**NHS GREATER GLASGOW**



**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION** | |
| **Job Title:**  **Responsible:** | Prescribing Information Manager  Lead Pharmacist for Medicines Management Resources |
| **Department(s):** | Central Prescribing Team  Pharmacy Services |
| 1. **JOB PURPOSE** | |
| The Information Manager is responsible for medicines use information at the Pharmacy Services Central Prescribing Team. The key purpose of this post is to manage and provide analysis services in relation to medicines use data. Key aspects of this role are:   * Responsible for the management and delivery of the Central Prescribing Team Data Analysts Team (CPT-DAT), which provides routine and ad-hoc reports on medicines use data supporting safe, effective and economic use of medicines in primary, acute and mental healthcare settings. * To develop, implement and establish an innovative and effective analysis and reporting systems including dynamic dashboards, underpinned by medicines use specific datasets, optimised for each data source. * To lead the continuous development and improvement in data collection, measurement, analysis and reporting of pharmacy services taking a broad approach to these areas leading to improvements in quality of prescribing, safe use of medicines and cost-effective medicines use. * Deliver specialist training to support the use of high quality statistical and analytical methods within CPT-DAT. * To provide expert and professional advice to senior managers including Lead Pharmacist for Medicines Management Resources on information science, database management, statistical and analytical methods.   The post holder is based within Pharmacy Services. | |
| 1. **ROLE OF THE DEPARTMENT** | |
| NHS GGC has >225 GP practices, >250 community pharmacies, 5 major acute hospital sites, secondary/tertiary services, Prisons and Mental Health service. The total medicines budget across the Board area is in excess of £500 million per year. | |
| 1. **ORGANISATIONAL POSITION** | |
| Based at Clarkston Court, the Information Manager, whose organisational position is shown on the attached Organisation Chart, is:   * 1. Accountable to the Director of Pharmacy through the Deputy Director for Primary Care (Pharmacy Services) , and responsible for the work and duties assigned through the Lead Pharmacist for Medicines Management Resources of Central Prescribing Team   2. Responsible for the line management and supervision of Information Analyst staff in their team. | |
| 1. **SCOPE AND RANGE** | |
| NHSGGC Pharmacy Services supports the delivery and development of pharmaceutical and prescribing services in partnership, linking multi-professional and multi-agency personnel to promote cost effective prescribing and improve patient care.  Role of the Central Prescribing Team  The central prescribing team is a resource to provide strategic and operational support to prescribers, prescribing leads and all pharmacy staff within the acute care setting, primary care setting and community care setting (including prisons, police custody suites and mental health teams). Broadly, to provide consistent advice and support with an additional focus on developing, maintaining and evaluating quality assurance systems in respect of prescribing.  The aim is to ensure all prescribing services are clinically and cost effective, conforming to clinical governance standards and in line with health board objectives.  Key areas of work include:   * Prescribing Advice/Reports * Non-medical Prescribing * Prescribing Policy * Prescribing and Community Pharmacy Development * Prescribing Interface Issues * Nutritional Prescribing Advice * Prescribing Indicators * Publications * Finance * Prescribing Support Teams * Education and Training * Research and Development   All aspects of this work require specialised support from the information and data analysts. | |
| 1. **MAIN DUTIES/RESPONSIBILITIES** | |
| Data Analysis  Exploit and analyse a variety of datasets, ensuring the results are accurate, fit-for-purpose and presented to a high standard, including the interpretation of results. Take the lead on specifying requirements with customers (both internal and external), providing advice and guidance on data and analytical matters; exploring alternative solutions and more innovative complex analysis as required; provide information, which is relevant to colleagues within the Central Prescribing Team, clinicians, other NHS organisations, the public and NHSGGC policy-makers.   1. **Managerial**   The Prescribing Information Manager is responsible to the Lead Pharmacist for Medicines Management Resources in the provision and management of medicines use information services provided to Pharmacy Services.  The postholder:     * 1. Is responsible for the management, organisation, workflow, quality assurance processes and development of medicines use information services delivered to Pharmacy Services. This will include the day to day management of the data analyst team, work allocation, absence control, flexible rosters, leave, staff training and development. Ensures that work undertaken by their team consistently meets high professional standards and complies with extant guidance and standards.   2. Leads in the planning, development, configuration and maintenance of medicines use datasets from new and existing prescribing, purchasing and pricing systems, to produce a data-rich environment for analysis and reporting, supporting clinical and business intelligence.   3. Develop and apply complex dashboards for display of routine management and clinical reports, for a range of end-users, as the primary method for information reporting.   4. Evaluate the outcomes by innovative analyses of data to provide an evidence base and demonstrate the impact of change through oral presentation and hard copy reports, linking data from different information and patient management systems that were not originally designed to be compatible for complex data analysis and reporting   5. Interprets local and national strategies, extant guidance and available complex datasets, to support the data collection and reporting of medicines use information to permit for example, the identification of trends in prescribing in order to inform decision-making, forecasting, and evaluation.   6. To create and develop, through application of expertise and technical understanding of highly complex and sensitive data, reporting/statistical systems to generate detailed reports for key quality prescribing indicators, to support clinical and corporate decision-making.   7. Participate in and support projects in the planning and service redesign through access to information, expert advice, and complex modelling support.   8. Responsible for adapting, designing and querying information systems to meet specifications of users to support internal operational, performance management, and external national NHS and partner reporting.   9. Develop operational management reporting systems to facilitate local performance monitoring on a day-to-day basis in respect of the better use of medicines use information to support core and non-core activities. Liaise and meet with a range of clinical and management staff and other users of medicines use data analysis and reporting.   10. Participate in initiatives that consolidate and improve existing data capture and storage systems, in conjunction with NHSGGC eHealth/NHS National Services Scotland/Public Health Scotland/Health Improvement Scotland, to expand the range, depth, quality and timeliness of information available for routine and ad-hoc analysis and reporting.   11. Make recommendations on the basis of the latest information and analyses performed in the improvement of pharmacy services/prescribing, engaging with colleagues directly involved in the delivery of services/care to ensure information is relevant.   12. Ensures the accurate and timely delivery of information reports for operational, clinical and management colleagues in Pharmacy Services and beyond.   13. Develop and implement quality control tools and systems, undertaking acceptance testing of all new reporting tools and information reports prior to introduction into use.   14. Develop and implement appropriate policies and procedures for CPT-DAT, ensuring compliance with relevant Board and national policies, identifying and proposing any changes to existing policies as a result of legislative change or reporting requirements in this field.   15. May deputise for senior staff, where required, in relation to information management issues and reports.   16. Develop training plans and implement a programme of training to support the analysis and reporting of medicines use data. Undertake training of other staff to ensure that the quality and type of data to be collected is fit for purpose and meaningful.   17. Prepares and delivers as appropriate specialist training in conjunction with national groups, such as Scottish Practice Pharmacy and Prescribing Advisers (SP3A) or Scotland National Acute Pharmacy Services (NAPS)   18. The post holder will provide support and contribute to the operation of the service via regular meetings with the CPT-DAT, to monitor current issues and reassess priorities as required.   19. Interacts with staff associated with other information and database systems, both inside and outside NHSGG&C relating to medicines use.   20. Undertakes and supports appropriate research and development projects in prescribing and medicines use, as required by the Lead Pharmacist for Medicines Management Resources in accordance with corporate direction.   21. Undertakes the commissioning and acceptance testing of newly developed and modified systems for prescribing, purchasing and pricing of medicines including those designed and constructed in-house.   22. Presents findings at local and national meetings.      * 1. Undertakes the personal development necessary to maintain the high quality of the service provided and takes a leading role in service developments. This includes attending suitable courses in order to keep up to date with the latest developments in the use of data science in medicines use analysis and reporting. | |
| 1. **SYSTEMS AND EQUIPMENT** | |
| The postholder should have knowledge and specialist understanding of the theory, operation, function and operating principles of systems used for prescribing, purchasing and pricing of medicines and analysis therein:   * 1. Highly complex clinical management systems and databases used in GP practices, community care and acute care settings eg. EMIS/Vision, TrakCare, HEPMA, CMM   2. Highly complex SQL relational database systems, methodology for data classifications and formatting, clinical and data governance standards and methods for ensuring the protection of patient identifiable data and other clinically sensitive information.   3. Specialist software / business intelligence systems used to query and report e.g. R, Power BI, Crystal, Intellifront, Business Objects, etc.   4. Medicine datasets and system classification relevant in medicines use analysis and reporting e.f. dm+d, SNOMED   5. Software systems include M365 applications (e.g. Office, Power Apps) | |
