Falmouth & Penryn PCN network

**Job Title: PCN Clinical Pharmacist**

**Reports to: Practice Manager/Practice Partners**

**Location: Falmouth & Penryn PCN**

**Hours: Full-time – 37.5 hours, job share will be considered**

**Salary: Competitive, depending on experience**

**Job Summary**

The post holder will work in a both a patient-facing and non-patient-facing role, depending on the needs of the individual practices, and this will be subject to review as the role develops. The post holder will work as part of a multi-disciplinary team supporting medicines management within the practice. The post holder may be asked to take responsibility for areas of chronic disease management within the practice and undertake clinical medication reviews to proactively manage patients with complex polypharmacy.

The post holder may provide primary support to general practice staff with regards to prescription and medication queries. They will help support the repeat prescription and dispensing system, help with acute prescription requests, support medicines reconciliation on transfer of care and systems for safer prescribing, providing expertise in clinical medicines advice while addressing both public health and social care needs of patients.

The post holder will provide clinical support on medicines optimisation and quality improvement and will support and manage some aspects of the quality and outcomes framework, dispensing services quality scheme 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 either an independent prescriber or be committed to obtaining this qualification.

**Primary Duties and Areas of Responsibility**

**Note: Duties and Areas of Responsibility will vary between the practices according to needs. They may include the following examples:**

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| **Patient facing Long Term Condition Clinics** | See (where appropriate) patients with single or multiple medical problems where medicine optimisation is required 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). Run own long-term condition clinics where responsible for prescribing as an independent prescriber |
| **Patient facing Clinical Medication****Review** | Undertake clinical medication reviews with patients and produce recommendations for/implement changes in prescribing and monitoring. |
| **Patient facing care home medication****reviews** | Undertake clinical medication reviews with patients/carers and produce recommendations /implement changes in 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 /implement changes in prescribing and monitoring.Attend and refer patients to multidisciplinary case conferences. |
| **Patient facing medicines support** | Provide patient facing clinics for those with questions, queries and concerns about their medicines |
| **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 |
| **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, dispensers 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, acuteconditions, long term condition reviews etc. |
| **Repeat prescribing/dispensing** | Support 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. Support the development of repeat dispensing services where appropriate.Ensure patients have appropriate monitoring tests in place |
| **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 to identify areas for improvement independently or in collaboration with colleagues. Present results & provide leadership on suggested change.Contribute to local & national research initiatives |
| **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 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 & visiting students on therapeutics and medicines optimisation. |
| **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 |

**Collaborative Working Relationships**

* 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

**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
* 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 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.
* Ability to plan and organise own workload
* Ensure all patient information following consultations & telephone encounters are accurately recorded on the practice computer system
* Maintains & develops professional competence & expertise, keeping up to date with medical /therapeutic evidence and opinion, and local and national service, legislation and policy developments, agree objectives and a personal development plan and participates in the appraisal process

**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

**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 more experienced colleague
* Demonstrates self-development through continuous professional development activity
* 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

**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 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 Practice. 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 Practice.
* 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.

**Personal Specification-PCN Clinical Pharmacist**

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| **Criteria Description** | **Essential / Desirable** | **Method of Assessment** |
| **Professional Registration*** Mandatory registration with General Pharmaceutical Council
 | **E** | **A** |
| **Qualifications*** Master’s degree in pharmacy (MPharm or equivalent)
* Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience
* Independent prescriber or working towards/intent of gaining independent prescribing qualification
 | **E****D****D** | **C****C****C** |
| **Skills knowledge and experience*** Minimum of 2 years post-qualification experience.
* In depth therapeutic and clinical knowledge and understanding of the principles of evidence- based healthcare.
* An appreciation of the nature of general practice
* An appreciation of the nature of primary care prescribing, concepts of rational prescribing and strategies for improving prescribing
* Excellent interpersonal, influencing and negotiating skills
* Excellent written and verbal communication skills
* Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (i.e. patients)
* Is able to plan, manage, monitor, advise and review general medicine optimisation
* Good IT skills
* Able to obtain and analyse complex technical information
* Recognises priorities when problem solving and identifies deviations from the normal pattern and is able to refer when appropriate
* Able to work under pressure and to meet deadlines
* Produce timely and informative reports
* 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
* Work effectively independently and as a team member
* Demonstrates accountability for delivering professional expertise and direct service provision
 | **E****D****E****E****E****E****E****E****E****E****E****E****E****E****E****E** | **A****I****I****I****I****I****I****A****I****I****I****I****I****I****I****I** |
| **Other*** Self-Motivation
* Adaptable
* Full Driving Licence
 | **E****E****E** | **I****A****A** |

**Assessment will take place with reference to the following information**

**A = Application form I = Interview P = Presentation T = Test C = Certificate**

September 2020