NHS Grampian

**Agenda for Change Job Description**

# SECTION 1

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| JOB IDENTIFICATION | Must be completed |
| **Job Title:** | Pharmacist Specialist– Primary Care |
| **Department(s):** | Pharmacy |
| **Location:** | NHS Grampian |
| **Job ID:** (to be completed by co-ordinator after matching process complete) | **174072** |
| **Management co-opted member and****contact details** | **Lesley Thomson –lesley.thomson6@nhs.net (ext.65020)****Elaine Neil – elaine.neil@nhs.net (ext. 56415)** |
| **Staff co-opted member and contact details** (re-grading only) |  |
| **Name of Job Analysts** (post must be analysed prior to submission to panel) | **Karen Watson** |

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| **Suggested National Profile** | Pharmacist Specialist – Band 7 |

###### SECTION 2

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|  | **Job Purpose**  - To work within a Health and Social Care Partnership (HSCP) within NHS Grampian, providing specialist pharmacy services within general practice and community hospitals.The post holder will work as a peripatetic pharmacist in GP practices and community hospitals across the HSCP on all aspects of medicines management to ensure safe, appropriate and cost-effective use of medicine in line with local and national guidelines.The post holder will promote cost-effective prescribing. They will provide advice, education and training to the primary care multidisciplinary team on medicine related issues.The post holder will be involved in audit. This may be across community hospitals or within general practice and may be related to a range of medicines topics e.g. audit of DOAC prescribing, audit of respiratory prescribing or other topics related to clinical/financial priorities. |
| **Pharmacist Specialist****(Primary Care)****THIS ROLE**Nursing, practice and other HSCP professional/support staffPharmacy TechnicianHigher Level(Primary Care)Pharmacist Advanced (Primary Care) Director of Pharmacy & Medicine ManagementHSCP Lead Pharmacist(s) | **Organisational Chart** Professional linkDay to day managementTraining roleThe post holder will report to the HSCP Lead Pharmacist(s) and liaise with the HSCP advanced pharmacists and technicians. Professional link will be with NHSG Director of Pharmacy & Medicines Management.The post holder will provide training to a range of nursing, practice and other staff across the HSCP. The post holder will liaise and work with HSCP advanced pharmacists as appropriate to input across the HSCP. |

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| **1** | **Communication and relationship skills****Provide and receive complex information; barriers to understanding; complex or sensitive Information** *Communicates drug or medicines related information to prescribers, patients & carers: persuasive skills required, patients may have language difficulties, physical or mental disabilities.***Level 4**Links will be formed with a wide range of health care professionals and HSCP staff across GP Practices and community hospitals. The post-holder with have well-developed communication and influencing skills to discuss medicines use with a wide range of individuals including: patients, doctors, nurses, admin staff, AHPs, community pharmacists, social work and the pharmaceutical industry.The post-holder will have contact with all levels of primary care staff (both clinical and administrative) relating to the safe, effective and economical use of medicines. This may involve teaching, training, reporting audit and effecting change in practices, relating to chronic disease management, complex medication regimens and systems relating to prescribing. Communication will be necessary as part of seamless care in resolving prescribing and pharmaceutical care issues, to improve the patients journey. This will involve liaison with secondary care ward, GP, community nursing staff, community pharmacists and staff of care homes.The post-holder will communication with patients and carers relating to the underlying illness and its treatment. The post-holder must provide advice in a professional and empathetic manner taking into account any possible barriers to understanding and respond accordingly e.g. hearing difficulties and mental illness.Negotiation skills and the ability to reconcile differences of opinion on prescribing issues with other clinicians to mutual satisfaction are vital.There will be the required to provide written and verbal feedback regarding prescribing data, audits and medicines management information to HSCP/practice pharmacists GP practice staff and other clinical and non-clinical staff. |
| **2** | Knowledge, training and experience**Highly developed specialist knowledge, underpinned by theory and experience** *Professional knowledge acquired through vocational master’s degree in pharmacy degree (4 years) + 1 year pre-registration training + experience***Level 7**Professional qualification in Pharmacy at Master Degree level (4 year course) + 1 year pre-registration trainingProfessional registration with The General Pharmaceutical Council Mandatory Continuing Professional Development to maintain fitness to practiceExtensive clinical pharmaceutical knowledge acquired through training and experienceKnowledge in a wide range of services provided in primary care e.g. chronic disease management, GP acute medicine, geriatric medicine, mental health, palliative care, substance misuse, health improvement etcStandard key board skills**Experience**Experience of medicines managementExperience of audit work**Knowledge**Knowledge in a wide range of services provided in primary care e.g. chronic disease management, GP acute medicine, geriatric medicine, mental health, palliative care, substance misuse, health improvement etcExtensive clinical pharmaceutical knowledge acquired through training and experience**Specialist Skills**Good communication skillsPlanning/time management skillsGood problem solving skills**Other skills**Current, full driving licenceThere is an expectation of personal development within this post with pharmacists working towards and achieving their Independent Prescribing (IP) qualification. |

