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#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION | |
| Job Title:  Responsible to:  Department(s): | Lead Clinical Pharmacist – Primary Care  Head of Pharmacy- Population Health and Wellbeing  Pharmacy and Medicines Service |
| Directorate:  Operating Division:  Job Reference:  No of Job Holders:  Last Update | Pharmacy Services  Corporate  2  July 2023 |

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| 2. JOB PURPOSE |
| The Lead Clinical Pharmacist has delegated accountability for the operational delivery and strategic delivery of GP primary care pharmacy services including responsibility for the performance, resources and activity for a primary care portfolio. The Lead Clinical Pharmacist will be accountable for service delivery to the Head of Pharmacy- Population Health and Wellbeing.  Effective and efficient utilisation of resources to deliver care which meets the 6 dimensions of quality and which supports pharmacy service and organisational priorities  As a member of the Pharmacy Service senior leadership team, provide advice and support to the Head of Pharmacy-Population Health and Wellbeing ensuring effective governance and quality improvements are in place to ensure pharmaceutical care is delivered at the highest level  Act as deputy and represent the views of the Head of Pharmacy- Population Health and Wellbeing as required. |

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| 3. DIMENSIONS |
| The NHS Fife Pharmacy Service serves a population of approximately 380,000 people, and is provided by an integrated team of around 200 Pharmacy staff, including Pharmacists, Pharmacy Technicians, Support Workers, Nurses, and Administrators. The team work across Acute and Community hospital sites, General Practices, Mental Health services, and a range of specialist teams. Partnership working is at the core of our values, and we work closely with other members of the multi-disciplinary team, including our Community Pharmacy colleagues, to deliver the highest quality care for everyone in Fife.  The post holder will have delegated budgetary responsibility.  The post holder will have line management responsibility for senior pharmacists working across clinical pharmacy services |

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| 4. ORGANISATIONAL POSITION |

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| 5. ROLE OF THE PHARMACY SERVICE | |
| The NHS Fife Pharmacy Service aims to provide the highest quality pharmaceutical care to the people of Fife. The integrated team provide person-focussed pharmaceutical care to individuals, and supply medicines through systems that ensure safe, effective and economical use.  We strive to ensure that patients derive maximum benefit and minimum harm from their medicines, throughout their healthcare journey. We work in partnership with our clinical colleagues, providing high quality care, timely information and advice to deliver safe and secure use of medicines. By integrating our team across NHS and HSCP services in Fife, we ensure that medicines are purchased, stored, dispensed and prescribed to the highest standards in every care setting. | |
| 6. KEY RESULT AREAS |
| **Management:**   * Deputise for the Head of Pharmacy- Population Health and Wellbeing–as required * Contribute as a member of the Pharmacy Senior Leadership Team to strategy and policy and implement relevant aspects of the organisational and corporate objectives as they relate to areas of responsibility covered by the post holder * Working with the Pharmacy Senior Leadership Team, plans, organises and monitors the use of resources of the service so that effective and efficient performance of the service is demonstrable * Provide managerial support to the Head of Pharmacy- Population Health and Wellbeing. This will involve identifying solutions to problems, carrying forward changes and supporting and encouraging appropriate innovation within the department * Deliver performance targets agreed with the pharmacy Senior Leadership Team * Liaise as appropriate across the integrated pharmacy service to improve service delivery * Ensure that all individual staff members work in a climate where their contribution is valued, developing roles across boundaries and working collaboratively in teams * Prepare and develop along with the Pharmacy Senior Leadership Team comprehensive and innovative operational business plans to support service transformation initiatives * Manage workforce issues in collaboration with the Pharmacy Senior Leadership Team and other senior colleagues * Manage and support Senior Pharmacists |
| * Provide guidance and support to the Pharmacy Senior Leadership Team and other managers in relation to business planning and financial management   **Leadership:**   * Lead and support the GP clinical pharmacy team, ensuring that the team works effectively and efficiently and review performance * Ensure that the management structure across clinical pharmacy services is designed to provide strong leadership for all clinical and non-clinical staff. * Promote Partnership working * Responsible for implementation of organisational and national polices across the clinical pharmacy service * Responsible for developing the clinical pharmacy service in line with pharmacy services priorities and NHS Fife / National policies * To encourage and lead a culture that allows staff to maximise their potential, ensuring that they are able to contribute to the corporate strategy * Responsible for project management and managing change including human resource and service developments across the clinical pharmacy service * Demonstrate personal motivation and the ability to develop and motivate all staff. * Responsible for providing clinical leadership in the management of medicines shortages * Responsible for the development of practice research and audit (internal and external) of all aspects of the GP clinical pharmacy service   **Direct Clinical Care:**   * Provide a clinical pharmacy service to a selected group of patients * Independent Pharmacist Prescribing – responsible and accountable for the assessment of patients with undiagnosed and diagnosed conditions and for decisions about their clinical management, including prescribing * Responsible for appropriate supply of medicines in line with medicines governance policy and procedures * Provide expert advice on medicinal products to medical, nursing and other health care staff as appropriate. In specialist areas this advice may cover topics where evidence is lacking and a professional judgement, which may be challenged, will need to be made. * Maintain professional competency in relevant practice areas as required * Undertake at least the minimum Continuing Professional Development (CPD) requirements recommended by the General Pharmaceutical Council (GPhC)   **Quality:**  Identify areas and particular projects where there is potential for improvement to the way in which Pharmacy Services in Fife are delivered. Promote, lead and participate in improvement strategies, striving for safer patient care and leaner and more effective patient pathways  Provide information for management quality and performance review  Ensure all complaints are investigated, timely replies are drafted and remedial actions taken in collaboration with all relevant stakeholders  Maintain a system of reporting, managing and learning from complaints  Follow up on any external inspections / internal and external audits that relate to the Pharmacy Service and verify the completion of corrective action as required by the reports of the inspectors communication  Communicates effectively with patients, carers and members of the multi-disciplinary and management teams, and outside agencies, in styles appropriate to people and situations  Responsible for the provision of Medicines Information resources across pharmacy services |
| **Human Resources:**   * Responsible for supporting managers to ensure that HR issues relating to staff are managed within the NHS Fife HR policies * Responsible for managing HR issues for direct line reports in line with the NHS Fife HR policies * To ensure all HR policies are communicated widely and implemented * Participate in the recruitment and selection of staff and chair the interview panel where required * Implement Staff Governance frameworks and appropriate systems and processes to ensure staff are treated fairly and consistently * To ensure there are coherent plans for staff which identifies individual training and development needs appropriate to the delivery of corporate and pharmacy service objectives. * To ensure that corporate HR targets are met, in particular KSF outlines, staff appraisals and the monitoring of staff attendance and turnover rate * Undertake monitoring and regular review of staff establishments, skill mix, future staff rostering and future demand to ensure that adequate staffing / structures are in place to deliver the activity across the clinical pharmacy service   **Budgetary/Financial Management**:   * Responsible for managing the primary care pharmacy Service staffing and supplies budgets within agreed limits to ensure appropriate staffing levels and to maintain service provision * Responsible for identifying cost pressures within the budget areas, and ensuring these are accommodated in the future budget planning for all services. * Responsible for the horizon scanning for medicines to support the managed entry of new medicines * Responsibility for financial management including procurement of physical assets (equipment and consumables). * Responsible for identifying cost neutral opportunities for developing the service or the staff in a manner that will produce benefits and improve the service to the patient. * Ensure delivery of the Departments financial targets ensuring compliance with the Standing Financial Instructions. Ensure accuracy of budget plan, amending, with the Directorate Accountant, where necessary * To work with the Head of Pharmacy to deliver efficiency savings. The post holder will take a lead role in identifying and supporting delivery of medicines efficiency savings and contributing to ideas across the Health Board. This will include the development of strategies to ensure the safe, efficacious and economic use of medicines     **Health and Safety:**   * In collaboration with the Pharmacy Senior Leadership Team and the Pharmacy Health and Safety group take responsibility for the health and safety management arrangements for staff working within the Department * Be accountable for Risk Management issues within the Department and ensure all staff are aware of their responsibilities in relation to risk management and health and safety. * Responsible for developing and promoting a health and safety culture across the clinical pharmacy service to support the implementation of the organisational policy. * Maintain awareness of relevant health and safety legislation and legal duties * To ensure engagement of the Primary Care Pharmacy Team in supporting the Pharmacy Service Health & Safety meetings | |
| **Clinical Governance:**   * Responsible for monitoring and reviewing progress towards the Department achieving the Organisation’s Clinical Governance targets and where necessary developing and implementing action plans to ensure targets are met. * Responsible for the ongoing review and development of the NHS Fife Safe and Secure Use of Medicines Policy and Procedures * Responsible for the clinical pharmacy service implementation of the NHS Fife Safe and Secure Use of Medicines Policy and Procedures * Ensure that the clinical pharmacy team are reporting, investigating and monitoring medication incidents in line with NHS Fife policy and procedures. * Responsible for the production of the quarterly clinical pharmacy service clinical governance report * Responsible for the identification, recording, escalation and on-going management of risks related the delivery of the clinical pharmacy service   **Information Resources:**   * Understanding of IT infrastructure in NHS Fife. * Identify the information needs in order to support the objectives within the Department. * To take remedial action with regard to data quality issues in the Department. * To promote understanding of the NHS Fife eHealth Strategy. * To create reports, documents and charts using proprietary and specialised software packages.   **Other:**   * To undertake such duties commensurate with the seniority of the post that may assist the general performance of pharmacy services, subject to consultation between the post holder and the Head of Pharmacy – Population Health and Wellbeing | |

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| 7. EQUIPMENT AND MACHINERY SYSTEMS |
| The post-holder will be trained and required to maintain expertise in the use of the following systems:   * Work to NHS FIFE and Departmental policies, procedures and protocols. * Use systems for risk identification, reporting and management, and for dealing with complaints. * Policies and procedures for child protection and the protection of vulnerable adults. * Patient information system * NHS Fife Intranet, internet and email, Microsoft Office applications * Microsoft Teams * eMIS Primary Care System * Datix * TRAK * Clinical Portal * ECS live * Pharmacy stock control system * HEPMA – Electronic Prescribing * NHS NearMe * WardView / PharmacyView * eIDL * PCs and printers. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| **Assignment Of Work**  The post holder is directly accountable to the Head of Pharmacy- Population Health and Wellbeing |
| **8. ASSIGNMENT AND REVIEW OF WORK Cont** |
| **Strategic**  Work is self assigned and prioritised in response to professional, health and safety executive, general health, organisational or broad occupational policies, e.g. SIGN Guidelines, Scottish Government, Redesign of Pharmacy Services, Agenda For Change etc. The post holder plays a lead role and is responsible for implementing these polices and identifying the impact on the primary care pharmacy service.  **Operational and Line Management Functions**  A significant portion of the workload relates to dealing with operational problems that occur in an unplanned manner. Operational issues will have been referred upwards through the line management structure to the post holder and if they cannot be resolved at a lower level must be resolved by the post holder. Where necessary the post holder will collaborate with the Pharmacy Senior Leadership Team or if unresolved the Head of Pharmacy.  Operational problems may also be referred to the post holder by users of the service and these will be resolved in a similar way.  Where operational problems have an immediate impact on service delivery response and action must be urgent. This requires changing priorities, i.e. stopping a planned activity to carry out the urgent task and carrying on the planned activity when the urgent task is completed. This reprioritisation takes place several times a day and is very disruptive to concentration.  **Review Of Work**  The post holder is accountable to the Head of Pharmacy- Population Health and Wellbeing. Departmental and personal objectives will be discussed and agreed with the Head of Pharmacy- Population Health and Wellbeing on a regular basis. Review is primarily by monitoring performance against these objectives with particular emphasis on the successful delivery and development of services within available resources.  Formal review is carried out annually by the Head of Pharmacy- Population Health and Wellbeing, but informal reviews will take place at regular intervals. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is required to make decisions and judgements involving highly complex facts or situations, which requires the analysis, interpretation and comparisons of a range of options. The facts/situations may be composed of several parts, which may be conflicting, where expert opinion differs or some information is unavailable.  The Lead Clinical Pharmacist will be directed by and report to the Head of Pharmacy- Population Health and Wellbeing, but will have a high degree of autonomy and will be expected to organise and plan a demanding workload and manage conflicting priorities with minimal supervision to deliver within tight deadlines. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Establishing an effective management system across the clinical pharmacy service, and balancing competing demands and effectively prioritising them. Maintaining a high quality service which meets the needs and demands of users and external agencies.  To strike a balance between long term planning for the clinical pharmacy service within the strategic direction of the single system pharmacy service and short term operational management to meet the expectation of improved access to better services delivered with fewer resources.  Management of change within a complex and dynamic environment with conflicting strategic aims and key performance indicators |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| This post has a key role in leadership and communication.  The post holder is expected to communicate effectively, formally and informally, with a broad range of individuals both internally and externally.  **Internal** **External**  Executive Directors Staff of Purchasing organisations  Acute & HSCP General Managers General Practitioners  Clinical Directors  Senior Clinicians/Medical Staff Professional Bodies  Pharmacy Staff Patients  Professional Colleagues Trade Union Officials  Professional Advisors Contractors  Other Directorate management teams Independent advisors  NHS Fife Project teams Scottish Government Health Groups  Human Resources Occupational Health  Finance Care home providers/ staff  eHealth Estates |
| **11. COMMUNICATIONS AND RELATIONSHIPS Cont** |
| Communication can be formal and informal, written or verbal and can be to groups or individuals. It may involve complex information and on occasion may be contentious.  The post holder will have to use tact and diplomacy to communicate complicated information of a sensitive or emotive nature for example when dealing with complaints.  The post holder will have to overcome barriers to understanding in that they will be expected to effectively communicate clinical and technical information to a broad range of individuals with a variety of backgrounds and experience e.g. giving technical arguments for funding of services.  The post holder must be able to communicate at a professional level under all circumstances even in emotive or hostile / antagonistic atmospheres such as disciplinary hearings or when communicating unpopular policy.  When dealing with individual staff problems the post holder will have the ability to re-assure and counsel staff with empathy and tact.  The post holder is required to maintain frequent, high quality, effective communication with the Pharmacy Senior Leadership Team to ensure the efficient and effective operation of the Primary Care Pharmacy Service which is a core component of the Pharmacy Service.  The post holder regularly represents the Pharmacy Service at groups / meetings, e.g.:-   * Performance Review, Risk Management etc.   The post holder will contribute to appropriate managed clinical networks  The post holder will lead and collaborate with clinical pharmacy colleagues across Scotland  and the UK on matters of mutual interest |

| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
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| **Physical Demands and Skills**  There is a frequent requirement for sitting in a restricted position for long periods of the day at a PC using extensive keyboard skills.  Is required to travel between hospital sites on any given day.  **Mental Demands**  Work patterns are unpredictable and require multitasking and prioritising of work. Concentration  is frequently interrupted to respond to urgent operational problems which require immediate and often prolonged attention, or by telephone calls and personnel.  High degree of concentration required while checking prescription charts where precision and accuracy is required and is also subject to frequent interruptions  Frequent requirement for prolonged concentration to prepare business cases, write reports, prepare presentations and chair meetings, data required  Collating statistical for workload analysis, ISD and benchmarking exercises.  Maintaining the service for the department during adverse conditions, e.g. staff shortages  Managing verbal and non verbal behaviours in self and others responding in a professional manner at all times.  Managing time effectively to meet with demands of all stakeholders. |
| **Emotional Demands**  Communicating regularly with distressed/anxious/worried patients/relatives/staff  Supporting staff in the work environment.  Unpredictable workload  Maintaining staff morale  Frequent requirement to address the personal and professional issues of staff, offering support and guidance where appropriate, in order to minimise the impact on patient care.  Frequent communication with GPs and the HSCP management teams.  Pressure of service delivery across the Department, complying with waiting time and list targets.  Pressure of maintaining standard of staff performance.  Occasionally having to deal with staff with severely challenging behaviour.  Disciplining of staff.  Occasionally acting as a councillor for staff.  Dealing with staff complaints/grievances and imparting unwelcome news to staff.  Dealing with complaints from the public and service users - investigating and putting action plan into force to remedy if necessary.  Acting as arbitrator between staff groups. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| MPharm in Pharmacy or equivalent  Registered with General Pharmaceutical Council  Relevant post graduate qualification in pharmacy (e.g. Diploma or MSc in Clinical Pharmacy) Independent Prescriber  Senior managerial experience with recent evidence of effectively implementing organisational change and evidence of effective resource management  The ability to plan, organise and manage staff is essential.  Knowledge of financial instructions, HR policies, risk management and quality strategies is required.  Excellent communication skills.  Highly effective interpersonal skills, including negotiation and influencing skills.  Evidence of continuous personal development and personal motivation.  Ability to take responsibility and make decisions.  Ability to implement change.  Evidence of effective leadership.  Team player.  IT skills, with a proven competency in the use of proprietary software packages.  A firm understanding of Health and Safety and relevant legislation.  Extensive experience of Human Resources and Finance.  Ability to travel between sites.  Must possess excellent interpersonal skills, understand clinical and managerial concerns, have an ability to negotiate in complex situations and thus develop good working relationships with Executive Directors, Clinicians, General and Finance Managers and other key staff. |

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| **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: |