

1. JOB IDENTIFICATION

Job Title:	Specialist Clinical Pharmacist – Primary Care
Responsible to (insert job title):	Advanced Clinical Pharmacist – Primary Care
Department(s):	Pharmacy NHS Lothian
Directorate:	Pharmacy
Operating Division:	Corporate
Job Reference:	196489
No of Job Holders:	30
Last Update:	March 2019

2. JOB PURPOSE

To deliver a specialist clinical pharmacy service within the agreed standard of pharmaceutical care for the identified patient population, safely, effectively and within the defined limits of responsibility, resources and activity.

3. DIMENSIONS

The Department of Pharmacy provides services to primary and secondary centres throughout Lothian. Services include dispensing, aseptic, clinical, radio pharmacy, procurement and distribution, medicines information, medicines management and quality assurance. These services are currently delivered across 4 Health and Social Care Partnerships and 7 hospital sites: the Western General Hospital (WGH), the Royal Infirmary of Edinburgh (RIE), the Royal Hospital for Children and Young People (RHCYP), St John's Hospital (SJH), Royal Edinburgh Hospital (REH), East Lothian Community Hospital (ELCH) and Liberton Hospital (LIB).

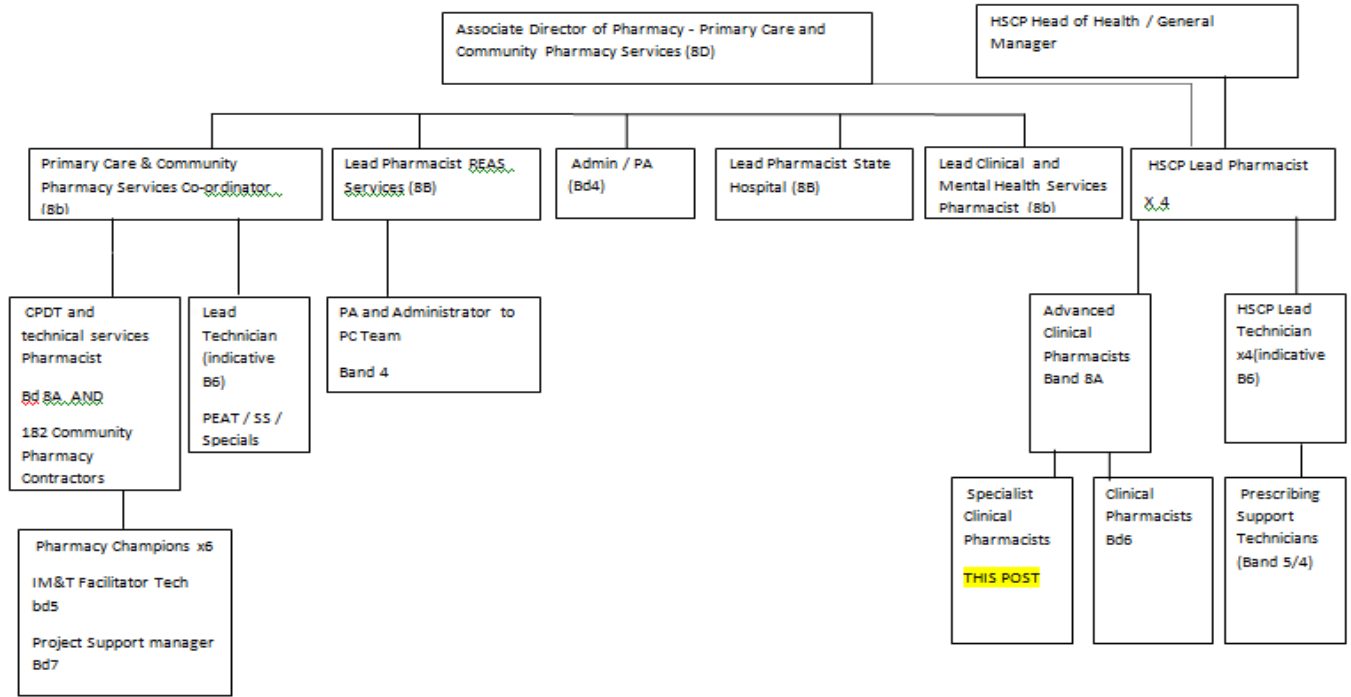
The Department of Pharmacy dispenses over 543,000 prescription items. The combined drug budget for NHS Lothian hospital services is £96.6m per annum and c.£160m per annum across the 4x HSCP prescribing budgets. The budget is not held by the pharmacy service but expenditure against this is monitored and reported on to senior management.

The average monthly stockholding across the pharmacy services is £11 million with monthly stock value issues of £8 million

The Pharmacy and Medicines Service employs 526WTE staff including Pharmacists, Pharmacy Technicians, Pharmacy Support Workers, Business Managers and Administrative staff, including 177 WTE Clinical Pharmacists and Pharmacy Technicians working in GP practices supporting delivery of the General Medical Services Pharmacotherapy Services.

Last year, across the network of 182 Community Pharmacies in Lothian, 9.5 million prescription items were dispensed, 280k Pharmacy First consultations took place and over 20k flu vaccinations administered.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

The aim of the pharmacy service is to assure quality of patient care in the provision of treatment with medicines. To this end the objectives are:

- (i) to provide pharmaceutical care to individual patients by meeting their particular needs while maximising efficiency in the use of resources.
- (ii) to provide medicines through quality systems of which ensure safe, effective and economic use.

The pharmacy service provides 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.

The pharmacy department has a major role in the teaching and professional development of pharmacists and pharmacy technicians and other healthcare staff.

Contribution to, multi-disciplinary/multi-professional teams in a manner to fully integrate pharmaceutical skills and resources in overall context of health and social care in Lothian.

6. KEY RESULT AREAS

Clinical

1. To undertake clinical pharmacy activities when delivering a specialist pharmacy service, including, establishing and resolving individual patient pharmaceutical care issues and providing specialist pharmacy advice with the aim of ensuring safe and effective use of medicines e.g.
 - Systematic approach to individual patient care
 - Therapeutic drug monitoring (TDM)
 - Adverse drug reactions (ADR)
2. To develop, implement and support pharmacy led review clinics e.g. polypharmacy, minor ailments, chronic disease state and share good practice across the HSCPs to ensure delivery of high quality patient care.
3. To deliver education and support, as member of the multidisciplinary team, to patients managing long term conditions to improve patient knowledge and concordance.
4. Responsible and accountable for the assessment of patients with acute and/or long term conditions and for decisions about the clinical management, including prescribing. Post holder will employ advanced clinical skills to support their prescribing decision and ongoing monitoring for example: physical examination with competence or requesting / monitoring blood results and ongoing relevant monitoring to be followed up as part of the medication review process e.g. spirometry, PEFr, BP urinalysis, phlebotomy as required.
5. To answer medicines information queries from both patients and health professionals in a prompt and efficient and accurate manner and to improve information provision.
6. Through participation in multidisciplinary working groups develop and implement protocols, guidelines, patient group directions and train relevant staff in their use.

Resource Management

7. Identify and deliver prescribing efficiencies with medicines.. Also to contribute to the managed entry of new medicines by ensuring that NHS Lothian recommendations are communicated and adhered to.
8. Supervise staff on a day to day basis, including workload allocation to ensure delivery of the clinical pharmacy service within the specialist area in line with national standards and the service specification.