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| **3** | Analytical and judgemental skills**Complex facts or situations requiring analysis, interpretation, comparison of a range of options** *Skills for analysing, interpreting medicines information, production issues, drug charts & patient information in specialist field***Level 4**The post-holder is an independent professional who is responsible for their own professional and clinical decisions. All pharmacists must work within the Standards of Conduct, Ethics and Performance laid down by the General Pharmaceutical Council (GPhC).Work at practice/community hospital level is unsupervised using professional discretionThe post-holder has a high degree of autonomy and independent working regarding prescribing advice and decisions regarding individual patients and is accountable for recommendations made and information provided. If the post-holder has a prescribing qualification e.g. supplementary (SP) or independent (IP) this may be utilised, following agreement with the HSCP pharmacist.  The post-holder would be required to work within their level of competency and prescribe in agreed tasks/areas relevant to their role.The post-holder must be alert to the needs of individual patients, groups of patients and must identify actual and potential problems and contribute to their resolution with the practice team. The post-holder must be aware of the activities of the pharmaceutical industry at practice and national level and advise practice on an appropriate course of action.The post holder will be required to read and understand local and national guidelines in order to write and implement standard operating procedures (SOPs) and update/develop Patient Group Directions (PGDs)/guidance which will impact beyond the post-holders own area and impact on other disciplines e.g. nursing/practice staff.The post holder will highlight and explain changes to prescribing practices that will impact on GP practice/community hospitals.The post-holder will have to respond to urgent needs within practice and be responsible for advice offered and action taken as a result e.g. CSM guidance, drug alerts and actions from critical incidents.The post-holder will have the ability to analyse information relating to the service provided throughout the HSCP, where there are a range of facts requiring analysis and where a range of options need to be compared. To be able to process information and relay the information to various different levels in the management structure.The post holder will prepare timely and appropriate responses to enquires and communicate replies by the most appropriate method.The post holder will analyse prescribing data and provide feedback at the appropriate level of detail to HSCP pharmacy team, GP practices and community hospitals as required.The post holder will be required to analyse prescribing data utilising a number of computer systems and programmes e.g. Vision, Emis, Prisms. |
| **4** | Planning and organisational skills**Plan and organise straightforward activities, some ongoing** *Plans own workload, organise training sessions, audit, project work***Level 2**The post holder will plan and organise own workload and prioritise work according to the demands of the service and medicine management priorities which will often require adjustment.They will coordinate visits to GP practices/community hospitals as per the agreed action plans and liaise with all necessary staff HSCP/practice pharmacist/technicians, practice managers, ward managers to coordinate this input.The post holder will identify training needs, respond to training requests and produce appropriate training packages including verbal and power point presentations to nursing, practice and HSCP staff e.g. provision of health care assistant competent witness training, development and provision of nursing training regarding safe and appropriate ordering, handling and storage of medicines in community hospitals, Home Care Medicines Management. |
| **5** | Physical Skills**Highly developed physical skills, keyboard skills, accuracy important, driving** **Level 2**Standard key board skillsJAC pharmacy computer system.* To withdraw data to analyse, monitor and interpret stock usage and trends.

 Microsoft Office.* Word
* Excel
* PowerPoint

Used to communication, reports, audits, data analysis, and presentations.Other computer programmes as necessary for role – e.g. SAP Business Objects, BI Launch PadInternet.* To resource information for evidence based practice to access current, local and national guidelines.

Intranet.- To access NHS Grampian policies and procedures.* NHS Net for email communication.
* DATIX reporting system.
* eKSF- (basic skills to use information technology to operate such systems

as e-KSF)GP practice systems* Vision
* Emis
* Docman

Prescribing Analysis Databases* Prisms, More, Specials

Telephone and internal mailbox system.Miscellaneous office equipment.* Photocopier
* Fax machine
* Comb binder
* Laminator

Laptop computer.* For presentations/training

Car/Driving- For visiting community hospitals/departments, multi-site working. |
| **6** | Responsibilities for patient/client care**Provide highly specialist clinical technical services; Provide highly specialised advice concerning care** *Provides specialist pharmacy services e.g. production, medicines information, reviews prescriptions, dispenses & supplies drugs for & to patients; provides specialised advice to patients on doses, possible side-effects of drugs, undertakes risk management and ensures compliance with medicines legislation.* **Level 6**The post-holder will review medication of individual patients in the highly specialist field of medicines management to ensure medicines are safely and appropriately prescribed, in particular for patients with chronic medical conditions or those on complex medication regimes. Document changes required in patients’ notes or computer records, altering computer drug records as required.The post-holder will contribute to decision making in individual patients’ care by discussion of therapy with the prescriber and provision of advice on appropriate selection of medication to ensure that treatments are evidence based. The post-holder will provide counselling and highly specialised advice on medicines use to patients and carers (verbal and written) to help patients use their medication to obtain greatest benefit. This is particularly important if they are elderly, confused or distressed, if their medication regime is complex or if they have multiple disease pathologies. The post-holder will treat patients in a holistic manner ensuring they are provided with appropriate advice on health improvement and lifestyle changes as part of disease management in order to optimise health outcomes.Within community hospitals the post holder will review medicines/ annotate drug charts with additional information required to ensure optimum and safe use of medicines prescribed. The post holder will advise GP practice/community hospital and other relevant staff groups or patients/carers regarding issues relating to medicines regimes and changes to prescribing recommendations. When providing information to patient/carers this will be tailored to their specific needs to ensure understanding on how to take medicines to maximise efficiency and reduce side effects.There will be a requirement to respond, often at short notice, to national drug alerts and take action to safeguard patients and staff from potential hazards.  |
| **7** | Responsibilities for policy and service development implementation**Propose policy or service changes, impact beyond own area** *Proposes and implements changes for own clinical area, impact of other disciplines***Level 3**The post holder will be required to read and understand local and national guidelines in order to be involved in the writing, implementation and review of standard operating procedures (SOPs) which will impact beyond the post-holders own area and impact on other disciplines e.g. nursing/practice staff.The post holder will highlight and explain changes to prescribing practices that will impact on GP practice/community hospitals. |
| **8** | Responsibilities for financial and physical resources**Handle cash, valuables; maintains security of stock** *Responsible for security of drugs, supplies monitors drug expenditure across areas***Level 2**The post holder will assist in the monitoring of drugs used and report on the drug expenditure in community hospitals/GP practices. They will provide feedback to lead technician/HSCP pharmacy team and assist in identifying changes which may impact on drug budgets.The post holder will ensure security of stock and that stock rotation is carried out in community hospital wards/clinical and return of drugs are processed and financial accreditation is carried out accordingly. This is done in conjunction with hospital pharmacy technicians.The post holder will identify high cost medicine and ensure, where appropriate this is highlighted for resource transfer from secondary care. |
| **9** | Responsibilities for human resources**Day to day supervision; Professional/ clinical supervision;** *Supervises, teaches, assesses junior pharmacy staff, technicians, students***Level 2** The post holder will provide ongoing training and advice on pharmacy services and medicines management to all members of the HSCP, as required, on a one to one basis and small group sessions. The post holder will work with other members of the HSCP pharmacy team and provide training, shadowing to other less experiences staff as appropriate e.g. student technicians, pre-registration pharmacists, community pharmacists and medical/nursing students. The role will also provide training regarding medicines management to nursing, practice and HSCP staff. |
| **10** | Responsibilities for information resources**Record personally generated information/responsible for maintaining one or more information systems** *Inputs prescription information, summarises drugs information, maintains production of other records/responsible for maintaining medicines information systems* **Level 3b**The post holder will regularly analyse prescribing data utilising a number of computer systems and programmes e.g. Vision, Emis, Prisms, JAC. The post holder will then manipulate the information on databases and excel to provide reports in graphical/numerical formats. |
| **11** | Responsibilities for research and development**Regularly undertake clinical trials** *Participates in clinical trials* **Level 2**In collaboration with practice colleagues, the post holder will regularly carry out audit in clinical areas to monitor quality of medication prescribing and use, ensuring recommendations are discussed and actioned. e.g. identification of cost savings opportunities and performance against targets, high cost and high volume prescribing reviews (More), audits of prescribing topicsOrganises and contributes to training of practice administration staff in areas related to repeat prescribing policies and systems and basic medicine information. |
| **12** | **Freedom to act****Broad occupational policies** *Discretion to work within defined parameters, lead specialist in own area***Level 4**The post-holder is an independent professional who is responsible for their own professional and clinical decisions. All pharmacists must work to the professional standards laid down by the General Pharmaceutical Council. The post holder is a lead specialist in own field.The pharmacist has a high degree of autonomy and independent working regarding prescribing advice and decisions regarding individual patients and is accountable for recommendations made and information provided. The post holder will plan and organise own workload and prioritise work according to the demands of the service and within action plans agreed with lead pharmacist and in conjunction with practice pharmacists |
| **13** | Physical effort**Combination of sitting, standing, walking/ occasional moderate effort for several short periods***Light physical effort; occasional restricted position/lifts* **Level 2d** |

