

JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title:	Senior Pharmacist – Dispensary Leader (with EDC)
Responsible to:	Principal Pharmacist, Medicines Management, REAS
Department(s):	Pharmacy Department, Royal Edinburgh Hospital
Directorate:	NHS Lothian Pharmacy Service
Operating Division:	REAS
Job Reference:	089875
No of Job Holders:	1
Last Update (insert date):	November 2019

2. JOB PURPOSE

- To contribute to the strategic and operational planning of pharmacy services and to help ensure the highest standards apply to all aspects of medicine supply.
- To manage, co-ordinate and develop the dispensary service to meet the needs of patients in accordance with identified divisional priorities.
- To be responsible for the delivery of the agreed standard of pharmaceutical care to the identified patients safely, effectively and within the limits of the resources and activity as defined.
- To deliver a specialised clinical pharmacy service to an identified area within the Royal Edinburgh Hospital involving liaison with all grades of medical and nursing staff and other Allied Healthcare Professionals (AHPs) and to provide counselling to patients and their carers, to ensure the provision of a quality pharmaceutical service to maximise benefits and reduce risks in the use of medicines.
- To contribute to the safe and effective use of clinical trial medication within NHS Lothian – Royal Edinburgh and Associated Services in accordance with all local, national and international standards.

3. DIMENSIONS

Staffing:

The job holder is responsible for the management and direction of pharmaceutical care provided by a team of 9.4wte.

2.0wte

Pharmacist

6 wte
2.5 wte

Pharmacy technicians
Assistant Technical Officers

Budget:

- The post holder is responsible for effective use of their own time

The dispensary has:

- an average stock value of approximately £54,000
- annual stock turnover of approximately £1.5 million
- the post holder analyses and identifies trends associated with dispensary to ensure safe, economic use of resources both human and material. To identify trends with respect to areas of activity.
- the monitoring of medicine use and formulary management including adherence to local prescribing policies and providing financial information on drug expenditure

4. ORGANISATIONAL POSITION

SEE SEPERATE SHEET

5. ROLE OF DEPARTMENT

The function of the pharmacy service is to provide integrated patient focused care that meets the present and anticipated needs of the NHS Lothian population in line with local and national strategies. The service promotes and develops all branches of the pharmacy profession through a co-ordinated approach to delivery of pharmaceutical care to patients and the public.

Pharmaceutical care reflects a systematic approach that makes sure that the patient gets the right medicines, in the right dose, at the right time and for the right reasons. It is about a patient-centred partnership approach with the team accepting responsibility for ensuring that the patient's medicines are as effective as possible and as safe as possible. This is done by identifying, resolving and preventing medicine-related problems so the patient understands and gets the desired therapeutic goal for each medical condition being treated.

The focus is on active participation in and contribution to multidisciplinary/multiprofessional teams in a manner to fully integrate pharmaceutical skills and resources in overall context of health and social care in Lothian.

To this end the objectives are:

- to provide pharmaceutical care to individual patients wherever they present by meeting their particular needs while maximising efficiency in the use of resources
- to provide medicines through systems of quality control that ensures safe, effective and economic use.

6. KEY RESULT AREAS

Main duties and responsibilities

Management

- To be responsible for the management and development of dispensing activities, to ensure medicines are dispensed safely and accurately to individual patients and supplied efficiently
- To ensure that the supervision of day to day activities in the dispensary is provided by suitably trained personnel and that the correct skill mix is maintained
- To work within the agreed national and local strategies and statutory requirements for medicine supply, to ensure that required dispensed medicines are available to the patient at the time they are needed
- To collate and report on all dispensary workload activity data to influence decisions on service development
- To liaise with ward based staff in reviewing and developing dispensing services to ensure best use of pharmacy resources
- To undertake the change management required to modernise the dispensary services with reference to the department's strategic plan
- To participate in working groups when required as appropriate
- To participate in audit (internal and external) of Dispensing Services and action as required

Human Resources

- To undertake recruitment, retention, sickness absence and disciplinary reviews in conjunction with Principal Pharmacist, Medicines Management, REAS, and Human Resources in accordance with current divisional policies and procedures
- To manage resolution of staff issues, for example absence management or conflict when required
- To identify and manage under-performance by implementing and supporting corrective remedial action
- To co-ordinate and participate in the recruitment and selection of relevant pharmacist, technical and pharmacy support staff

Technical

- To professionally check prescription forms ensuring they are legal and safe
- To accuracy check and final release of dispensed medicines, inpatient supplies and patient pack overlabelling to ensure that patients receive correct medicines
- To accurately dispense discharge, outpatient, inpatient, repeat and clinical trial prescriptions as required
- To prepare and review all documentation relevant to extemporaneous dispensing and to establish and maintain a document control system
- To provide training for pharmacy staff on aspects of handling of clinical trials
- To contribute to the negotiation of pharmacy financial agreements with the sponsors based on the complexity of the trial and to collect and monitor clinical trial income
- To provide an internal and external pharmacy contact for help and advice regarding clinical trials income

Education and Training

- To participate in and co-ordinate and maintain a system of performance appraisal in accordance with the principles of continuing personal development and Performance Planning Systems
- To review, participate in and encourage continuing professional development for dispensary staff to ensure personal knowledge base is maintained and improved as required for registration with the Royal Pharmaceutical Society of Great Britain
- To supply in-service education and training to pharmacists, pre-registration pharmacists, technicians and support staff
- To co-ordinate and supply in-service education and supervision of locum, vocational and seasonal staff within the department

Quality Systems and Standards

- To co-ordinate key performance indicators. Review, monitor and maintain quality and performance standards and risk management strategies for the dispensary functions
- To co-ordinate the development, maintenance and monitoring of standard operating procedures within the dispensing section of the department to achieve improvements in service quality and to conform with the Quality Policy (BS EN ISO 9001 : 2000)
- To review, investigate and report on customer complaints
- To review, investigate and report on medication incidents and near misses and to implement preventative and corrective action in accordance with risk management policies
- To take the dispensary lead for external audits by BSI and internal audits by the Quality Assurance department and to take action on any non-conformance or observations reported after these audits.

Clinical Governance/Risk Management

- To be responsible for managing risks within the dispensary
- To contribute to the risk management process by risk assessment and establishment of control measures to minimise risk to patients, staff and division
- To deliver the pharmaceutical components of clinical governance and actively contribute to the wider clinical governance agenda to ensure adherence to legal and professional requirements and standards and implementation of best practice
- To be jointly responsible with other staff members for the security of pharmaceuticals, security of keys and use of the alarm system

Health and Safety

- To be responsible for Health & Safety including COSHH within the Pharmacy Department and co-ordinate reviews and assessments
- To attend mandatory training at the required intervals

Physical Resources

- To be responsible for ensuring facilities and equipment are maintained to the appropriate standard, optimum use is made of them and full documentation of all validated equipment is maintained
- To be responsible for the management of dispensary medicine stock and delegate stock management controls which include regular stock holding reviews, monthly high value stock takes and regular controlled drug stock takes

Clinical Activity (please note this a development area if desired)

- To provide agreed levels of pharmaceutical care to individual patients within designated wards or areas to ensure safe, effective and economic use of medicines
- To be an active member of multidisciplinary teams of designated wards or areas to prepare pharmaceutical care plan reports for case reviews, complete complex medication history reviews as agreed and provide individual patient counselling as appropriate
- Provision of medicines information, through evaluation of evidence based practice and scientific literature, to medical and other clinical staff as agreed within service level agreement to assist in patient treatment plan objectives.
- To represent the profession and deliver pharmaceutical expertise to designated multidisciplinary committees within Lothian Primary & community Division in order to identify and implement pharmaceutical developments to achieve improvements in patient care

Medicines Management

- Collaborate with Medicine Management Pharmacy staff to assist with implementation and promote awareness of evidence based prescribing within the Lothian Joint Formulary, guidelines and prescribing algorithms.
- Interpret data in order to prepare reports to support the analysis and decision making process within Lothian for the introduction of new medicines
- Liaise with nursing and medical colleagues to ensure stock requirements for defined clinical areas of responsibility are responsive to patient need and that safe and secure handling and administration of medicines policies are adhered to.
- To be responsible for the provision of medicine supply and pharmaceutical advice out of hours as part of the Emergency Duty Commitment

- To use JAC, pharmacy stock control and dispensing system
- To use SciStore (blood results) , TRAK and HEPMA
- To use clozapine monitoring system
- To use Microsoft Office suite for e-mail, internet enquiries (CPD), word processing for documentation etc
- To use pharmaceutical grade measures for extemporaneous dispensing and unit dose provision of medicines

7b. SYSTEMS

- To comply with the General Pharmaceutical Society of Great Britain's regulations
- To comply with the Quality Policy of the Hospital Pharmacy
- To ensure the requirements of the Quality System (BS EN ISO 9001 : 2000) are met
- To ensure compliance of ICH GCP (International Conference of Harmonisation Good Clinical Practice) in relation to clinical trials
- To ensure compliance for the provision of clinical trial medicines under the Medicines for Human Use (Clinical Trials) Regulations 2004

8. ASSIGNMENT AND REVIEW OF WORK

The job holder:

- is a member of the senior staff of the department representing the dispensing service at departmental operational and risk management meetings
- works within the established strategic and policy guidelines. Within this framework the job holder has a degree of delegated authority and accountability
- is accountable for own professional action guided by local policies and procedures and clinical trial specific legislation
- directly responsible for delegated elements of clinical trials service without supervision
- manages, interprets, analyses and advises on clinical drug trials, reviewing practical and cost effective aspects to promote safe use of trial medicines
- works within objectives agreed on an annual basis with the Principal Pharmacist, Medicines Management, REAS who also carries out review of performance (professional support for provision of clinical service will be provided by Principal Clinical Pharmacist, Mental Health)
- reviews performance of team and agrees objectives in accordance with the principles of Personal Development and Performance Planning system

9. DECISIONS AND JUDGEMENTS

The job holder:

- is directly responsible for the management, co-ordination and development of dispensing services within defined procedures and standards of work and strategic and policy guidelines established by the Pharmacy Service. Within this framework the job holder has a degree of delegated authority and accountability for decision making.
- is responsible for identifying and resolving deficiencies in the service within the scope of work or report them to the Principal Pharmacist, Medicines Management, REAS
- contributes to the strategic and operational planning of the pharmacy service
- is required to act independently within guidelines, has a high degree of autonomy and is responsible for the effective use of own time within scope of objectives
- is required to anticipate and assess situations and circumstances to determine the appropriate course of action when problems arise, for example dealing with medication incident reports and ensuring delivery of service is not interrupted due to staffing deficiencies
- uses professional judgement on clinical trial set up, dispensing implications and practicalities of pharmacy undertaking an individual trial
- contributes to decisions on financial implications, pharmacy fees, legal aspects and capacity issues for pharmacy of clinical trials within the Scottish Clinical Trial Special Interest Group policy guidelines, national and European legislation

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- To ensure that the dispensary service is safe, effective and efficient and achieves BS EN ISO 9001 : 2000 quality standards and other quality systems for the Pharmacy Service in an environment of constant development and change
- To ensure the safe use of clinical trial medicines by strict accordance with the clinical trial protocols through a high degree of co-ordination with departmental colleagues, research teams and external drug companies to ensure that the pharmacy department complies with local, national and international standards

11. COMMUNICATIONS AND RELATIONSHIPS

The job holder:

- demands a high degree of co-ordination with the Principal Pharmacist, Medicines Management, REAS, departmental colleagues and other pharmaceutical and non-pharmaceutical staff
- will make formal and informal arrangements to advise colleagues and staff associated with the care of individual patients. This will involve communicating dispensary issues to medical and nursing staff.
- provides information, advice and counselling on medicines to patients and their carers to support the safe and effective use of medicines
- uses persuasive skills where required for prescribers, patients who may have learning difficulties, other mental and/or language difficulties
- will provided and receive highly complex, sensitive and contentious information whilst maintaining a position of integrity and confidentiality when dealing with patient related issues
- communicates with and advises staff from external drug companies and other sponsors of clinical trials, to ensure the safe and effective use of clinical trial medication

Participates in the following groups

- Monthly Hospital Operational Pharmacy Group meeting to contribute to strategic and operational planning of pharmacy services
- Participate in the Management Review Group to achieve improvements in service quality
- Participates in the Risk Management and Quality meetings
- Participates in the NHS Lothian – Royal Edinburgh and Associated Services Health & Safety committee meetings to promote Health & Safety reviews and assessments
- Participates in consultant ward rounds specific to the area to which a specialised clinical pharmacy service is provided

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical

- Lengthy periods of standing during dispensing and final prescription checking process
- Manual handling related to stock and use of equipment
- General keyboard skills

Emotional

- Resolution of customer complaints may be emotionally demanding, including the occasional requirement to deal with aggressive behaviour from patients or staff
- Resolution of staff issues, eg absence management, dealing with conflict or conveying unwelcome news may be emotionally demanding
- Supporting staff who have made a dispensing error that may have resulted in patient harm, help them cope with having made the mistake and encourage reflection of their performance at an emotive time may be emotionally demanding

Mental

- High degree of concentration, precision and accuracy for dispensing and final checking and documentation completion often with strict time constraints, frequent interruptions and an unpredictable workload

Environmental

- Exposure to patients, some of whom are verbally and/or physically aggressive and seriously disturbed with the risk of being assaulted by them
- Potential exposure to hazardous medicines and chemical products, eg cytotoxic drugs. Risk minimised and controlled through adherence to COSHH and SOP procedures

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Minimum required to undertake the role.

- 4 year Mpharm degree or equivalent
- Member of General Pharmaceutical Council
- Relevant post registration hospital experience
- Sound practitioner with proven track record that includes provision of pharmaceutical care
- Completion of Stage II training

Desirable

- Relevant post graduate qualification in clinical pharmacy
- Clinical trial experience

14. JOB DESCRIPTION AGREEMENT

A separate job description will need to be signed off by each jobholder to whom the job description applies.

Job Holder's Signature:

Head of Department Signature:

Date:

Date: