Solihull Rural
PRIMARY CARE NETWORK

PCN & Practice Based Clinical Pharmacist
Job Description

Responsible to: PCN Manager/ PCN Clinical Director
Accountable to: PCN Practices / GP Leads
Base: Solihull Rural GP practices – Arden Medical Centre, Balsall Common & Meridan Group Practice, Dorridge Surgery, Hampton Surgery
Salary: Band 7 (depending on experience)
Hours per week: 20 hours

Contract Status: Permanent contract

Job Purpose

- To improve patients' health outcomes and the efficiency of the practice team by providing direct, accessible and timely medicines expertise, including identifying areas for improvement and initiating change.
- To be the primary contact within the practices for queries relating to medicines management, in particular around individual patient care.
- To focus on individual patient care by addressing immediate and future needs through personalised care planning
- Proactively to transfer, from other clinical staff, workload relating to medicines optimisation to improve patient care and safety.
- To demonstrate the effectiveness of the practices and PCN, and the CP role through audit and data analysis
- To follow up patients and investigations, particularly blood tests.
- To work effectively alongside PCN Pharmacy Technician(s)

Job Summary:

- The post holder is a pharmacist, who acts within their professional boundaries, supporting and working in the GP practices within the PCN. In this role they will be supported by a lead clinical pharmacist, pharmacy technician and GP leads who will discuss the development of the role and offer mentorship. Their line manager will be the PCN Manager. They will work autonomously and travel between surgeries to ensure that the population of the PCN has equitable access to their service.
- The post holder will work as part of a multidisciplinary team. Within each practice this will be the GPs, nurses, HCAs and administrative staff, as well as social prescribing link workers, physiotherapists, paramedics and other ARRS roles. The Clinical Pharmacist will bring their expertise around medicines and prescribing to assist the team in providing holistic care.

- The post holder will take responsibility for areas of chronic disease management (depending on experience) within the practice and undertake clinical medication reviews to manage proactively patients with complex polypharmacy. Areas of focus might include CVD, COPD, Asthma, Diabetes, Frailty, etc.
- The post holder will provide primary support to general practice staff with regards to prescription and medication queries. This may be face to face in surgery, patient's homes, care homes, via telephone consultation or via online working. 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 patients in the GP practice(s).
- 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.
- 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 excellent service within general practice. The post holder will be supported to develop their role, if not already, to become a non-medical prescriber.

Primary Duties and Areas of Responsibility

1. Clinical - Long Term Conditions / Chronic Disease Management - via pharmacist led clinics, telephone and office based notes reviews

a) Undertake disease focused medication reviews, particularly of high risk groups (polypharmacy, frail elderly, renal/hepatic impairment, patients on high-risk medicines, etc.) to improve effectiveness and safety, and to ensure appropriate compliance with national and local guidelines.
b) These may be patients with single or multiple medical problems where medicine optimisation is required (e.g. respiratory, hypertension).
c) Ensure the care for patients taking high risk drugs e.g. DMARDs, anticoagulation, are safe and appropriate.
d) Review the on-going need for each medicine.
e) Titrate medication according to need and guidance.
f) Review monitoring requirements and arrange appropriately, ensuring recalls are placed on the IT system.
g) Use the opportunity to support patients with administration of their medicines.

h) Provide advice to patients face to face or via telephone with LTCs on specific medicines management issues.
i) Provide health promotion where appropriate, including vaccinations.
j) Discuss where necessary any recommendations or concerns with Lead Pharmacist, nursing staffor GPs.
k) Undertake audits and reviews of LTC groups where bulk changes are required.

2. **Clinical - Repeat Prescribing and Medication Reviews**

a) Develop and quality-assure improved, safe and efficient repeat prescribing and medication review processes within the practices/PCN, and implement changes as required.
b) Undertake focused and structured clinical medication reviews with individual patients and produce a management plan on future prescribing and monitoring, with a focus on maximising effectiveness and reducing harm.
c) Review processes will update repeat prescribing in line with local and national policies to align to best practice and reduce wastage.
d) Medication reviews will be undertaken via clinics in the practice, domiciliary visits and in residential and nursing homes. These may be face to face or records-based reviews.

Ensure computer records are updated and accurate, and recall / review dates are entered appropriately.

3. **Risk Stratification around medication harm and avoidable hospital admissions**

a) Review the use of medicines most commonly associated with unplanned hospital admissions through audit and individual patient reviews with the intent of reducing avoidable admissions.
b) Put in place changes to reduce the prescribing of these medicines to high-risk patient groups
c) Identification of cohorts of patients at high risk of harm from medicines through practice computer searches. This might include risks that are patient related, medicine related, or both.

4. **Management of medicines at discharge from hospital**

a) To reconcile medicines following discharge from hospitals, intermediate care and into/from 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.
b) 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).

c) Reconcile patient's computer records with discharge medication and discuss discrepancies or concerns with hospital doctors/pharmacists
d) Ensure changes to discharge medication are in concordance with national and local policies, and to ensure optimisation of treatment and reduce inappropriate or wasteful prescribing.
e) Ensure instructions and recommendations are enacted within the practice, including organising reviews, blood test monitoring and appropriate up/down titration.
f) Ensure patients are informed and aware of any changes to their medication.

1. **MDTs and Case Conferences**

a) Attend and refer patients to multidisciplinary case conferences where appropriate.

2. **Team Information, Education and Training**

a) Answers relevant medicines and prescribing related enquiries from GPs, other practice staff, other healthcare teams (e.g. community pharmacy) with queries about medicines.
b) To consider the skills of the reception team and develop plans for training as necessary to ensure safe and efficient prescribing processes.

3. **Implementation of local and national guidelines, safety alerts and formulary recommendations**

a) Implement changes to medicines and prescribing that result from MHRA alerts, product withdrawal and other local and national guidance
b) Assessing the practice's compliance with NICE guidance and advise on the implementation of new guidance
c) Assist practices in maintaining and complying with a practice/PCN/Locality guidance and medicines formulary.
d) Monitor practice prescribing against the / local formulary E.g. Make recommendations to GPs for medicines that should be prescribed by hospital doctors (red drugs) or subject to shared care agreements (ESCAs) for amber drugs etc.
e) Provide newsletters or bulletins on important prescribing messages.

4. **Audit and Monitoring**

a) To plan and undertake prescribing audits to identify areas where improvement is needed, develop action plans and implement appropriate changes.
b) To provide regular support and feedback on prescribing action plans

c) Analyse practice complex prescribing data to inform GPs and non-medical prescribers on their collective and individual performance.
d) Analyse, interpret and present medicines management / prescribing data to highlight issues and risks, increasing awareness of other practice staff.
e) Lead on the identification, implementation and monitoring of medicines management targets and initiatives including QOF, QIPP and ICB prescribing targets
f) Undertake specific audits on the effectiveness of the role, and where improvements or review of service/role are needed
g) Assist with the implementation and monitoring of ICB medicines management targets and initiatives, including the medicines management QIPP plan and national prescribing targets, working with ICB practice support pharmacists and technicians.
h) Support the implementation of actions resulting from audit findings when necessary.
i) To agree all auditing and monitoring priorities in discussion with the practice.

5. **Service development**

a) Provide medicines management advice for the development and implementation of new services that have prescribing and therapeutics components.

6. **Regulators and Inspections**
b) Work with the PCN and practices to ensure compliance with CQC standards, CCG and other contractual requirements where medicines are involved.

Other requirements of the role.

12. **Collaborative Working Relationships**

- Recognises, values and respects the roles of other colleagues within the PCN and practices and their role around patient care
- Develop collaborative working within the PCN practices and takes opportunities to initiate and sustain such relationships
- Develop positive working relationships with health care professionals including collaborative working with ICB Prescribing Support Pharmacists and Technicians
- Develop positive relationships and initiatives with local community pharmacy teams
- Develop positive relationships with hospital pharmacy teams and other secondary care based professionals (e.g. dieticians, doctors, nurses etc) to address prescribing issues.

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 / clinical portfolio.
- CPPE- PCPEP
- 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 Lead clinical pharmacist or GPs when appropriate
- Can recognise personal limitations and refer to more appropriate colleague(s) when necessary
- 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 develop clear plans to achieve results within set priorities.
- 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 PCN (e.g. PCN DES) and an understanding of effective resource utilisation
- Demonstrate understanding of, and conforms to, relevant professional standards
- 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 the boundaries of service delivery within the team

Education, Training and Development:

- 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 a more experienced colleague
- Demonstrates self-development through continuous professional development activity; working alongside Lead clinical pharmacist and PCN manager to identify 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 / PCN

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.

Health and Safety/Risk Management

The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System. The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

Equality and Diversity

The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

Respect for Patient Confidentiality

The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Special Working Conditions The post-holder is required to travel independently between practice sites (where applicable), and to attend meetings etc. hosted by other agencies. The post-holder will have contact with body fluids i.e. wound exudates; urine etc. while in clinical practice.

Job Description Agreement

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practices / PCN. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practices/PCN. This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder

Objectives and outcomes

Individual job plans will be agreed with the individual pharmacist, and objectives may include the following: -

- Patients will be better informed and feel more confident in the understanding of their health conditions and how to improve their health and wellbeing.
- Patients will be more informed and feel more confident in the understanding of their medication and its role in their health and wellbeing.
- Practice will demonstrate evidence based, cost-effective prescribing when benchmarked against similar practice populations
- Practice will improve (or maintain) its current position with regard to medicine management targets and bench-marking.
- Positive patient feedback on the help provided by the pharmacist and improvement in patient feedback on the practice as a whole.
- Practice will have undertaken essential audits as required by NHSE, ICB and others as agreed.
- Practice staff will feel supported and value knowledge and expertise, which has been shared consistently across the practice.

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- Practice will comply with national and local guidelines and protocols, including any requirements for regulators such as the ICB, NHSE and CQC.
- Practice will have reduced/minimised adverse prescribing events and patient complaints.
- Other PCN clinical pharmacists and pharmacy technicians will give positive feedback on collaborative working
- ICB practice support pharmacists and technicians will give positive feedback on collaborative working.

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PERSONAL SPECIFICATION: CLINICAL PHARMACIST

Criteria	Description	Essential	Desirable
Professional registration	Mandatory registration with General Pharmaceutical Council	Y	
	Membership of the Royal College of Pharmacy		Y
Qualifications	Masters degree in pharmacy (MPharm) (or equivalent)	Y	
	Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience		Y
	Independent prescriber or working towards/intent of gaining independent prescribing qualification		Y
	Completed or can demonstrate exemption from CPPE's Primary Care Pharmacy Education Programme	Y	
Skills knowledge and experience	Experience of working in a GP practice or PCN setting is essential.	Y	
	Minimum of 2 years post-qualification experience.	Y	
	In depth therapeutic and clinical knowledge and understanding of the principles of evidence-based healthcare.	Y	
	An appreciation of the nature of GPs and general practices	Y	
	An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving prescribing	Y	

	Excellent interpersonal, influencing and negotiating skills	Y	
	Excellent written and verbal communication skills Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. patients)	Y	
Criteria	**Description**	**Essential**	**Desirable**
Skills knowledge and experience (cont.)	Is able to plan, manage, monitor, advise and review general medicine optimization issues in core areas for long term conditions.	Y	
	Excellent IT skills	Y	
	Able to obtain and analyse complex technical information	Y	
	Recognises priorities when problem solving and identifies deviations from the normal pattern and is able to refer to seniors or GPs when appropriate	Y	
	Able to work under pressure and to meet deadlines	Y	
	Produce timely and informative reports	Y	
	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	Y	
	Work effectively independently and as a team member	Y	
	Demonstrates accountability for delivering professional expertise and direct service provision	Y	
Other	Self-motivation	Y	

	Adaptable	Y	
	Full UK Driving Licence	Y	
	In date DBS		Y
	Safeguarding adult and children level three		Y
	Basic life support training		Y

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