**Title of Post: Senior General Practice Clinical Pharmacist**

**Hours per week:** 37.5 hrs (1 WTE)

**Contract Status:** Fixed term – 3 years

**Responsible to:** GP Lead

**Base:** Allocated Practice

**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.
- The primary contact within the practice for queries relating to medicines management, in particular around individual patient care.
- To focus on individual patient care by addressing immediate and future need 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 practice and the role through audit and data analysis
- To take on general practice workload including initial assessment of common presentations, recognise signs of serious illness, differential diagnosis and independent management minor ailments.
- To follow up patients and investigations, particularly blood tests.
- To support newer primary care pharmacists in their clinical development.

**Job Role Summary**

- **Repeat Prescribing**
  - Develop and quality-assure improved, safe and efficient repeat prescribing and medication review processes within the practice, and then to evolve and implement changes as required.
  - Focussed and structured reviews of repeat prescriptions on an individual basis to improve quality and safety, and maximise effectiveness and reduce wastage.
  - Medication review services via clinics in the practice, domiciliary visits and in residential and nursing homes. These may be face to face or notes based reviews.
- **Long Term Conditions / Chronic Disease Management**
  - Undertake disease focused medication reviews, particularly of high risk groups (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. This will be via pharmacist led clinics, telephone and office based notes reviews
  - Ensure the care for patients taking high risk drugs e.g. DMARDs, anticoagulation, are safe and appropriate.
• Telephone advice to patients with LTCs on specific medicines management issues
  o Be familiar with, contribute to the development of and work alongside practice/CCG long term conditions pathways to ensure consistency and efficiency of systems
  o Provide health promotion where appropriate, including flu vaccinations.

• Acute Illness and Pharmacist-led clinics
  o The initial assessment of common general practice presentations
  o Working through differential diagnosis and identifying serious disease and referring appropriately.
  o Seeing patients with minor illness, independently diagnosing and managing the conditions.
  o Following patients up with GP mentor support and within boundaries of safety and competency.
  o Telephone advice to patients with acute illness queries
  o Minor ailments triage, with signposting and educating patients in the use of non-GP services, such as pharmacy led minor ailments schemes, minor eye complaints service, dental services, etc.

• Hospital Discharge and Outpatient Letters
  o Review and reconcile medicines changes from secondary care organisations, in particular discharge papers and TTOs, to ensure concordance with national and local policies and to ensure optimisation of treatment and reduce inappropriate or wasteful prescribing
  o Reconcile patient’s computer records with discharge medication and discuss discrepancies or concerns with hospital doctors/pharmacists
  o Ensure suggested/appropriate actions from hospital discharge/outpatient letters are followed through in Practice e.g. follow up blood tests, up-titration/down titration of medications etc.
  o Ensure patients are informed and aware of any changes to their medication

• Practice formulary
  o Manage practice formularies and IT systems to ensure appropriate selection of medication is easy and maximised by prescribers in the practice.

• IMT and Electronic Prescribing
  o Facilitate the development of Electronic prescribing and increase its usage
  o To update and maintain accurate patient medication records on the practice’s clinical computer systems, including advice given and action taken in pharmacist clinics/reviews.

• Safety, Risks and Governance
  o Ensure appropriate governance is in place regarding medicines, including leading on the response to any drug safety alerts or changes in clinical guidance
  o Assist with the development of relevant medicines management guidance and / or policies
  o Meet regularly with the practice prescribing lead to discuss medication issues
  o To advise the primary health care team on the safe and secure handling of controlled drugs and other medicines, ensuring compliance with medicines legislation.
Identify and flag up risks with regard to management of medicines, including clinical and financial risks.

To offer advice and guidance on adverse significant events that involve medication to ensure lessons are learned and appropriate changes made to prevent recurrence.

To offer advice and guidance on patient complaints that relate to medication / prescribing.

- **Audit and Monitoring**
  - To plan and undertake clinical/prescribing audits to identify areas where improvement is needed, develop action plans and implement appropriate changes.
  - To provide regular support and feedback on prescribing action plans.
  - Analyse practice complex prescribing data to inform GPs and non-medical prescribers on their collective and individual performance.
  - Lead on the identification, implementation and monitoring of medicines management targets and initiatives including QOF, QIPP and CCG prescribing targets.
  - Undertake specific audits on the effectiveness of the role, and where improvements or review of service/role are needed.
  - Assist with the implementation and monitoring of CCG medicines management targets and initiatives, including the medicines management QIPP plan and national prescribing targets.
  - Support the implementation of actions resulting from audit findings when necessary.
  - To agree all auditing and monitoring priorities in discussion with the practice.