| 1. **DECISIONS AND JUDGEMENTS** | |
| * 1. Responsibility for day-to-day management of staff including work allocation, checking and evaluation of work and identifying training needs e.g. delivers specific training on own specialist range of information subjects.   2. Requires frequent analysis and interpretation of multipart facts or situations, particularly in trend analyses, utilising specialist knowledge of data, definitions, standards and processes. e.g. the postholder must exercise judgement and determine the most appropriate format the information analysed takes for subsequent reporting.   3. The postholder prepares highly complex and detailed information reports for senior managers, pharmacists and other clinical staff that may impact on pharmacy services/prescribing.   4. Contribute to the preparation of operating procedures relevant to software operation and clinical use.   5. Routinely use own initiative to make autonomous decisions in preparing reports and data analysis that will affect decisions on pharmacy services/prescribing   6. Contribute to the analysis and interpretation of complex multifaceted data from interacting and integrated information systems to optimise use of existing systems and introduce new or improved systems and processes   7. Use judgement, knowledge, training and experience in giving essential advice and guidance to colleagues and system end users.   8. Use initiative, experience, and expertise in situations that require analysis and immediate problem solving including responding to unplanned events at short notice including supporting urgent requests for user assistance and advice   9. Prioritise own workload | |
| 1. **COMMUNICATIONS AND RELATIONSHIPS** | |
| * 1. Effective communication skills to be able to present complex information and data management issues, problems and potential solutions and explain these to management colleagues,, pharmacists, other clinical staff and other audiences from outwith this field.   2. Negotiation skills are a key requirement of this post, particularly when developing and implementing systems for use within Pharmacy Services. A number of stakeholders are involved in system and dataset development, implementation and reporting requirements.   3. When delivering training the postholder will be required to deal with the training needs and requirements across a range of ability and skill levels, adapting their delivery methods and styles to suit the needs of their audience.   4. Main relationships are with lead pharmacists, Deputy Directors, Business Manager and the Director of Pharmacy as well as end-users of Central Prescribing Team data reporting across the Health Board and other NHS Scotland organisation, and some participation in service redesign projects, where relevant.   5. Involves presentation and receipt of multifaceted, complex, specialist, and sensitive information on a regular basis by direct and electronic communication. This also includes interpreting what information is required, and the most appropriate way to present this.   6. Communication is a core element of the post from motivation/persuasion through to negotiation and developing a culture to envelope change and development. | |
| 1. **PHYSICAL DEMANDS OF THE JOB** | |
| * 1. Prolonged and extensive use of keyboard and VDU for majority of working day, paying particular attention to speed and accuracy, to analyse and manipulate large volumes of highly complex and sensitive clinical data.   2. Ability to retain and communicate complex knowledge and information, extracted from data analysis methodologies. Ability to understand underlying information processes and workflows to allow change and development, with the capability to distil and present key concepts and results. Requirement for strong mental agility and high numerical competency.   3. Requires frequent prolonged levels of concentration when analysing and preparing complex data and information with the ability to switch to other detailed tasks with no notice.   4. Extended periods of intense concentration on software development, reviewing scientific information and literature both in hard copy and as computer displays is required on a daily basis.   5. Requirement to change tasks, often at short notice that arises in a busy, demand led service in which he/she manages competing priorities within short timescales.   6. There is occasional requirement for lifting and manual handling of equipment (workstations etc.)   7. Exposure to distressing or emotional circumstances is rare. | |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** | |
| * 1. Developing, adapting and implementing effective information analysis and reporting systems to respond to the significant increasing demands for quality information to support decision making and planning. The ability to adapt and work under pressure.   2. Ability to deliver intellectually robust written and oral reports to a wide range of interested parties and stakeholders, where there may be significant resistance to change and develop.   3. Being capable of communicating new ideas, and supporting new models of working within a team based service following analysis and investigation of systems and processes.   4. Ability to work to tight timescales and to prioritise conflicting demands and requests, providing reports for both internal and external publication.   5. Maintaining and developing specialist knowledge, across a broad range of highly specialised areas in line with constantly changing developments in medicines use and information technology.   6. Working under pressure to balance expectations of management and other staff groups.   7. Frequent requirement to maintain high levels of concentration over long periods using highly complex computerised systems and performing quality control procedures.   8. Potential conflict situations where sensitive or contentious data or analysis is presented and discussed. Requirement to deal with end users/clinical staff in demanding environments. | |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** | |
| **Qualifications**  *ESSENTIAL*  • Degree qualified in numerate discipline with significant relevant experience in health related research or work experience in Information Services in NHS organisations, preferably in the field of medical/health statistics  or /  • Pharmacy Technician, NVQ3 or BTEC in Pharmaceutical Sciences (or equivalent) with significant experience in hospital, community pharmacy or primary care  *DESIRABLE*  An analytical post graduate qualification in relevant information management/science or similar subject  **Knowledge and Training**  *ESSENTIAL*  Staff at this level requires specialist data skills, knowledge and understanding gained by professional qualifications, training and practical experience. This will include:   * 1. Highly developed specialist knowledge of information analysis methodologies, database design and schema, statistical analysis and the use of information across the NHS acquired through through training and relevant experience to masters degree level or equivalent   2. Skills gained through a mixture of internal and external formal training, eg. graduate diploma qualification   3. Specialist knowledge of the organisation’s information requirements and systems.   4. Knowledge of relevant legislation, national standards, professional and other guidelines including Caldicott, Data Protection, Freedom of Information   *DESIRABLE*   * 1. Knowledge and understanding of the information, process and data/image flows within prescribing, dispensing and pricing of medicines and across the wider Pharmacy services.   2. Evidence of continuing commitment to continuing professional development on a range information management either by private study, attendance at relevant meetings and presentations etc.   **Experience & Skills**  *ESSENTIAL*   * 1. Significant experience within the NHS or equivalent management organisation.   2. Excellent interpersonal skills including negotiation and verbal and written communication skills, with evidence of strong organisational ability.   3. Highly developed information technology and data analysis skills with an in-depth and advanced specialist knowledge and experience of application of data definitions (ideally those within the NHS), information standards and policies, using advanced statistical/SQL query analysis tools and software such as SQL Reporting tools, Crystal Reports, R or Business Objects   4. Highly developed knowledge and experience of data capturing and reporting on medium to large scale database systems, methodology for robust data analysis and presentation, through acceptance testing and validation.   5. High level of understanding and experience in the use of large scale relational, database systems including Microsoft SQL Server.   6. Effective and confident communication skills are required to present, advice and instruct analysis, procedures and standards.   7. Experience of working with sophisticated computing systems and computer programming.   8. Experience in delivering presentations to groups of professional health care staff at the appropriate level.   9. Evidence of the ability to work unsupervised, be self-motivated, use own initiative and participation in a multidisciplinary team of staff.   10. Good time management skills, with the ability to work unsupervised and use own initiative   *DESIRABLE*   * 1. Demonstrate experience and knowledge of NHS and prescribing, dispensing and pricing of medicines and the methods by which information knowledge management can lead to improvements in pharmacy services.   2. Experience of team management and motivational skills.   3. Experience in research and/or service development.   4. Experience in developing operating procedures based on analysis of activity and historical data (and user feedback), within a quality assurance framework | |

**Organisational Chart**

Prescribing Support Dietitians

**Organisation Chart**

**June 2021**

**Prescribing Support**

**PPSU PRESCRIBING TEAM REPORTING STRUCTURE**

Head of Pharmacy Services

Lead Pharmacist Prescribing

Services

Admin Team

Lead

Lead Pharmacist Community Pharmacy Development Team

Senior Prescribing Adviser

Admin Team

Senior Prescribing Adviser

Lead Pharmacist Prescribing Decision Support

Lead Pharmacist Cardiac Services Primary Care

Antidepressant Specialist Pharmacist

Dietetic Manager Prescribing

Non-Medical Prescribing Lead

Medicine Mgmt

Resources Lead

Lead Pharmacist, Controlled Drug Governance, Prisons and Police Custody

Pharmacists

CD Inspector

Prescribing Information and Data Analysts

Lead Clinical Pharmacists Mental Health

Mental Health Clinical Pharmacy Team

Pharmacists /

Technician

Prescribing Advisers

Project Manager

Prescribing Advisers / Technician

Lead Pharmacist

Primary Care Clinical Services

HSCP

Prescribing Leads

x 7

Prescribing

Teams

Lead Technician

Primary Care