

<b>JOB DESCRIPTION</b>	
<b>Job title:</b>	Clinical Pharmacist
<b>Team/Department:</b>	Primary Care, Clinical
<b>Location:</b>	Herstmonceux Integrative Health Centre
<b>Hours of work:</b>	As agreed, and in accordance with the contract of employment
<b>Job title the post holder will report to:</b>	Primary Care Medical Director `
<b>Job titles reporting to the post holder:</b>	Pharmacy Technician
<b>Date the role profile was revised:</b>	November 2023
<p><b>JOB PURPOSE</b></p> <p>The post holder is a pharmacist, who acts within their professional boundaries, supporting and working alongside a team of pharmacists in general practice. In this role they will be supported by a clinical director who will develop, manage and mentor them.</p> <p>The post holder will work as part of a multi-disciplinary team in a patient-facing role. The post holder will take responsibility for areas of chronic disease management within the practice and undertake clinical medication reviews to proactively manage patients with complex polypharmacy.</p> <p>The post holder will provide primary support to general practice staff with regards to prescription and medication queries. They will help support the repeat prescription system, deal with acute prescription requests, and medicines reconciliation on transfer of care and systems for safer prescribing, providing expertise in clinical medicines advice while addressing both public and social care needs of patient in the GP practice (s).</p> <p>The post holder will provide clinical leadership on medicines optimisation and quality improvement and manage some aspects of the quality and outcomes framework and enhanced services.</p> <p>The post holder will ensure that the practice integrates with community and hospital pharmacy to help utilise skill mix, improve patient outcomes, ensure better access to healthcare and help manage workload. The role is pivotal to improving the quality of care and operational efficiencies, so requires motivation and passion to deliver an excellent service within general practice. The post holder will be supported to develop their role to become a nonmedical prescriber.</p>	

## **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

### **Patient facing Long –term condition clinics**

- See (where appropriate) patients with single or multiple medical problems where medicine optimisation is required (e.g. COPD, asthma).
- Review the on-going need for each medicine, a review of monitoring needs and an opportunity to support patients with their medicines taking ensuring they get the best use of their medicines (i.e. medicines optimisation).
- Make appropriate recommendations to Senior Pharmacists or GPs for medicine improvement.

### **Patient facing Clinical Medication Review**

- Undertake clinical medication reviews with patients and produce recommendations for senior clinical pharmacist, nurses and/or GP on prescribing and monitoring.

### **Patient facing care home medication reviews**

- Undertake clinical medication reviews with patients and produce recommendations for the senior clinical pharmacist, nurses or GPs on prescribing and monitoring. Work with care home staff to improve safety of medicines ordering and administration.

### **Patient facing domiciliary clinical medication review**

- Undertake clinical medication reviews with patients and produce recommendations for the senior clinical pharmacists, nurses and GPs on prescribing and monitoring. Attend and refer patients to multidisciplinary case conferences.

### **Management of common/minor/self limiting ailments**

- Managing caseload of patients with common/minor/self-limiting ailments while working within a scope of practice and limits of competence.
- Signposting to community pharmacy and referring to GPs or other healthcare professionals where appropriate.

### **Patient facing medicines support**

- Provide patient facing clinics for those with questions, queries and concerns about their medicines in the practice.

### **Telephone medicines support**

- Provide a telephone help line for patients with questions, queries and concerns about their medicines.

### **Medicine information to practice staff and patients**

- Answers relevant medicine-related enquiries from GPs, other practice staff, other healthcare teams (e.g. community pharmacy) and patients with queries about medicines.
- Suggesting and recommending solutions.
- Providing follow up for patients to monitor the effect of any changes.

### **Unplanned hospital admissions**

- Review the use of medicines most commonly associated with unplanned hospital admissions and readmissions through audit and individual patient reviews.
- Put in place changes to reduce the prescribing of these medicines to high-risk patient groups.

### **Management of medicines at discharge from hospital**

- To reconcile medicines following discharge from hospitals, intermediate care and into care homes, including identifying and rectifying unexplained changes and working with patients and community pharmacists to ensure patients receive the medicines they need post discharge.
- Set up and manage systems to ensure continuity of medicines supply to high-risk groups of patients (e.g. those with medicine compliance aids or those in care homes).

### **Signposting**

- Ensure that patients are referred to the appropriate healthcare professional for the appropriate level of care within an appropriate period of time e.g. pathology results, common/minor ailments, acute conditions, long term condition reviews etc.

### **Repeat prescribing**

- Produce and implement a practice repeat prescribing policy.
- Manage the repeat prescribing reauthorisation process by reviewing patient requests for repeat prescriptions and reviewing medicines reaching review dates and flagging up those needing a review.
- Ensure patients have appropriate monitoring tests in place when required.

### **Risk stratification**

- Identification of cohorts of patients at high risk of harm from medicines through pre-prepared practice computer searches. This might include risks that are patient related, medicine related, or both.

### **Service development**

- Contribute pharmaceutical advice for the development and implementation of new services that have medicinal components (e.g. advice on treatment pathways and patient information leaflets).

### **Information management**

- Analyse, interpret and present medicines data to highlight issues and risks to support decision making.

### **Medicines quality improvement**

- Undertake clinical audits of prescribing in areas directed by the GPs, feedback the results and implement changes in conjunction with the practice team.

### **Medicines safety**

- Implement changes to medicines that result from MHRA alerts, product withdrawal and other local and national guidance.

### **Implementation of local and national guidelines and formulary recommendations**

- Monitor practice prescribing against the local health economy's RAG list and make recommendations to GPs for medicines that should be prescribed by hospital doctors (red drugs) or subject to shared care (amber drugs).
- Assist practices in seeing and maintaining a practice formulary that is hosted on the practice's computer system.
- Auditing practice's compliance against NICE technology assessment guidance.
- Provide newsletters or bulletins on important prescribing messages.

### **Education and Training**

- Provide education and training to primary healthcare team on therapeutics and medicines optimisation.
- Understands and demonstrates the characteristics of a role model to members in the

team and/or service

- Demonstrates understanding of the mentorship process.
- Demonstrates ability to conduct teaching and assessment effectively according to a learning plan with supervision from more experience colleague.
- Demonstrates self-development through continuous professional development activity; working alongside senior clinical pharmacist to identifying areas to develop
- Participates in the delivery of formal education programmes.
- Demonstrates an understanding of current educational policies relevant to working areas of practice and keeps up to date with relevant clinical practice.
- Ensures appropriate clinical supervision is in place to support development.
- Enrolled into review and appraisal systems within the practice.

### **Research and Evaluation**

- Demonstrates ability to critically evaluate and review literature.
- Demonstrates ability to identify where there is a gap in the evidence base to support practice.
- Demonstrates ability to generate evidence suitable for presentations at practice and local level.
- Demonstrates ability to apply research evidence base into working place.
- Demonstrates understanding of principles of research governance.

### **Care Quality Commission**

- Work with the general practice team to ensure the practice is compliant with CQC standards where medicines are involved.

### **Public health**

- To support public health campaigns.
- To provide specialist knowledge on all public health programmes available to the general public.

### **Knowledge, Skills and Experience Required**

- Completion of an undergraduate degree in pharmacy and registration with the General Pharmaceutical Council.
- Minimum of 2 years' experience as a pharmacist, demonstrated within a practice portfolio.
- Have experience and an awareness of common acute and long-term conditions that are likely to be seen in general practice.
- May hold or be working towards an independent prescribing qualification.
- Recognises priorities when problem-solving and identifies deviations from normal pattern and is able to refer to seniors or GPs when appropriate.

- Able to follow legal, ethical, professional and organisational policies/procedures and codes of conduct.
- Involves patients in decisions about prescribed medicines and supporting adherence as per NICE guidelines. NB: it is anticipated level of qualification held may vary according to the level of position and the components of the role being carried out, see person specification for details.

### **Leadership**

- Demonstrate understanding of the pharmacy role in governance and is able to implement this appropriately within the workplace.
- Demonstrate understanding of, and contributes to, the workplace vision.
- Engages with Patient Participation Groups (PPGs) and involves PPGs in development of the role and practices.
- Demonstrates ability to improve quality within limitations of service reviews yearly progress and develops clear plans to achieve results within priorities set by others.
- Demonstrate ability to motivate self to achieve goals.
- Promotes diversity and equality in people management techniques and leads by example.

### **Management**

- Demonstrate understanding of the implications of national priorities for the team and/or service.
- Demonstrate understanding of the process for effective resource utilisation.
- Demonstrate understanding of, and conforms to, relevant standards of practice.
- Demonstrates ability to identify and resolve risk management issues according to policy/protocol.
- Follows professional and organisational policies/procedures relating to performance management.
- Demonstrate ability to extend boundaries of service delivery within the team.

### **Communication**

- Recognises the roles of other colleagues within the organisation and their role to patient care.
- Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders (including patients, senior and peer colleagues, and other professionals, other NHS/private organisations e.g. CCGs).
- Demonstrates ability to work as a member of a team.
- Is able to recognise personal limitations and refer to more appropriate colleague(s) when necessary.
- Actively work toward developing and maintaining effective working relationships

both within and outside the practice and locality.

- Foster and maintain strong links with all services across locality.
- Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
- Demonstrates ability to integrate general practice with community and hospital pharmacy teams.
- Liaises with CCG colleagues including CCG Pharmacists on prescribing related matters to ensure consistency of patient care and benefit.
- Liaises with CCG pharmacists and Heads of Medicines Management/ Optimisation to benefit from peer support.
- Liaises with other stakeholders as needed for the collective benefit of patients including but not limited to Patients GP, nurses and other practice staff.
- Other healthcare professionals including CCG pharmacists, pharmacy technicians, optometrists, dentists, health and social care teams and dieticians etc.
  - Locality / GP prescribing lead
  - Locality managers
  - Community nurses and other allied health professionals
  - Community and hospital pharmacy teams
  - Hospital staff with responsibilities for prescribing and medicines optimization

## COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

## ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## **HEALTH AND SAFETY**

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

### All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

## **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.



IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

### **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring an enhanced DBS check with barred list checks.

### **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974. IC24 therefore require the post holder to disclose all convictions, whether spent or unspent.

### **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

### **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
<b>Qualifications and training</b>	<p>Mandatory registration with General Pharmaceutical Council</p> <p>Masters' degree in pharmacy (MPharm) (or equivalent)</p>	<p>Membership of the Royal Pharmaceutical Society</p> <p>A member of or working towards Faculty membership of the Royal Pharmaceutical Society</p> <p>Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience</p> <p>Independent prescriber or working towards/intent of gaining independent prescribing qualification</p>	Application, Certificates / Interview
<b>Experience</b>	Minimum of 2 years post qualification experience	In depth therapeutic and clinical knowledge and understanding of the principles of evidence-based healthcare	Application/ Interview
<b>Practical skills</b>	<p>An appreciation of the nature of GPs and general practices</p> <p>An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving prescribing</p> <p>Excellent interpersonal, influencing and negotiating skills</p> <p>Excellent written and verbal communication skills</p>	Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g.patients)	Application/ Interview

Requirements	Essential	Desirable	How identified
	<p>Is able to plan, manage, monitor, advise and review general medicine optimisation issues in core areas for long term conditions</p> <p>Good IT skills</p> <p>Able to obtain and analyse complex technical information</p> <p>Recognises priorities when problem solving and identifies deviations from the normal pattern and is able to refer to seniors or GPs when appropriate</p> <p>Able to work under pressure and to meet deadlines</p> <p>Produce timely and informative reports</p> <p>Gain acceptance for recommendations and influence/motivate/ persuade the audience to comply with the recommendations/agreed course of action where there may be significant barriers</p> <p>Work effectively independently and as a team member</p> <p>Demonstrates accountability for delivering professional expertise and direct service provision</p>		

Requirements	Essential	Desirable	How identified
<b>General</b>	Self-Motivation Adaptable In date CRB Safeguarding adult and children level three Immunisation status Basic life support training	Full Driving Licence Information Governance toolkit completion	Application/ Interview