

JOB DESCRIPTION – Lead Primary Care Network Clinical Pharmacist

JOB DETAILS

Job Title	Lead Primary Care Network Clinical Pharmacist - One Health Lewisham
Salary Band	
Employer Details	One Health Lewisham Ltd
Practice Sites	Moorside clinic
Accountable to:	Primary Care Network clinical directors and clinical Lead GPs, other GP partners as necessary
Reports to:	Primary Care Network clinical directors and OHL medical director
Hours per week	(Mon – Fri working hours) 37.5 hours

About One Health Lewisham

One Health Lewisham is the federation of all 40 General Practices within the London Borough of Lewisham, working collaboratively to ensure high quality, equitable, and sustainable primary care across Lewisham.

One Health Lewisham is wholly owned by the GP surgeries of Lewisham, together representing over 300,000 patients. We work on behalf of practices, patients, and staff to deliver healthcare services in the community.

One Health Lewisham has grown out of four neighbourhood federations in the North, Centre, South-East, and South-West of the borough. Our work remains rooted in these local communities as we develop pan-Lewisham working to reduce variation and improve quality for patients, achieve economies of scale, and support practices.

JOB PURPOSE

The successful candidate is an experienced pharmacist with strong management and leadership skills. They will bring experience working within general practice in order to improve the quality and safety of care offered to patients of the primary care network. They will be able to lead a team of pharmacists, as well as liaising with primary care networks to develop and run a high-quality service. They will be skilled in audit and quality improvement as well as being able to manage patient related clinical work.

The Clinical Pharmacy team will develop and manage medicines optimisation services within the network practices. They will provide leadership on quality improvement and clinical audit as well as managing aspects of medicines safety and antibiotic stewardship. The clinical pharmacists will initially focus on network quality activities such as sharing best practice and cross-network audit. As the number of pharmacists within primary care networks grow, clinical pharmacists will also be managing the prescription request workflow and generally supporting patient demand across practices.

PHARMACY TEAM DYNAMICS

The Clinical pharmacists will be appointed to 2 types of roles within the network; one role is to focus on quality improvement, medicines management and optimisation and audit; the other is to help with patient care and workflow demand. It is planned to employ more pharmacists for the whole network in subsequent years. The whole team of pharmacists will meet regularly together with a lead clinical pharmacist at a designated practice, who will

act as mentor and line manager. The pharmacists will work as a team and help to optimize quality and safety in prescribing across the whole network. The pharmacists will at times work in all the practices and will provide an equitable service across the network in the case of absence of a member of the team.

Leadership and Management

As the senior PCN pharmacist you will be expected to contribute to the leadership of medicines-related issues for the PCN, and to provide leadership and mentoring to any clinical pharmacists employed by the PCN.

- Demonstrate understanding of the pharmacy role in governance and is able to implement this appropriately within the workplace.
- Demonstrate understanding of, and contribute to, the workplace vision
- Demonstrate ability to improve quality within limitations of service
- Review progress yearly and develop clear plans to achieve results within priorities set by others.
- Demonstrate ability to motivate self to achieve goals
- Demonstrate ability to lead a team and provide support to other clinical pharmacists
- Demonstrate understanding of the implications of national priorities for the team and/or service and manage the team through these changes
- Demonstrate understanding of the process for effective resource utilisation
- Demonstrate understanding of, and conforms to, relevant standards of practice
- Demonstrate ability to identify and resolve risk management issues according to policy/protocol
- Follow professional and organisational policies/procedures relating to performance management
- Demonstrate ability to extend boundaries of service delivery within the team
- Lead and mentor a team of differing abilities

AIMS

The key aims for the clinical pharmacist are:

- To reduce the medicines related workload on doctors
- Increase safety and quality of prescribed medicines
- Provide support on medicines related issues to the whole practice team
- To develop quality improvement for medicines management and prescribing across each primary care network

They should support the following clinical work:

- Clinical Medication Review
- Chronic Disease Management (for example, managing hypertension/Type 2 Diabetes/Asthma/COPD patients, polypharmacy review)
- Medicines reconciliation on transfer between care providers

They should also support the following practice development work:

- Focusing on QoF Domains, improving disease registers
- Prescribing Safety, Clinical audit, Local Enhanced Services support
- Lead on prescription management (systems and processes, ensuring monitoring is being done, support clerical staff)
- Present at Primary care network meetings; taking lead on feedback and improvement topics

Primary Duties and Areas of Responsibility for lead pharmacist

<p>Line manager for PCN clinical pharmacists</p>	<p>Day to day line management of clinical pharmacists, liaison between PCN GP partners and clinical directors and PCN clinical pharmacists</p>
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Training and supervision for PCN clinical pharmacists	Biweekly supervision for PCN clinical pharmacists
Service development	Working closely with PCNs and One Health Lewisham to develop and run a high quality pharmacy hub
Leading quality improvement for the service	
Liaising with key stakeholders and other organisations where required	Primary care networks, local hospital trust, GP Federation, CCG, Lewisham Pharmacy committee, local authority

Primary Duties and areas of responsibility for all pharmacists

Medicines quality improvement	Undertake clinical audits of prescribing in areas directed by the GPs, feedback results and implement changes in conjunction with the relevant practice team.
Public Health	To support public health campaigns. To provide specialist knowledge on all public health programmes available to the general public.
Care Quality Commission	Support the general practice teams to ensure the practice is compliant with CQC standards where medicines are involved.
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 in practices. Demonstrate ability to motivate self to achieve goals. Demonstrates ability to improve quality within limitations of service. Reviews yearly progress and develops clear plans to achieve results within priorities set by self/others. Promotes diversity and equality in people management techniques and leads by example.
Training & supervision	Provide education and training to practice teams on therapeutics and medicines optimisation.
Medicines safety	Identify national, local policy and guidance that affects patient safety through the use of medicines. Implement changes to medicines that result from MHRA alerts, product withdrawal and other local and national guidance. Undertake audits of prescribing in areas directed by the GPs, feedback the results and implement changes in conjunction with the practice team.
NHS Lewisham CCG Medicines Optimisation QUIPP Plan	Supporting Lewisham CCG and practices with the delivery of QUIPP plans. Targets in: <ol style="list-style-type: none"> 1. COPD 2. Pain management 3. Mental health 4. Diabetes 5. Polypharmacy (Repeat prescribing/dispensing eRD and ETP)

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. Support delivery of reporting outcomes for this project.
ASK NHS GP app	Promotion and increasing uptake of the APP. Working as part of a hub with other PCN pharmacists to manage app queries.
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)
Public Health	To Support public health campaigns.
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.
Medication review for Older People with Frailty	Undertake clinical medication reviews with patients and produce recommendations for the GP on prescribing and monitoring.
Long-term condition clinics, e.g. Diabetes, Asthma, COPD, Enduring Mental Health Conditions.	See patients with single or multiple medical problems where medicine optimisation is required (e.g. COPD, asthma). Make recommendations to GPs for medicine improvements.
High Risk Drug Management	Put in place protocols for managing on DMARDs and train admin/reception staff in these to optimise safe management of these patients.
Clinical advice and expertise on medicines to practice staff and patients	Answers all medicine-related enquiries from GPs, other practice staff and patients with queries about medicines. Suggesting and recommending solutions. Providing follow up for patients to monitor the effect of any changes.
Telephone and patient facing medicines advice.	Provide a telephone advice for patients with questions, queries and concerns about their medicines.
Antibiotic Stewardship	Promotion of evidence-based practice and interventions to prevent the development of infections to practice staff. Supporting GPs to prescribe appropriately and reduce inappropriate use of antibiotics in all patients.

Prescription request workflow	Manage the day to day request for prescriptions workflow by making clinical decisions and prescribing where necessary, communicating advice and decisions to patients and practice staff, including working remotely where appropriate.
Patient-facing domiciliary/home visits	<p>Manage own caseload of vulnerable housebound patients at risk of hospital admission and harm from poor use of their medicines.</p> <p>Undertake clinical medication reviews with patients and produce recommendations for senior clinical pharmacist, nurses and/ or GPs on prescribing and monitoring</p>
Building relationships with community pharmacies	Linking to the community pharmacies around complex patients and prescribing complexities. Advise on alternatives if medication not available.
Telephone medicines support	<p>Provide telephone support for patients with questions, queries and concerns about their medicines.</p> <p>Ensure patients are referred to the appropriate healthcare professional for the appropriate level of care within an appropriate period of time e.g. pathology test results, common/minor ailments, acute conditions, long term condition reviews</p>

Key Collaborative Working Relationships

- Patients
- GPs, nurses and other practice staff
- Primary care networks and particularly clinical directors
- Other healthcare professionals involved in medicines management team including the CCG Medicines management team to ensure consistency of patient care and benefit.
- Practice based/ GP prescribing lead.
- PCN leads: Clinical Directors, Clinical Lead GPs and Lead Practice Managers
- One Health Lewisham (GP Federation)
- Community nurses and other allied health professionals including dietetics.
- Community pharmacists and support staff
- Hospital staff with responsibilities for prescribing and medicines optimisation
- Care Home Staff
- The voluntary sector. Receiving referrals from Locality or Practice based Social Prescribers.

Knowledge, skills and experience required

- Minimum of 4-5 years' post-graduate experience, some of which may have been in an acute hospital or primary care setting
- Minimum 1 year experience working in a General Practice.

- Independent Prescriber qualification (or be willing to undertake this training with the support of the PCN)
- Post-graduate Diploma in General Pharmacy Practice is desirable but not essential
- strong communication skills
- Self-motivation
- Strongly held values around equality, diversity and openness
- Leadership skills: able to lead and mentor a team, provide support to other pharmacists, contribute to the PCN vision for quality improvement and develop clear plans to achieve results
- Collaborative working: ability to work collaboratively in multi-disciplinary teams and develop strong working relationships with staff in different practices, community and hospital pharmacy teams and CCG pharmacists
- Safe working: recognition of personal limitations and when to refer/ask advice from colleagues, understanding of clinical governance, ability to identify and resolve risk management issues, develop and review policies relating to safe prescribing.
- Education, training and development: understands and demonstrates self-development through CPD activity, ability to develop and deliver education for other staff and mentor and appraise more junior pharmacist colleagues.

Skills for working collaboratively

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 network.

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 Patient's GP, nurses, other practice staff, CCG pharmacists, pharmacy technicians, optometrists, dentists, health & social care teams, dieticians, Locality / GP prescribing lead, CLCH Locality managers, Community nurses and other allied health professionals, community and hospital pharmacy teams , Hospital staff with responsibilities for prescribing and medicines optimisation.

Responsibilities underpinning the role

- To develop and facilitate a good working relationship with community pharmacists and other local providers of healthcare.
- To plan and organise own workload, including audit and project work, and training sessions for members of the practice team, patients, and carers.
- To maintain registration as a pharmacist and comply with appropriate professional codes.

- As appropriate to the post, to maintain and develop professional competence and expertise, keep 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 participate in the appraisal process.
- To attend local, regional and national meetings of relevance as agreed with the post holder's line manager.
- To undertake any other duties commensurate with the post holder's grade as agreed with the post holder's line manager.
- All employees should understand that it is their personal responsibility to comply with all organisational and statutory requirements (e.g. health and safety, equal treatment and diversity, confidentiality and clinical governance).

This job profile is intended to provide an outline of the duties and responsibilities of this post and may change from time to time by agreement between OHL Primary care Networks and the post holder.

Following consultation post holders may be required to do other duties commensurate with their grade and experience for short periods of time.

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, organisation staff and other healthcare workers. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the organisation may only be divulged to authorised persons in accordance with the organisation's policies and procedures relating to confidentiality and the protection of personal and sensitive data

Health & Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the organisation's Health & Safety Policy and the organisation's Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to organisation's guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with organisation's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the organisation as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Quality

The post-holder will strive to maintain quality within the organisation, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the Implementation of Services

The post-holder will:

- Apply organisation policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate