#### **JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
| Job Title: Pharmacy Services Data Analyst  Department(s): Central Prescribing Team Data Analysts (Pharmacy Services)  Directorate: Pharmacy Services  Operating Division: Corporate  Job Reference:  No of Job Holders: 2  Last Update (insert date): 14/04/2024 |

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| JOB PURPOSE The post holder will be a member of the Central Prescribing Team (Pharmacy Services) Data Analyst Team and will participate in a range of analytical activities with a focus on prescribing data.  The post holder will develop, analyse, maintain and interpret information sources and systems in order to produce clear, accurate and timely information to support the clinical and managerial decision-making process across NHS Greater Glasgow and Clyde.  The post holder will support the development and delivery of a comprehensive Information Management reporting system which will align with the operational and performance monitoring requirements of the Central Prescribing Team. |

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| **3. DIMENSIONS** |
| NHS GGC has >225 GP practices, >250 community pharmacies, 5 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. |
| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DEPARTMENT |
| Pharmacy Services  Pharmacy Services supports the delivery and development of pharmaceutical and prescribing services for NHS Greater Glasgow & Clyde, linking multiprofessional and multiagency personnel to promote cost effective prescribing and improve patient care.  Central Prescribing Team  Role of the Central Prescribing Team  The prescribing team is a resource to provide strategic and operational support to prescribers, prescribing leads and all pharmacy professionals within HSCPs. 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 HSCP and 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 data analysts.  Scope and Range  The post has general responsibilities to the Data Analyst Team within the Central Prescribing Team and is integral in terms of providing specific specialist input to prescribing data analysis, including information and ‘intelligence’ on aspects of medicines utilisation. There are a number of routine monthly, quarterly and annual reports required by management and clinical staff (CPT, directorates, finance department and Prescribing Management Groups). |

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| 6. KEY RESULT AREAS |
| The Post holder will -   1. Support the priorities of the Data Analyst Team within the Central Prescribing Team 2. Report progress to the Lead for Medicines Management Resources within the Central Prescribing Team on a regular basis, including the financial position of costs vs savings of medicines.. 3. Develop collaborative working relationships with relevant Pharmacy Services personnel and other strategic partners to coordinate the development of reporting systems 4. Work with the Lead for Medicines Management Resources within the Central Prescribing Team to develop systems for and provide information on medicines utilisation in NHS GG&C 5. Communicate regularly with the Lead for Medicines Management Resources within the Central Prescribing Team, on results of analysis and audit projects. 6. Work with the Data Analyst Team within the Central Prescribing Team on ways in which data management, analysis and presentation could be improved  Main Duties / Responsibilities  * Responsible for the effective collation, analysis and distribution of data to support the management of prescribing information on medicines. * Interrogate current methods of data collection, analysis and interpretation, seeking constant improvement and resolving any failures to meet targets. * Introduce and implement effective data auditing procedures, with the aim of providing information about performance and influencing change. * Close information gaps by working with colleagues to develop new and existing frameworks for data collection. This may include system specification, data capture, spreadsheet and database development and training small numbers of users from other departments to analyse the data themselves. * Analyse, investigate and resolve statistical/analytical queries and issues by considering a range of solutions, e.g. problems in reporting system that, when resolved, can improve the accuracy and quality of data being reported. * Liaise with relevant personnel in Central Prescribing Team and NHSGGC to improve the accuracy and ensure the utility and validity of information, thus informing practice and influencing change. * Develop a portfolio of reports for the Central Prescribing Team and facilitate delivery of targets on schedule. * Participate in appropriate meetings and provide meaningful presentations to assist senior managers and colleagues to understand the complexity of information under discussion. * Support the Central Prescribing Team, including preparing progress and quality reports, to include budget monitoring, and highlighting issues of concern. * Ensure effective communications and collaboration with key stakeholders across NHSGGC * Ensure compliance with the General Data Protection Regulations (GDPR) and the Computer Misuse Act and all security procedures to protect sensitive and confidential data from disclosure. * Develop data bases for storage and analysis of various projects / audits. Provide timely and accurate results of these projects. * To produce regular data in line with the Prescribing Management Group meetings. |

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| 7a. EQUIPMENT AND MACHINERY |
| The principal responsibility is maintaining the project information system in support of overall project management. A range of IT applications will be employed including Access, Excel, Business Objects, SPSS, PRISMS along with all the standard packages within Microsoft Office; Word, PowerPoint, Outlook.  The postholder will also be expected to utilise a range of equipment for presentational purposes, including OHP, Power Point projection etc. |
| **7b. SYSTEMS** |
| The postholder is required to support the development and maintenance of a number of information systems and departmental databases. These systems will facilitate a more accurate and comprehensive reporting system aligning to both local and national standards, with review on a regular basis to ensure their efficiency.  The post holder will work with others in the Data Analysts Team to determine how best to carry out analyses and develop systems. The post holder will be responsible for developing systems and procedures for the analysis of information, within their area of responsibility.  The postholder requires advanced computer literacy and keyboard skills and will have a highly developed knowledge of data capture, databases, analysis and business intelligence.  The post holder is expected to demonstrate ability to develop skills in new / existing software packages. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The work of the post holder will be managed, rather than supervised, with reliance on self-management of personal workload.  The post holder’s work will be mainly self-directed towards the achievement of agreed objectives under the broad guidance of the Data Analyst Team within the Central Prescribing Team and the Lead for Medicine Management Resources by means of monitoring performance against agreed objectives and deadlines.  The post holder will be directly managed by a Senior Prescribing Support Analyst, based at the Pharmacy Services HQ, QPH. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The postholder works with a degree of autonomy in response to the priorities of the Data Analyst Team within the Central Prescribing Team,  The postholder frequently analyses and interprets facts or situations, particularly in trend analysis, utilising specialist knowledge of data, definitions, standards and processes, e.g. the post holder must exercise judgement and determine the most appropriate interpretation and presentation of the analysis. The post holder must use own discretion regarding format and content when supplying information that may be considered highly contentious/sensitive.  The post holder will be responsible for managing their own workload, prioritising requests and ensuring timetables for collection, submission, analysis and dissemination of information for various reports are followed. The post holder will have to re-prioritise their workload frequently as urgent ad-hoc requests for information arise. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Remaining open-minded, flexible and adaptable - identifying problems and finding (often innovative) solutions to a range of information needs.  Ensuring that all statistics, irrespective of their complexity are accurately interpreted and are presented in a way which enables understanding and utilisation by their target audience – communicating both in writing and orally to staff at all levels in the organisation.  Developing an information culture that can influence clinical practice - by promotion of awareness amongst clinical staff of how accurate and timeous analysis and reporting can bring tangible improvements to patient care and cost effective prescribing.  Providing complex data which is timely, with respect to targets, milestones and outcomes. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will develop working relationships and communicate regularly with a wide range of individuals, clinical and non-clinical, internal and external to NHS GG&C. These will include: Internal: -  * + Central Prescribing Team   + Deputy Directors for Pharmacy Services   + Lead Pharmacist for Medicine Management Resources   + Lead Pharmacist for Acute Patient Services   + Lead Pharmacist for Community Pharmacy Development Team   + NHSGGC Finance Department  External: -  * + Public Health Scotland   + Health Improvement Scotland   + Home Office   The postholder communicates with medical, pharmacy and analyst colleagues. Routine communication within the Central Prescribing Team may involve discussion of information needs and requirements (which can be of a sensitive or contentious nature), the dissemination of information and advice on the format and content of information that is provided along with analyses of the data.  Such communication takes various forms including individual/group meetings, e-mail, phone calls and occasionally presentations at meetings, illustrating findings from analyses of data. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**  Light physical effort is required.  **Mental**  Frequent high levels of concentration are required when checking, analysing and preparing complex information. This may occasionally be for prolonged periods of time.  The postholder is required to have extensive attention to detail and accuracy. There will be a need to change tasks when ad-hoc queries require an immediate response.  **Emotional**  The postholder will rarely be exposed to any distressing or emotional circumstances. Potential conflict situations may arise where sensitive or contentious data or analysis is presented and discussed.  **Working conditions**  Most work is in a controlled office environment within the Pharmacy Services HQ but occasional visits will be required to other health board sites, Health Board and other external sites.  The postholder is required to work to tight deadlines on various strands of the project, while identifying the issues and requirements of end users and considering any implications the provision of particular information may have. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Qualifications and Education *Essential*  Knowledge of Microsoft Excel, Access, Power Point, Microsoft Outlook and Business Objects  *Desirable*   * Microsoft Office qualifications * Diploma or Degree in computing * Project Management experience  Experience *Essential*   * A high level of advanced keyboard skills to manipulate a range of data using a variety of computer-based databases and spreadsheets * Co-ordination of complex, inter-related programmes of work requiring highly developed organisational and time management skills * Experience of working across organisational and/or professional boundaries   **Knowledge**  *Essential*  The postholder needs proven knowledge and understanding of databases and experience of using data analysis techniques (ideally within a health information setting) and a basic knowledge of statistical theory and techniques.  *Desirable*  The postholder should have experience and understanding of health information and health information systems e.g.   * EMIS and Vision – GP Practice management systems * PIS/PRISMS – national prescription database (primary care) * Ascribe/MUIS hospital pharmacy data management system * HMUD - national prescription database (hospital)   **Skills**  *Essential*   * Excellent organisational, communication and interpersonal skills and the ability to work to tight deadlines with conflicting priorities * Excellent presentational and communication skills, both written and oral * Demonstrate an ability to use initiative in solving complex problems * The ability to use highly developed analytical skills in working with a wide range of staff * Present complex data to a variety of audiences in a way that provides easy interpretation * Time management * Experience of interdisciplinary team working |

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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: |