

Job Description

Post title:	Clinical Pharmacist
Working hours:	Full time
Location:	Trumpington Street Medical Practice (TSMP) Newnham Walk Surgery (NWS) Lensfield Medical Practice (LMP)
Reports to:	Clinical Directors
Supervision:	Prescribing Leads/Practice Managers administratively

Job Summary

The clinical pharmacist is an integral part of the team, using and sharing pharmacy expertise to support the practice in effective medicines management and optimal patient care.

The clinical pharmacist will work across the Cam Medical Network (CMN) area. Work undertaken at the practices will be determined according to their existing and developing systems and will include some or all of the responsibilities noted below.

Job Responsibilities

Medication Review and Optimisation

- Respond to pharmacy queries to include clarifying doses and/or products and give appropriate alternatives when availability issues occur.
- Discuss medication issues with patients as needed and appropriate by telephone, e.g. adverse effects/interactions, overdose/inadvertent ingestion, OTC remedies, queries from practice dispensary, queries from care homes.
- Discuss specific patient and prescribing issues (e.g. complicated regimes/polypharmacy, compliance difficulties, multiple adverse effects, medication reduction regimes) with other clinicians as necessary
- Face to face consultations with patients are less common but may include:
 - Discuss medication issues as needed and as appropriate
 - Carry out medication reviews
 - Review and continue repeat medications for new patients who have just registered with the practice, and suggest GP medication review where appropriate.

Care Home Medication Reviews (NWS and LMP. May include individual patients in Care Homes for TSMP)

- Support GPs with management of care home residents
- Undertake clinical medication reviews with patients with multi-morbidity and poly-pharmacy and implement own prescribing changes (if an independent prescriber) and order relevant monitoring tests
- Work with care home staff to improve safety of medicines ordering and administration.

Long Term Condition Clinics

- According to experience and training undertake chronic disease reviews and medicine optimisation according to practice guidelines:
 - Hypertension (lifestyle advice and medication initiation and optimisation)
 - Diabetes (joint clinic with practice nurse, with referral to GP/community diabetes nurse specialist/secondary care diabetes advice line)
 - CHD (medicines optimisation, with referral to GP where necessary)
 - Respiratory (medicines optimisation, with referral to GP where necessary)
 - Chronic pain management (responding to patient or GP requests for review)

Medicines Reconciliation

- Review secondary care requests for new medication (as communicated by discharge summaries, outpatient letters, etc.), raise any queries with relevant GP and discuss how to respond when inappropriate prescribing requests arise.
- Deal with anticoagulant start/stop requests from secondary care and contact patients who have defaulted on INRs

Unplanned Admission Prevention

- Devise and implement practice searches to identify cohorts of patients most likely to be at risk of an unplanned admission and readmissions from polypharmacy
- Work with case managers, multidisciplinary (health and social care) review teams, hospital colleagues and virtual ward teams to manage medicines
- Work with practice team to put in place changes to reduce the prescribing of these medicines to high-risk patient groups.

Medicines Information / Education

- Monitor and inform colleagues as relevant about ongoing prescribing issues, e.g. new guidelines (national and local), new products being asked for by secondary care, manufacturing and supply problems, new prescribing restrictions or contraindications, and individual and systematic errors made by colleagues
- Advise on cost effective prescribing and prescribing budget issues

Prescribing Systems and Policies

- Assist in identifying patients in need of medication review and developing systems to meet this need
- Work with the GPs and the practice teams to develop and implement safe and efficient prescribing policies and strategies for CMN to maximise efficiency and reduce wastage
- Suggest and design audits in relation to prescribing targets, implementation of locality policies and the Quality Outcomes Framework (QOF)

- Work with the GPs and practice managers on delivering targets for the local prescribing quality schemes
- Monitor CMN's prescribing performance and advise on changes to practice prescribing as appropriate
- Oversight and audit of high risk drug monitoring

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

Liaison with community and hospital pharmacies

- Support integration of CMN within community and hospital pharmacies and proactively manage patients at risk of medicine related problems on discharge, to provide continuity of care

Liaison with nursing team

- Oversight of drug cupboards, emergency doctor bags, and controlled drugs were appropriate

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 Practice / consortium 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

Personal / Professional Development

The post-holder will participate in any training programme implemented by the Practice as part of this employment; such training to include:

- Maintaining competencies as an independent prescriber
- Clinical supervision
- Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Take responsibility for own development, learning and performance and demonstrate skills and activities to others who are undertaking similar work
- Establish links with a wider professional network

Quality

The post-holder will strive to maintain quality within the Practice 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 recognise the importance of effective communication within the team and will strive to:

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

Contribution to the Implementation of Services

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.

Teaching / Training

Participate in the education of trainees (GPs , medicals students and other health care professionals) in the practice setting

Confidentiality

In the performance of the duties outlined in this Job Description, the post-holder will have access to confidential information relating to patients and their carer's, CMN staff and other healthcare workers. They may also have access to information relating to the CMN as a business organisation. All such information from any source is to be regarded as strictly confidential. Information requested by individual members will be collated and authorised through formal channels.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Job Description

Job Title	Primary Care Network Pharmacy Technician
Responsible to	Practice Pharmacist (or equivalent)
Salary	Indicative Band 5 AfC or equivalent
Hours per week	Full Time (37.5)

Cam Medical PCN

The Cam Medical PCN formed in 2019 due to new NHS legislation and consists of the following practices:

- Newnham Walk Surgery
- Lensfield Medical Practice
- Trumpington Street Surgery

Basic purpose of the role

Pharmacy technicians play an important role, complementing clinical pharmacists, community pharmacists and other members of the PCN multi-disciplinary team. Pharmacy technicians are different to clinical pharmacists as they are not able to prescribe or make clinical decisions, instead working under supervision to ensure effective and efficient use of medicines.

Pharmacy technicians' core role responsibilities will cover clinical, and technical and administrative categories.

Duties

Clinical

(Due to the covid 19 pandemic, we would anticipate that this role would involve telephone and video consultations for the foreseeable future and may involve some remote working.)

- Undertaking patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- Carrying out medicines optimisation tasks including effective medicine administration (e.g. checking inhaler technique), supporting medication reviews and medicines reconciliation. Where required, utilise consultation skills to work in partnership with patients to ensure they use their medicines effectively.
- Supporting medication reviews and medicines reconciliation for new care home patients and synchronising medicines for patient transfers between care settings, linking with local community pharmacists, and referring to the pharmacist for structured medication reviews, as required.
- Providing specialist expertise, where competent, to address both the public health and social care needs of patients, including lifestyle advice, service information, and help in tackling local health inequalities.
- Taking a central role in the clinical aspects of shared care protocols and liaising with the PCN and other specialist pharmacists for more complex patients.
- Supporting initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.

Technical and Administrative

- Working with the PCN multi-disciplinary team to ensure efficient medicines optimisation, including implementing efficient ordering and return processes and reducing wastage.
- Providing training and support on the legal, safe and secure handling of medicines, including the implementation of the Electronic Prescription Service (EPS).
- Developing relationships with other pharmacy technicians, pharmacists and members of the multi-disciplinary team to support integration of the pharmacy team across health and social care including primary care, community pharmacy, secondary care and mental health.
- Working with, and supervising where appropriate, practice reception and/or Prescription Clerk teams in sorting and streaming general prescription requests, so as to allow GPs and clinical pharmacists to review the more clinically complex requests.

The role will also require pharmacy technicians to support the implementation of national prescribing policies and guidance within GP practices, care homes and other primary care settings. This will be achieved through undertaking clinical audits (e.g. use of antibiotics), supporting quality improvement measures and contributing to the Quality and Outcomes Framework and enhanced services. In addition, pharmacy technicians will assist in the delivery of medicines optimisation incentive schemes (e.g. medicines switches) and patient safety audits.

Pharmacy technicians will provide leadership for medicines management systems across PCNs, supporting practices with a range of services to get the best value from medicines by encouraging and implementing Electronic Prescriptions, safe repeat prescribing systems, and timely monitoring and management of high-risk medicines.

General

- Ensure that all activities are monitored and evaluated.
- Attend internal meetings as required.
- Work in accordance with PCN policies, including the equal opportunities policy and practice.
- Attend any training courses and supervision sessions as required.
- Work with due regard to the PCN Health and Safety Policy, ensuring that all practices and procedures are undertaken in accordance with issued guidelines.
- Undertake any other duties as may reasonably be required from time to time.

Special working conditions

- To be prepared to work flexibly if required and at different locations across the primary care network.

Person Specification – Primary Care Network Pharmacy Technician

	Essential Criteria	Desirable Criteria	Measure
Qualifications and Training	<p>Must have completed or be enrolled in, be undertaking or be prepared to start an approved 18-month training pathway (e.g. Primary care pharmacy educational pathway (PCPEP) or Medicines Optimisation in Care Homes (MOCH)). Entry to the PCPEP programme will include the option for an accreditation of Prior Learning (APEL) process.</p> <p>Evidence of Continuous Professional Development</p> <p>Registered with General Pharmaceutical Council</p>		Application/ Certificate Check/ Interview
Experience	Experience of working in primary care (i.e. GP Practice or Community Pharmacy)	Experience of working in secondary care.	Application/ Interview
Skills, ability and knowledge	<p>Exceptional organisational and administrative skills</p> <p>Competent word processing skills and knowledge of Microsoft Office software</p> <p>Proven written, numerical and oral communication skills</p> <p>Formal minute taking skills</p> <p>Self-motivator and able to work autonomously</p> <p>Ability to prioritise own workload and work to tight time scales</p>		Application/ Interview

	<p>Able to confidently deal with a wide range of public sector professionals and outside organisations, including the general public</p> <p>Knowledge of establishing and maintaining databases</p> <p>Ability to deal with sensitive situations involving conflict and diplomacy.</p> <p>Ability to manage priorities and personal workloads and meet deadlines.</p> <p>Ability to communicate effectively and appropriately with all managers and staff at all levels both verbally and in writing.</p> <p>Ability to develop effective working relationships with colleagues and other health professionals</p> <p>Ability to analyse data and prepare simple reports</p> <p>Ability to problem solve effectively</p> <p>High level of confidentiality</p>		
<p>Personal attributes</p>	<p>Ability to work with and develop effective relationships with a range of key stakeholders</p> <p>Flexible Approach to work</p> <p>Motivated and enthusiastic</p> <p>Mature and calm disposition</p> <p>Team player</p>		<p>Application/ Interview</p>

	<p>Ability to work to and delivery to deadlines</p> <p>Well organised</p> <p>Open and honest</p>		
Safeguarding and promoting the welfare of children and young people/adults who are at risk of neglect or abuse	Demonstrates understanding of safeguarding issues		Application/ Interview
Working within Professional Boundaries	<p>Highly motivated and resourceful</p> <p>Able to maintain high standards of diplomacy and understands the principle of confidentiality.</p> <p>Accepts responsibility and accountability for own work and can define the responsibilities of others</p> <p>Able to establish positive relationships and mutual respect with people at all levels</p> <p>Ability to contribute effectively</p>		Application/ Interview
Emotional Awareness	<p>Demonstrates empathy and concerns for others</p> <p>Shows respect for others' feelings, views and circumstances</p>		Application/ Interview

Self-awareness	<p>Can demonstrate a flexible approach</p> <p>Has realistic knowledge of personal strengths and areas for development</p>		Application/ Interview
Behaviour we expect	<p>Treat everyone in a friendly, courteous manner</p> <p>Treat colleagues and contacts with dignity and respect</p> <p>Understand people come from varied backgrounds: challenge bias, prejudice and intolerance</p> <p>Learn from mistakes and ask for support where necessary</p> <p>Ensure appearance is professional</p> <p>Look for better ways of working to achieve improvements</p> <p>Question poor behaviour</p>		

NB: The order of the list of criteria do not indicate importance.