinically assess and treat patients using their expert knowledge of medicines for specific disease areas. |
| Independent prescribers | They will be prescribers, or training to become prescribers, and will work with and alongside the multi-disciplinary team across a Primary Care Network. They will take responsibility for the care management of patients with chronic diseases and undertake clinical medication reviews to proactively manage people with complex polypharmacy, especially the elderly, people in care homes, those with multiple long term conditions (in particular COPD and asthma) and people with learning disabilities or autism (through STOMP – Stop Over Medication Programme). |
| Specialist advice | They will provide specialist expertise in the use of medicines while helping to address both the public health and social care needs of patients in the network and help in tackling inequalities. |
| Leadership | Clinical pharmacists will provide leadership on person centred medicines optimisation (including ensuring prescribers in the practice conserve antibiotics in line with local antimicrobial stewardship guidance) and quality improvement, while contributing to the quality and outcomes framework and enhanced services. Through structured medication reviews, clinical pharmacists will support patients to take their medications to get the best from them, reduce waste and promote self-care.Clinical pharmacists will have a leadership role in supporting further integration of general practice with the wider healthcare teams (including community and hospital pharmacy) to help improve patient outcomes, ensure better access to healthcare and help manage general practice workload. The role has the potential to significantly improve quality of care and safety for patients. |
| Networking | They will develop relationships and work closely with other pharmacists across networks and the wider health system. |
| Secondary care liaison | Clinical pharmacists will take a central role in the clinical aspects of shared care protocols, clinical research with medicines, liaison with specialist pharmacists (including mental health and reduction of inappropriate antipsychotic use in people with learning difficulties) and anticoagulation.They will devise and implement practice searches to identify cohorts of patients most likely to be at risk of an unplanned admission and readmissions from medicines. |
| 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. |
| Signposting | 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 results, common/minor ailments, acute conditions, long term condition reviews etc. |
| Repeat prescribing | Working with practices and their prescription teams in the implementation of Repeat Prescribing Protocols, electronic Repeat Dispensing, etc.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 | Contribute pharmaceutical advice for the development and implementation of new services that have medicinal components (e.g. advice on treatment pathways and patient information leaflets).  |
| Information management | Analyse, interpret and present medicines data to highlight issues and risks to support decision making. |
| Medicines quality improvement | 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.  |
| 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 form clinical trials. Manage the process of implementing changes to medicines and guidance for practitioners. |
| 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 remind prescribers about the agreed formulary choice and local recommendations. 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 primary healthcare team on therapeutics and medicines optimisation.Provide training to visiting medical, nursing, pharmacy and other healthcare students where appropriate. |
| Care Quality Commission | Work with the general practice team to ensure the practice is compliant with CQC standards where medicines are involved. |
| Public health | To support public health campaigns. To provide specialist knowledge on all public health programmes available to the general public. |

**About us**

*One*Norwich Practices is a forward-thinking organisation supporting 21 General Practices across the Norwich Primary Care Network (PCN), working to provide outstanding standards of healthcare for the population of Norwich by improving and transforming the way we work. Our mission is to lead integrated health and care.

OneNorwich Practices is passionate about getting the job done efficiently and professionally but also appreciate the value of a happy and motivated workforce.

We are looking for people who can demonstrate our values consistently, our values are:

* Open and Honest
* Kind and Respectful
* Committed to Excellence
* Courageous

Situated in the heart of the vibrant city of Norwich we are within easy reach of the broads and the beautiful Norfolk Coast.

If you are interested in working in an organisation committed to a culture of professionalism, growth, integrity, positivity and kindness then we would love to hear from you.

We offer successful candidates a supportive working environment, competitive salary, excellent working conditions and the benefits of the NHS pension scheme. Other benefits include access to NHS discounts and discounted First Bus travel.

We also offer:

* 5 weeks annual leave, pro-rata, plus bank holidays
* 5 days study leave per annum, pro-rata

**Main Duties and responsibilities:**

**Leadership**

* Support the development of the Norwich Primary Care Network, focusing on the role of clinical pharmacy.
* 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
* Demonstrate ability to motivate self to achieve goals
* Demonstrates ability to lead and provide support to the prescription team
* 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 colleagues
* Demonstrates self-development through continuous professional development activity
* Participates in the delivery of formal education programmes
* Demonstrates an understanding of current educational policies relevant to working areas of practice and keeps up to date with relevant clinical practice
* Ensures appropriate clinical supervision is in place to support development
* Enrolled into 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 Norwich Practices Limited health and safety policies, in particular, by following agreed safe working procedures and reporting incidents using the 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 comply 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.

**Information Governance**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable *One*Norwich to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Employee Handbook and the Information Governance Policy.

**Safeguarding Children and Vulnerable adults**

*One*Norwich is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

**Disclosure and Barring checks**

The post holder will have contact with patients and carers therefore a Disclosure and Barring Service check will be undertaken. *One*Norwich will normally require an enhanced DBS check with barred list checks to be undertaken. This is a mandatory requirement and a condition of the employment offer.

**Performance and Development review**

This Job Description will be used as a basis for conducting an individual Performance and Development Review between the post holder and their manager.

**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.

**Communication and Working Relationships**

The post holder will establish and maintain effective communication pathways with all internal and external staff.

**Special Working Conditions**

The post holder is required to travel independently between patient residences and is aware of potential risk factors as a lone worker.

The post holder is expected to update the service co-ordinator as to their whereabouts and if any issues arise.

**Rehabilitation of Offenders Act 1994 (optional)**

 Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the vent of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

**Variations**

This Job Description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This Job Description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate consultation with the post holder will be undertaken prior to making any changes.

**Person Specification – Clinical Pharmacist**

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| **Essential / Desirable Criteria**  | E | D |
| **Qualifications and Training** |  |  |
| Minimum of 2 years post graduate experience in pharmacy | √ |  |
| Holds an independent prescribing qualification or working towards qualification (this will be included in the CPPE pathway). | √ |  |
| **Experience**  |  |  |
| 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 |  | √ |
| Recognises priorities when problem-solving and identifies deviations from normal pattern and is able to refer to seniors or GPs when appropriate |  | √ |
| Able to plan, manage, monitor, advise and review general pharmaceutical care programmes for patients across core areas, including disease states/long term conditions | √ |  |
| 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 national guidelines.  | √ |  |
| **Skills** |  |  |
| 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 | √ |  |
| Excellent interpersonal, influencing and negotiation skills, organisational skills with the ability to constructively challenge the view and practices of managers and clinicians | √ |  |
| Knowledge of IT systems, including ability to use word processing skills, emails and the internet to create simple plans and reports | √ |  |
| Demonstrate personal accountability, emotional resilience and work well under pressure | √ |  |
| **Personal Qualities** |  |  |
| Ability to use own initiative, discretion and sensitivity | √ |  |
| Able to get along with people from all backgrounds and communities, respecting lifestyles and diversity | √ |  |
| Ability to identify risk and assess/manage risk when working with individuals | √ |  |
| Sensitive and empathetic in distressing situations | √ |  |
| Problem solving and analytical skills | √ |  |
| Ability to maintain confidentiality | √ |  |
| Knowledge of and ability to work to policies and procedures, including confidentiality, safeguarding, lone working, information governance and health and safety | √ |  |
| **Other** |  |  |
| Patient centred approach | √ |  |
| Flexible attitude | √ |  |
| Values diversity and difference, operates with integrity and openness | √ |  |
| Disclosure Barring Service (DBS) check |  |  |
| Works well with others, is positive and helpful, listens, involves, respects, and learns from the contribution of others | √ |  |
| Actively develops themselves and supports others to do the same | √ |  |
| Ability to work in a variety of settings | √ |  |
| Understanding of and commitment to equality of opportunity and good working relationships | √ |  |
| Valid driving licence with ability to use own vehicle for work with business use insurance | $$√$$ |  |