- **Relationships**
  - To provide specialised advice to practice medical and other clinical staff on all aspects of drugs and therapeutics (dose monitoring, interactions, side-effects etc.)
  - Develop positive working relationship with health care professionals including collaborative working with CCG Prescribing Support Pharmacists and Technicians.
  - Develop positive relationships and initiatives with local community pharmacists.
  - Develop positive relationships with hospital pharmacists and other secondary care based professionals (e.g. dieticians, doctors, nurses) to address prescribing issues.

- **Training**
  - Provide training in medicines-related issues to other members of the practice as appropriate.
  - To consider the skills of the reception team and develop plans for training as necessary to ensure safe and efficient prescribing processes.
  - Play a key role in training and support of more junior general practice pharmacists in the NHSE scheme.

- **Medicines Information and Awareness**
  - Analyse and critically appraised complex information to prepare concise evidence-based summarises / advice to clinicians, non-clinical staff and patients.
  - Prepare evidence-based resources and information to support the health professionals in the implementation of rational cost-effective prescribing.
  - Present at patient group meetings or other appropriate events to give advice on the appropriate use of medicines.
Produce patient information leaflets and posters, and run medicine awareness projects throughout the year.

Raise awareness of out of practice schemes, such as minor ailments, and schemes that promote self-care.

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.
• Acquiring a broad set of competencies relating to the initial management of common and serious primary care presentations.
• Practice will demonstrate evidence based, cost-effective prescribing when benchmarked against similar practice populations
• Practice will improve on (or maintain) its current position with regard to medicine management targets and benchmarking.
• 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, CCG and others as agreed.
• Practice staff will feel supported and value knowledge and expertise, which has been shared consistently across the practice.
• Practice will comply with national and local guidelines and protocols, including any requirements for regulators such as the CCG, NHSE and CQC.
• Practice will have reduced/minimised adverse prescribing events and patient complaints.
• CCG practice support pharmacists will give positive feedback on collaborative working.

Ways of Working and Supervision

• To acquire general practice competencies under close GP mentor supervision and support.
• To work unsupervised where safe and confident to do so and to manage own time effectively
• To use own initiative to prioritise workload
• Have access to patient records in order to analyse medication usage and other relevant documentation in order to provide advice on medicines.
• Review and critically appraise clinical evidence in order to contribute to evidence-based guidance.
• Mentor and support junior clinical pharmacists

Clinical Governance

• A commitment to life-long learning and audit to ensure evidence-based best practice.
• 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 patient needs.
• Effectively manage own time, workload and resources
• To report significant events as per practice procedure

Equality and Diversity

We are an equal opportunity employer and will do all we can to make sure that the job applications and employers do not receive less favourable treatment because of their age, sex, married status, faith, race and disability or sexual orientation, or for any reason that it is not justified.

Health and Safety

In accordance with the health and safety at work Act 1974, and other supplementary legalisation all employees are required to follow practice safety polices and safe working procedures, take reasonable care to avoid injury during the course of their work.

Infection Control

All employees must comply with prevention and control of infection policies and complete any related mandatory training.

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into these incidents.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance is available from the safeguarding notice board and the safeguarding lead within the practice.

Confidentiality and the data protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures, Information Governance regulations and Data Protection Act relating to confidentiality and the protection of personal and sensitive data.

Development Review

Key performance objectives, development needs and completion of a personal development plan will be discussed and agreed at annual appraisal reviews.

Communication
• Communicate effectively with other team members and all service users
• Recognise the need for alternative means of communication and instigate as appropriate.

Review of Job Description

• This is not intended to be a comprehensive description of the duties of the post. Due to the practice’s commitment to continuous improvement it is likely that the post will develop over time and will be subject to regular review.

Person Specification

Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

<table>
<thead>
<tr>
<th>Factors</th>
<th>Description</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessment</th>
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<tbody>
<tr>
<td>Knowledge, Training and Experience</td>
<td>Pharmacy degree (currently 4 year masters course) + 1 year pre-registration.</td>
<td>Y</td>
<td>Y</td>
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<td>Registered with General Pharmaceutical Council</td>
<td>Y</td>
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<td>Relevant clinical diploma/postgraduate qualification or equivalent evidence of clinical experience.</td>
<td>Y</td>
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<td>GPhC registered Independent Prescribing Qualification</td>
<td>Y</td>
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<td>Significant relevant post registration experience.</td>
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<td></td>
<td>Experience of face to face patient care, including working in general practice and</td>
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<td>Managing Common Presentations Independently</td>
<td>Y</td>
<td>A/I</td>
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<td>Evidence of Commitment to CPD</td>
<td>Y</td>
<td>A/I</td>
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<td>Broad Clinical and Pharmaceutical Knowledge</td>
<td>Y</td>
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<td>Sound Practitioner with Proven Track Record That Includes Provision of Pharmaceutical Care</td>
<td>Y</td>
<td>A/I</td>
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<td>Ability to Negotiate Effectively on Difficult and Controversial Issues Including Actions Required to Achieve Best Practice, and Implement Change</td>
<td>Y</td>
<td>A/I</td>
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<td>Medicines Information/Internet Resource Knowledge</td>
<td>Y</td>
<td>A/I</td>
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<td>Presentation Skills</td>
<td>Y</td>
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<td>Involvement in Education of Others</td>
<td>Y</td>
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<td>Experience of Supervising/Mentoring</td>
<td>Y</td>
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<td><strong>Communication Skills</strong></td>
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<td>Must be able to provide and receive highly complex, clinical, sensitive or contentious information, negotiate with senior stakeholders/clinicians on difficult and controversial issues, and present complex and sensitive information</td>
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<td>Negotiate on difficult and controversial issues including performance and change.</td>
<td>Y</td>
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<td><strong>Analytical</strong></td>
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<td>Problem solving skills and ability to respond to sudden unexpected demands</td>
<td>Y</td>
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<td>Ability to analyse complex facts and situations and develop a range of options</td>
<td>Y</td>
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<td>Takes decisions on difficult and contentious issues where there may be a number of courses of action.</td>
<td>Y</td>
<td>A/I</td>
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<td>Strategic thinking – ability to anticipate and resolve problems before they arise</td>
<td>Y</td>
<td>A/I</td>
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<td>Planning Skills</td>
<td>Demonstrated capability to plan over short, medium and long-term timeframes and adjust plans and resource requirements accordingly</td>
<td>Y</td>
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<td>Ability to facilitate change</td>
<td>Y</td>
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<td>Experience of clinical audit</td>
<td>Y</td>
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<td>Management Skills</td>
<td>Must be able to prioritise own work effectively and be able to direct activities of others. Experience of managing and motivating a team and reviewing performance of the individuals.</td>
<td>Y</td>
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<td>Autonomy Freedom to Act</td>
<td>Must be able to use initiative to decide relevant actions and make recommendations to Manager, with the aim of improving deliverables and compliance to policies. Ability to make decisions autonomously, when required, on difficult issues, working to tight and often changing timescales Experience of identifying and interpreting National policy. Experience of researching best practice, interpreting its relevance and processes/practices which could be implemented successfully to achieve system reform (advising on policy implementation)</td>
<td>Y</td>
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<td>Physical Skills</td>
<td>Working knowledge of Microsoft Office with intermediate keyboard skills.</td>
<td>Y</td>
<td>A/I</td>
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<td>Equality and Diversity</td>
<td>Needs to have a thorough understanding of and commitment to equality of opportunity and good working relationships in day-to-day working practices,</td>
<td>Y</td>
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<td>Financial and Physical Resources</td>
<td>Previously responsible for a budget, involved in budget setting and working knowledge of financial processes</td>
<td>Y</td>
<td>A/I</td>
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### Other

- Used to working in a busy environment
- Adaptability, flexibility and ability to cope with uncertainty and change
- Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions
- Professional calm and efficient manner
- Effective organizer, influencer and networker
- Demonstrates a strong desire to improve performance and make a difference by focusing on goals.
- Completer/Finisher

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

A=Application form  I=Interview  T=Test  C=Certificate