

Job description & Person Specification:

Clinical Pharmacist

This document may be amended following consultation with the post holder, to facilitate the development of the role, the organisation and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.

Job Title	Clinical Pharmacist
Line Manager	Practice Manager
Accountable to	GP Partners
Hours per week	37.5

Job Summary

To support the effective delivery of patient care in the GP practice by utilising pharmaceutical skills to appropriately manage medical demand and ensure that patients see the right clinician.

Organisation Summary

In June 2017 The Colte Partnership was formed consisting of 9 local Branches across Colchester and Tendring caring for approx. 95,000 patients.

We also work as three collaborative Primary Care Networks (PCN's) which span across Colchester and Tendring:

- Ambrose Avenue Group Branch, Riverside Medical Centre & Ardleigh Surgery
- Mersea Island Medical Branch, Tiptree Medical Centre & Rowhedge Medical Centre
- Walton Medical Centre, Colne Medical Centre & Wivenhoe Medical Centre

There is a wide socio-economic and demographic served within this area which will provide an interesting and varied case mix. You will be joining an enthusiastic team of clinicians and administrators. You will be well supported with ongoing professional development (training support, CPD and peer support) and benefit from the support and guidance of an Executive Team. The role will contribute to the improving quality of care of our Patients across the Partnership.

Primary Responsibilities

Clinical Care

- Run face to face clinics where medicines are the main interventions e.g. anticoagulant monitoring clinics.
- Conduct care planning including for mental health, admission avoidance schemes, and End of Life patients
- Review daily Pathology results for patients on known medicines
- Undertake face to face minor ailments triage: dealing with minor ailments and triaging patients appropriately
- To capture relevant patient health information at all consultations, including contributing to the quality outcomes framework
- Monitoring patients with complex long-term conditions such as hypertension, diabetes, and COPD, ensuring that medication is optimised, titrated, monitored, and complied with.
- Providing clinical advice and expertise on treatments.
- Establishing ongoing professional relationships with individual patients

Prescribing and Medication Review

- Manage the repeat prescribing reauthorisation process by reviewing requests for repeat prescriptions and medicines reaching review dates
- To carry out face to face medication reviews

- To contribute to the reduction of medicine wastage at the practice, resulting in improved budget performance for both the practice and the wider CCG area
- To conduct non-urgent domiciliary visits to complete medication reviews with housebound patients.
- Provide expertise in clinical medicines review and address public health and social needs of patients in GP practices, developing bespoke medicine plans for individual patients.

Medicines Optimisation and Advice

- Reduce inappropriate polypharmacy and wasteful prescribing through clinical medication review
- Reconcile medicines following hospital discharge and work with patients and community Pharmacists to ensure patients receive the medicines they need post discharge.
- Contribute to reductions in medicine related hospital admissions and readmissions by supporting patients to get the best outcomes from their medicines and identifying and addressing medicines related issues
- Interface with community and hospital pharmacy colleagues and develop referral processes between primary care professionals including the promotion of the repeat dispensing service, new medicines service and medicines use reviews, maximising their clinical effectiveness to patients, and ensuring the smooth integration of information flows between general practice and the community pharmacies.
- Manage patients and health care professionals medicine queries
- Increase quality and safety of prescribing through mechanisms such as audit and PDSA cycles, drug to diagnosis checks, use of the PINCER tool and ensuring appropriate monitoring such as blood testing has taken place.
- Manage practice formularies to improve the quality, safety, and cost effectiveness of prescribing in liaison with the North East Essex CCG Medicines Management team, and associated practice medicines management technicians.
- Implement drug withdrawals and alerts e.g. MHRA aimed at improving medicines safety
- Manage medicines shortages, and recommend alternatives to clinical colleagues
- Provide medicines information and training to Practice healthcare professionals and admin staff
- Act as a source of medicines information for all the practice team and patients (e.g. around doses, side effects, adverse events, possible alternatives e.g. around out of stocks)

This job description is not exhaustive and other tasks will be assigned as required by the Clinical and Management team.

Overview

All staff at The Colte Partnership have a duty to conform to the following:

Equality, Diversity & Inclusion

A good positive attitude creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

Safety, Health, Environment and Fire (SHEF)

The Partnership is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Confidentiality

The Partnership is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the organisation to look for opportunities to improve quality and share good Branch.

The Partnership continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staffs are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the organisation all personnel are to complete an induction programme; this is managed by the Admin Service Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the organisation training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at The Colte Partnership must adhere to the information contained within organisational policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the Partnership is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances is staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

The person specification for this role is detailed below:

Person Specification – Clinical Pharmacist		
Experience	Essential	Desirable
Experience of working in a primary care environment		✓
Experience of working with the general public	✓	
Experience of working in a healthcare setting		✓
Experience of working in a customer service role	✓	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS / Systmone / Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure / in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	