Prescribing Management

9. To implement evidence based prescribing systems for primary care to effectively influence pharmaceutical care and medicines management in particular by ensuring adherence to Lothian Joint Formulary recommendations and attainment of Prescribing Indicators.
10. To contribute to the development of clinics and systems to maximize benefits and minimize risks to patients of medicines within the HSCP. To assist in the delivery of improvements to chronic disease management particularly through the GMS contract, which result in quality outcomes for patients.
11. To analyse individual practice prescribing and budget information to provide prescribing budgetary management advice to the HSCP through the development, implementation, monitoring, financial analysis and review of systems to ensure the quality, safety, efficacy and economic use of medicines. Develop and implement actions to promote good quality prescribing and improve cost effectiveness of prescribing within the practices and regular feedback to the prescribers in the practices of prescribing work undertaken.

Clinical Governance

12. To contribute to ensuring the implementation of clinical effectiveness activities in those areas identified as local and national priorities.
13. To contribute to the development and delivery of both national and NHS Lothian Health strategy policies and pharmacy services quality policy and to monitor, evaluate and influence prescribing against local and national quality standards in order to ensure safe working practices and improvement in service quality.

Education and Research

14. To undertake and support research and audit within HSCP and report on findings both at a local and national level.
15. To deliver education and training to pharmacists, general medical practitioners, other healthcare professionals, students, patients and carers. This may be delivered in a formal setting, including workshops/teaching sessions.

7a. EQUIPMENT AND MACHINERY

The following are examples of equipment which will be used when undertaking the role.

Standard office equipment: PC, telephone, pager, laminator, laptop / computer, equipment to support the delivery of clinical skills, e.g. stethoscope, sphygmomanometer, blood glucose meter, finger pricker.

Demonstration of medication devices e.g. inhalers, spacers, injection devices.

Note: New equipment may be introduced as the organisation and technology develops, however training will be provided.

7b. SYSTEMS

The following are examples of systems which will be used when undertaking the role:

- Software systems: PRISMs, PIS, EMIS, VISION, DOCMAN, TRAK, Scriptswitch ®
- Microsoft Office for word processing, spreadsheets, e-mail, internet access
- Medicines Information database
- Patient administration system
- Incident management system (e.g. DATIX)
- Personal development and review system TURAS.
- Paper based systems: patient medical records, pharmaceutical care plans, workload collection data, medicine information records.
- Scottish Therapeutics Utility
- Tableau dashboards

Note: New systems may be introduced as the organisation and technology develops, however training will be provided.

8. ASSIGNMENT AND REVIEW OF WORK

Responsible for the provision of the specialist clinical pharmacy service and accountable for own professional actions guided by local policies and procedures, and professional code of practice.

Workload is generated by the needs of the patient/service area and the postholder is responsible for planning and organising own workload to meet agreed objectives.

Agrees objectives with relevant advanced or lead clinical pharmacist in line with Health and Social Care Partnership (HSCP) Strategic Plan and local and national pharmacy strategies.

9. DECISIONS AND JUDGEMENTS

Interprets and analyses information about medicines and individual patients to advise on and promote the safe and effective use of medicines.

Interprets and analyses clinical evidence about medicines to advise on and promote the safe and effective use of medicines within the specialist area.

Uses clinical pharmacy and critical appraisal skills to analyse financial trends, and to inform and influence on the appropriate use of cost effective and evidence based medicines. This includes the management of conflicting opinions and evidence, and advising when there is a lack of information/ evidence

Identify possible service developments, assessing impact and determine when to escalate to the relevant advanced or lead pharmacist.

Interpret clinical evidence and individual patient information and then prescribe medicines as an independent prescriber and / or a supplementary prescriber against a clinical management plan for identified patients.

Undertake prescribing reviews including academic detailing with individual General Practitioners and other prescribers, using critical appraisal skills, communication, negotiation and influencing skills to promote the use of safe, appropriate cost effective and evidence based medicines. Judgements are often necessary in provision of prescribing advice due to complex clinical situations resulting from either a lack of available evidence or conflicting evidence.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

Managing different priorities and expectations i.e. meeting needs of Health and Social Care Partnership (HSCP), GP Practice and NHS Lothian.

To negotiate with General practitioners to influence sustainable change in prescribing habits to promote good quality cost effective prescribing.

To effectively plan and prioritise to meet the timescales and expectations of patients, health professionals, managers and project timescales.

11. COMMUNICATIONS AND RELATIONSHIPS

Liaises and communicates with other senior pharmacy and non-pharmacy staff to ensure that an effective service is provided. Communication is either on a one-to-one basis or in a group setting, with identified patients, relatives/carers and associated healthcare staff in order to identify and address pharmaceutical issues. Communication, either verbal or written, takes place between community pharmacists, GPs, Consultants, Medical Practitioner and other healthcare professionals as appropriate to ensure continuity of care and resolution of identified pharmaceutical care issues.

The post holder will communicate with patients / relatives / carers and associated healthcare staff in order to identify and address pharmaceutical issues. Where appropriate the post holder will link with external organizations such as patient support groups or voluntary organizations to address pharmaceutical issues.

Educate patients / relatives / carers on any aspect of their medication that requires explanation, or discussion of the relative risks and benefits of treatment options. Written information may be required to supplement verbal instructions and empathy, re-assurance, persuasion and motivational skills may be needed to optimise patient concordance including promotion of self management and health literacy.

Present research and audit both informally and formally to other pharmacists, multidisciplinary team and at relevant conferences.

The post holder will attend regular meetings (local/national) as agreed with line manager.

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

Physical

Standard keyboard skills.

Light physical effort when undertaking pharmacy duties, including:

- Working in restricted position (using PC at desk)
- Carrying lap-top, projector, clinical equipment
- Moving folders and work around to different places

Mental

Accuracy in writing reports to range of senior personnel both clinical and non clinical. These include HSCP management consultants and GPs regarding complex prescribing issues and queries.

Required to undertake visits to GP practices, this can involve handling sensitive information and difficult discussions with GPs with tact and diplomacy

Clinical work requires a high level of concentration, characterised by assessment of information, sometimes conflicting, from a variety of sources and forming a clinical opinion. Such work is often conducted under time pressure and subject to frequent interruptions.

Critical appraisal and analysing skills are required, including the management of conflicting opinions and evidence (e.g. choice and clinical use of drugs).

Emotional

Provides advice and guidance to patients on medication regimens that require explanation and

reassurance.

Frequent contact with patients and relative / carers which can be emotionally demanding.

Performance appraisal for staff within managerial responsibility

The post holder is required to integrate and work as a team member when in general practices; this can involve handling sensitive information and difficult discussions with GPs and other practice staff with tact and diplomacy.

Investigate and deal with medication incidents that may have had serious consequences.

Deal with complaints in relation to the pharmacy service.

Environmental

Working in conditions, which involve daily exposure to bodily fluids including sputum, vomit, urine, faeces, open wounds and exudates.

Potential exposure to episodes of verbal and physical aggression from patients / relatives / carers.

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

Qualifications and Knowledge

Masters degree in pharmacy or equivalent

Membership of the General Pharmaceutical Council of Great Britain

Annotation on the GPhC register as an Independent Prescriber or working towards *(if required for the post)*

Postgraduate diploma/degree in appropriate discipline such as clinical pharmacy, prescribing science is desirable.

Relevant NHS experience to include clinical pharmacy in a multi disciplinary setting is essential, extensive experience post registration.

Experience in Primary Care is desirable

Completion of the Vocational Training (Foundation) or documented evidence of equivalent competency

Skills and Experience

Good interpersonal skills

Good ability to communicate (verbally, written and formal presentations)

Good numeracy skills

General computer skills

Staff management

Ability to plan, deliver and report audit and research projects

Experience of planning delivering and assessing teaching.

Proven negotiating skills and ability to motivate others to develop systems to work to address a variety of prescribing issues.

IT and data analysis skills. Knowledge of the following systems: VISION / EMIS and PRISMS is an advantage

Team-working-skills and be able to work calmly & accurately under pressure.

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:

Date:

Head of Department Signature:

Date: