



South Downs Health and Care Ltd  
GP Federation

## **Clinical Pharmacist (Primary Care Network)**

### **Job Description**

<b>Responsible to:</b>	Chief Pharmacist
<b>Accountable to:</b>	SDHC GP Federation Chief Executive (Managerial) Self-managed team
<b>Base:</b>	Greencoat House, St Leonard's Road, Eastbourne, BN21 3UT / Practices in Eastbourne, Hailsham and Seaford, East Sussex according to business needs
<b>Salary:</b>	£37,000- £43,500 (dependent on experience)

### **ABOUT US AND OUR CULTURE**

Our purpose is to help people live and die well. What matters to us is that we do this in a way that is centred on the people we help, creating solutions with people that are effective, efficient and sustainable at scale. For our member practices we will be judged successful if, through the work we do, we reduce the burden of workload in practices, maximise income opportunities, minimise risk and liabilities and improve patient experience and outcomes.

As an organisation, we want to work in a way that makes a positive difference in the lives of the people we serve. We want to make 'What matters?' (to people) matter around here, in our organisation.

To do this we apply a set of practices and principles for our work together; sharing information; being open about the problems we are seeking to solve; understanding that the cause of these problems might not be as they first appear; and supporting ourselves and others. We believe if we do this it will help us make good decisions and is one way of making sure we stay true to this purpose.

We want to be a learning organisation that isn't reliant on hierarchical power for decision making and is continuously making improvements. You will enjoy working here if you are prepared to:

- Open up
- Take ownership and responsibility
- Feel supported and enabled
- Identify the reasons things work as they do and willing to make changes if necessary avoiding blame in the process
- Prepared to actively work as part of a self-managed team

The work is important, but it is also important to have the time to stop and think about the work and create the space to make improvements. You will have this time.

## **JOB PURPOSE:**

### **OVERVIEW**

The Federation is looking to establish ways of supporting GP practices in Eastbourne, Hailsham and Seaford EHS (and Bexhill with respect to the Improved Access Service) reduce the burden of their workload, maximise their income, minimise their risk and liabilities and improve patient experience and outcome. Over time, this may include supporting practices manage their clinical correspondence, repeat prescribing, pathology results as well as our clinical services. This role is part of a team with a specific focus on delivering a pharmacy service.

The South Downs Health and Care Ltd GP Federation provide a range of services to a population of over 190,000 in 20 GP practices within Eastbourne Hailsham and Seaford. One of the services we provide is an Extended Access Service which is dedicated to improving access to primary healthcare services for our local population.

Following successful mobilisation of our initial cohort of pharmacists into General Practice (supported by the NHS England Clinical Pharmacist in General Practice Programme), South Downs Health and Care Ltd (SDHC Ltd) are looking for additional motivated and pro-active clinical pharmacists to join our team. All of our clinical pharmacists work with named GP practices within Primary Care Network groupings, providing buddying and peer-support arrangements for each other. Our local interprofessional training and supervision arrangements provide support and development opportunities that complement national mandated training pathways and priorities as well as individual learning needs.

### **JOB SUMMARY**

The post holder will work as part of a multi-disciplinary team in a patient facing role. The post holder will provide leadership and quality improvement associated with medicines use to ensure patients experience high quality primary care. The post holder will undertake clinical medication reviews to proactively manage patients with complex polypharmacy, especially for older people and those with multiple co-morbidities. The post holder will provide support for medicines and chronic disease management on behalf of the GP practices/PCN and may also spend a proportion of their time working in the Extended Access Service, offering telephone and face to face consultations.

The post holder will provide primary support to general practice staff with regards to prescription and medication queries. They will help support and improve repeat prescriptions systems, enhance 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 practices.

The post holder will ensure that the practices integrate with community and hospital pharmacy to help utilise the 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 clinical pharmacists will work closely with the CCG pharmacy team, Medicines Optimisation Pharmacists, community pharmacists and hospital pharmacists to support an integrated approach to prescribing which works towards shared goals.

The post holder will be passionate about achieving excellence in care. You will be supported in terms of clinical learning and professional development through a structured programme of local and funded formal education. Peer-support is provided from within the team, supported by the Chief Pharmacist, GP supervisors, and well developed communities of practice. Each of our pharmacists has a nominated GP supervisor in addition to regular practice based supervision. This is a development post and post holders are expected to fully participate in the formal and self-directed learning required to complete the training pathway.

When lockdown restrictions are eased, the post holder will be expected to travel between named practices, extended access service hubs and meetings across the patch. The post will involve evening and weekend shifts supporting the Extended Access Service. Our team are currently working remotely from our office base in central Eastbourne.

## **KEY RELATIONSHIPS**

- Patients
- Other members of the SDHC pharmacy team
- GP, nurses and other practice staff
- Other healthcare professionals including CCG pharmacists, pharmacy technicians, optometrists, dentists, health and social care teams and dieticians etc.
- GP prescribing leads
- Primary Care Network Leads
- SDHC clinical and administrative teams
- Extended Access Service hub staff
- Social prescribers, Care Co-ordinators and other ARRS funded PCN based teams
- Community nurses and other allied health professionals
- Community and Hospital Pharmacy teams
- Hospital staff with responsibilities for prescribing and medicines optimisation
- Care home support team – pharmacists
- CPPE Educational supervisors

### **Key priorities for this role are to:**

- Optimise patient well-being to enable them to do the things that matter to them
- Ensure the medicine regimes patients take are reflective of what REALLY matters to them, are a consequence of informed choice and keep pace with changes in their circumstances
- Ensure optimum benefit for prescribed medication through high levels of compliance and concordance achieved by support for the patient and carers
- Provide professional input to named practice teams and network multidisciplinary teams working to improve patient outcomes
- Liaise across providers to ensure accurate and effective medication management
- Provide direct care to patients with long term conditions, minor ailments and other clinical areas within the scope of practice
- Support the care of complex patients in their own homes or in nursing or residential accommodation as part of a multidisciplinary team
- Provide professional leadership on matters relating to medicines optimisation and quality improvement

### **Duties and responsibilities for this role include:**

#### **Clinical duties:**

- Provide clinical medication reviews for patients with single or multiple long-term conditions including patients on multiple medications, focussing on single conditions as outlined in the PCN Direct Enhanced Service
- Provide support to patients to maximise the benefit from their medication
- Provide out of hours/on call/extended services for the practice/PCN and the patients. These can include patient facing and telephone consultations, signposting to other services and/or healthcare professionals where appropriate, while working within a scope of practice and limits of competency.
- Provide telephone support for patients with medication queries
- Discuss patients with complex needs at the local MDT meetings and refer to the named professional in line with recommendations
- Provide professional telephone and email advice and support to patients and their carers
- Reconcile the medications of patients whose care is transferred back to primary care in a timely and effective manner liaising with patients and other providers to ensure patients receive appropriate medication on discharge

- Proactively engage with patients whose care has been transferred to reduce potential readmission including identifying and rectifying unexplained variation
- To maintain full and complete records of all patient contacts using appropriate clinical templates and coding
- Provide feedback and seek advice from Chief Pharmacist and/or GPs for patients where the post holder has clinical concerns around competence to safely manage their medications
- Support the effective utilisation of GP workforce

### **Medicines management and repeat prescribing:**

- Review the ongoing need for medication and make suitable recommendations to the registered GP or amend within the scope of practice
- Manage requests to prescribe medication from specialists in line with East Sussex formulary and locally agreed guidelines
- Work with practices to ensure safe and effective systems for the repeat prescribing of medication making recommendations on the reduction of potential wastage
- Set up systems to ensure the effective and continuous supply of medication to high risk patients
- Set up systems to ensure safe and effective management of high risk medication
- Implement changes to medicines in line with MHRA alerts, produce withdrawal and other local or national guidance
- Support practices with the implementation of appropriate NICE guidance in line with local agreements
- Support practices with compliance with local guidelines
- Advise patients on effective techniques required for the use of medication delivered by devices
- Refer patients to their community pharmacist for support with using their medicines Update patient medication records in line with incoming clinical correspondence
- Take monitoring observations and record in the patient record such as blood pressure, pulse oximetry, heart rate
- Make appropriate prescribing decisions and/or recommendations based on clinical information obtained during consultation or in the patient's record.

### **Audit and risk stratification**

- Participate in the effective care planning and management of high risk patients as part of the multidisciplinary team
- Participate in audit activities in practices and with groups of practices to optimise the use of prescribing resource
- Feedback results of clinical audit activities in areas agreed with GPs and implement recommendations and completing full audit cycle
- Make recommendations based on the outcomes of audit and shared learning activities
- Proactively identify and recall patients due for medication review ensuring all appropriate monitoring tests performed
- Analyse, interpret and present prescribing information at practice and population level to support effective decision making and change in evidence based clinical practice

### **Operational Performance**

- Work collaboratively to help develop and promote a positive working culture, including involvement in developing, improving and promoting the pharmacy service
- Ensure adherence to efficient administrative processes within the pharmacy service

## **Personal Contribution**

We want to create an environment where everyone finds it easy to both do the work and improve the work. We want to break down traditional hierarchies and trust staff to do what is required through self-managed teams. For this to be successful you will

- Maintain productive relationships encouraging the giving and receiving of regular feedback to create and maintain a culture of constantly seeking to refine and improve the service and learn together
- Engagement with patients, internal and external stakeholders
- Engage with users of the service to understand people's experience of the service and to measure levels of satisfaction
- Responsibility for maintaining a record of own personal and/or professional development
- Responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

## **Quality**

- Alert Chief Pharmacist to any issues compromising the quality of projects and operational workstreams
- Effectively manage own time, workload and resources
- To support training and development of other staff to support pharmacy service in line with protocols and procedures
- Work within risk management and health and safety policies and procedures within GP practices and other providers
- Adhere to a robust process for recording learning events, complaints, accidents and significant events
- To provide support to assist with the development and management of any changes or new processes and systems that need implementing.
- To carry out any other appropriate duties as determined by the organisation.

## **CONFIDENTIALITY AND DATA PROTECTION**

As an employee of SDHC you may gain knowledge of a highly confidential nature relating to the private affairs, diagnosis and treatment of patients, information affecting members of the public, matters concerning staff and details of items under consideration by SDHC. Under no circumstances should such information be divulged or passed to any unauthorized person. This includes holding conversations with colleagues concerning patients or staff in situations where the conversation may be overheard. All patient identifiable information must be handled in a way that is compliant with the law and respects patients right to privacy and confidentiality at all times. Breaches of confidence will result in disciplinary action which may involve dismissal.

## **EQUAL OPPORTUNITIES**

Our policies and practices are designed to ensure equality of opportunity in employment and service delivery. All staff are expected to comply with these policies and practices including but not limited to supporting the equality, diversity and rights of patients, carers and colleagues; acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation; respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues and behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights

## **USE OF NEW TECHNOLOGY**

We will make use of computer technology. Staff should expect to use automated information systems in their work in order to improve quality and co-ordination of services, and to enable faster and more accurate communication

within and outside of the organisation.

### **HEALTH AND SAFETY**

All staff have a responsibility to perform their duties in such a way that accidents to themselves and to others are avoided, and to cooperate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective teams. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers. All staff are required to abide by all health and safety matters and keep up to date on Health and Safety Regulations and legislation.

### **NO SMOKING POLICY**

We operate a no-smoking policy. This applies to all staff and visitors. This policy also includes travelling in SDHC owned or leased vehicles during work time and whilst travelling in their own vehicles whilst on duty, in work time or whilst on SDHC owned or rented premises. It is a condition of employment for staff that they do not smoke whilst on duty or anywhere on the premises including the car park.

### **TRAINING AND DEVELOPMENT**

All employees have a responsibility to undertake statutory and mandatory training that is required by SDHC. In accordance with the Training and Development Policy staff are expected to actively participate in the appraisal system and using this process to develop a Personal Development Plan (PDP).

## AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs of SDHC. It will also be used as the basis to set performance standards and/or objectives and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and SDHC.

Employee's Signature: .....

Print Name .....

Date: .....

Manager's Signature: .....

Print Name: .....

Date: .....

<b>JD author (name and job title):</b>	Kirstie Ingram, Chief Pharmacist
<b>Date JD agreed:</b>	31/03/2021
<b>Brief description of reason for review (if applicable)</b>	To align with pharmacy tech JDs
<b>Version number</b>	V2

## OUR (REAL) PERSON SPECIFICATION:

### COULD THIS BE YOU?

We know that you will be interested in some of the technical qualifications that we think will apply to this role. That's why we've included a 'traditional' person specification. But we are really interested in who you are and what you will bring to our community and the people we serve. So take a moment and imagine someone describing you like the person described below. Is this you? If you are we'd love to hear from you.

#### What people like about you:

Your biggest quality is your kindness. You care deeply, listen well and can always be relied upon to offer wise and sensible advice. You are reliable and people can always depend on you to support them and do the right thing by them. You are great at solving problems and always able to see through the presenting problem to find out what is really going on. But you are also humble and realise there is always something to learn from others. In fact, you make people feel good about themselves by being attentive and respectful of their views. You are very friendly and find it easy to get on with people. You don't give up easily and have a never say die, can do attitude. You are great to be around and people always look forward to being in your company.

#### What matters to you:

- You want to work as part of an innovative organisation and be part of a **self-organised team**.
- **You really enjoy** helping people get the most out of what they are doing and are always happy to facilitate that
- **Your community:** you enjoy knowing your local neighbourhood, and being connected to what is happening locally – whether that is as a member of local groups, or just being in touch with your neighbours.
- **Making a difference:** you love to know that you are making a difference in people's lives, and making a positive difference in the world, however small this may be. You are committed to social justice.
- **Learn new things:** you are always prepared to give something a go and have an appetite for building knowledge
- **Using technology:** If it works and it helps you will always give it a go
- **Variety:** You like your routines but enjoy shaking things up a bit every now and again. You welcome variety, it doesn't faze you. In fact, you may even take what others might consider to be a risk every now and again.
- **Being busy:** you are not one for standing still or being bored. You love being on the go, especially if it is doing something meaningful.
- **Taking responsibility:** you enjoy your independence and autonomy but like to be part of a supportive and connected team making decisions together and trying new ideas.

#### How we will support you:

We do have some central functions that will help you in your role, like finance and business intelligence. However, we believe that what makes work worthwhile is if there is a high degree of trust and responsibility to do the work and improve the work within the team. For our teams that means taking responsibility for ensuring that team housekeeping, collaborating, scheduling, planning, supporting each other and anything else the team discovers is needed is covered within the team.

- You will be part of a small self-organised team dedicated to supporting people in our communities and the practices they are registered with
- You will have dedicated time to spend together to think, plan and make decisions in team meetings every week or fortnight
- We want you to be the very best you can be and will provide you with the right training and support to carry out your role – brilliantly!
- You will be part of a wider Network of professionals that you can lean on for support and advice and who you can rely on to help you make good decisions



**Person Specification**  
**Job Title: Clinical Pharmacist**

Essential/Desirable	Criteria	Assessment
<b>Requirements: Professional Registration and Qualifications</b>		
Essential	Maintain registration with the General Pharmaceutical Council	CV Evidence of current registration
Desirable	Membership of the Royal Pharmaceutical Society	CV Evidence of current membership
Essential	Relevant undergraduate degree in pharmacy (BPharm, MPharm or equivalent)	CV Interview
Essential	Independent prescriber or working towards/ intent of gaining qualification	CV Interview
Desirable	Teaching qualification	CV Interview
<b>Requirements: Skills, knowledge and experience</b>		
Desirable	Minimum of 2 years post registration experience	CV
Essential	Interest in the development of the general practice/PCN clinical pharmacist role	Interview
Essential	Portfolio of evidence of continuous professional development and post-qualifying experience	CV Interview
Essential	Evidence of multi-disciplinary working	CV Interview
Essential	Evidence of the application of innovative practice and the application of evidence-based interventions	CV Interview
Essential	Clear, concise record keeping/ report writing skills	CV Interview
Essential	Multi- disciplinary/multi-agency working experience	CV Interview
Essential	Able to drive and has access to car or equivalent for travel between practices	CV Interview
Essential	IT skills and computer literacy	CV Interview
Essential	Ability to undertake audits	Interview
Desirable	Skills in an acute care and Long Term Conditions management in related setting (training will be provided)	Interview
Desirable	Ability to undertake research/quality improvement methodology	Interview
Essential	Good IT skills - ability to use Word, Excel, Power Point, and Internet to obtain and analyse information	CV Interview

<b>Requirements: Personal attributes</b>		
Essential	Team player with willingness to learn	Interview
Essential	Excellent communication and organisational skills  Demonstrates use of appropriate communication to gain the co-operation of relevant stakeholders	CV Interview
Essential	Flexible and adaptable approach to working	Interview
Essential	Ability to identify risk and assess/manage risk when working with individuals	
Essential	Ability to work under pressure and achieve tight deadlines in a complex/changing environment	Interview
Essential	Be able to organise workload and work autonomously and within a team  Able to recognise personal limitations and refer to more appropriate colleague(s) when necessary	CV Interview
Essential	Self-motivated and directed	Interview