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| **14** | Mental effort**Frequent concentration; work pattern predictable/ unpredictable** *Concentration for reviewing prescriptions, calculations, statistics; predictable work pattern, maybe interrupted by urgent requests for advice.* **Level 3**The post holder will frequently work accurately, analysing and interpreting data to produce reports.The post holder must be methodical in approach and demonstrate meticulous attention to detail. This is necessary for all aspects of the role including checking drugs, medicine cupboards, stock lists as well as when analysing prescribing data/drug usage and performing audits at ward/GP Practice level. When necessary, to have the skills be able to check and assess dispensed medication accurately. To posses highly developed skills in relation to accuracy to be able to concentrate for extended periods despite an unpredictable work pattern and frequent interruptions at ward/practice level.The workload is unpredictable and frequently subject to interruptions and the need to respond to changing and sometimes conflicting priorities, often at short notice e.g. requirement to arrange urgent supplies for deteriorating patients, requirement to complete non-stock, non-formulary documentation at request of secondary care in timely manner to ensure ordering and delivery of medicines, responding to ad-hoc queries from nursing, medical or HSCP staff whilst on visits in practices or community hospitals.The post holder will experience frequent interruptions by unpredicted queries that will require a change in planned activities in order to respond, sometimes urgently e.g. frequent telephone calls, responding to queries regarding medicines supply or issues in prompt manner to ensure appropriate supply of medicines in timely manner. |
| **15** | Emotional effort**Exposure to distressing or emotional circumstances is rare /occasional** *May work with distressed patients, relatives due to drug regime; drug misadventures***Level 2**There will be a requirement to maintain confidentiality, handling sensitive information appropriately e.g. prescribing data, access to individual patient medical records in community hospital and practices.While working at ward/practice level the post holder is there to deliver accurate information to nursing/medical staff and patients in an appropriate and sensitive manner. This will include handling issues related to treatment of patients with medicines, who are seriously ill or injured, in advanced or end stage disease.  |
| **16** | Working conditions**Occasional unpleasant conditions;** *use VDU equipment more or less continuously/ frequent unpleasant conditions VDU use for input and analysis of data/ Handles contained chemicals, exposure to verbal aggression***Level 2**Frequent, extended periods of VDU work is required while operating a computer while producing reports and analysing and interpreting data.Challenging behaviour may also be encountered occasionally when dealing with difficult patients/staff. |

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| **PERSON SPECIFICATION** |
| **POST/GRADE**: Primary Care Pharmacist (Pharmacist Specialist Band 7)**LOCATION:** Aberdeen City Health and Social Care Partnership |
| The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below. |
| **GENERAL REQUIREMENTS** |
| **Factor** | Essential | Desirable |
| Qualification  | * Professional pharmacy qualification at bachelor/master degree level
* Member of the General Pharmaceutical Council (GPhC)
 | * Independent Prescribing (IP) qualification
* NES Foundation framework
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| Experience  | * Primary care, community or hospital pharmacy experience
* Evidence of ongoing continuing professional development
 | * Experience of working in primary care
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| Special Aptitude and Ability | * Broad clinical pharmacy knowledge
* Excellent communication skills (verbal and written)
* Ability to influence and negotiate
* Strong focus on person-centered care
* IT skills
 | * Knowledge of GP clinical systems
* Understanding of NHS and Primary Care services
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| Circumstances & flexibility | * Working in different GP practices and primary care settings across the city
* Ability to deal with multiple work-streams/projects
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| Particular requirements of the post | * Car owner and driver
* Commitment to maintain a high standard of professional expertise
* Commitment to develop clinical expertise
* Friendly disposition to communicate with patients, carers, health care professionals and social care professionals
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| Level of Disclosure check required | * Full PVG
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