

Job Title:	Clinical Pharmacist
Reports to (job title):	Lead Pharmacist
Line Manager to:	Designated Pharmacy Technicians

Job purpose

- The post holder will work as part of a multi-disciplinary team in a patient-facing role and report to the Lead Pharmacist. The post holder will deputise when the Lead Pharmacist is not present.
- The post holder will provide medication review services to patients via clinics and deliver pharmaceutical care plans, improve the quality of patient care and medicines optimisation as assigned by the Lead Pharmacist.
- The post holder will take responsibility for areas of chronic disease management within the scope of practice and undertake clinical medication reviews to proactively manage patients with complex polypharmacy.
- Post holder will prescribe within the scope of practice agreed with Non-Medical Prescriber Lead and or the Lead Pharmacist.
- Post holder will adhere to 'A competency Framework for all Prescribers' (RPS July 2016).
- The post holder will meet standards set in Professional Standards for optimising medicines for people in secure environments (RPS; Prisons, YOI and Secure Training Centres Edition 2 Feb 2017).
- The post holder will provide primary support to other staff with regards to prescription and medication queries. They will help support the repeat prescription system, deal with acute prescription requests.
- The post holder will provide clinical advice on medicines and quality improvement and be responsible for supporting GPs in implementing clinical and cost effective medicine optimisation within the prison, including undertaking searches and audits identifying areas for improvement, initiating and managing change.
- The post holder will act as Responsible Pharmacist (RP) for the dispensary when on duty and be directly accountable and responsible for own pharmacy practice and to operate in line with General Pharmaceutical Council Code of Professional Conduct in relation to rules, regulations and policies on direct patient care.
- The post holder will support development and management of the pharmacy staff providing dispensing and clinical services to the prison.
- The post holder will be responsible for meeting all standards from Professional Standards for optimising medicines for people in secure environments issued by Royal Pharmaceutical Society.

- This role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent services within HMP Norwich.
- The post holder will be taking proactive role in medicines governance i.e implementation of policies, development and implementation of Standard Operating procedures, incidents management, Medicines Safety Audit and Internal Service Review actions implementation

Key Responsibilities

Service delivery, quality & safety

- Patient facing Long-term condition clinics
 - See 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).
 - Make appropriate recommendations to GPs for medicine improvement.
- Patient facing Clinical Medication Review
 - Undertake clinical medication reviews with patients and produce recommendations for other clinical pharmacist, nurses and/or GP on prescribing and monitoring.
- 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, referring to GPs or other healthcare professionals where appropriate
- Patient facing medicines support
 - Provide patient facing clinics for those with questions, queries and concerns about their medicines in the practice
- Medicine information to practice staff and patients
 - Answers relevant medicine-related enquiries from GPs, other practice staff, other healthcare teams and patients with queries about medicines.
 - Suggesting and recommending solutions to medicine queries.
 - Providing follow up for patients to monitor the effect of any changes
- Ward rounds
 - Participates in ward rounds on L and Healthcare wings to support doctors and staff with medicines optimisation
- Management of medicines at discharge from hospital
 - To reconcile medicines following discharge from hospitals and intermediate care, including identifying and rectifying unexplained changes and working with patients 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

- 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, acute conditions, long term condition reviews etc
- Repeat prescribing
 - Manage 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.
 - Ensure patients have appropriate monitoring tests in place when required.
- Dispensary work
 - To take professional responsibility when clinically screening prescriptions to ensure the accuracy, legality, safety and efficacy of prescribed medication, including liaising with prison GPs and nurses to resolve any queries arising from the screening process.
 - Provide supervision once a month and act as a mentor to all clinical staff working within the pharmacy. Ensure that staff working with you work within approved standard operating procedures
- Security Awareness-specific to the Prison Environment
 - Comply with the prison security requirements. Assume personal responsibility for the security of issued keys. To be familiar with Prison Service Standards, Standing Orders, Circular Instructions, Notices to Staff, Prison Rules and any other relevant material, in order to function as an informed clinical staff member within the prison setting.
- To monitor and improve the clinical quality, safety and operational performance of the service.
- To support the lead Pharmacist and Head of Healthcare in delivering a CQC compliant service.
- Information management - Analyse, interpret and present medicines data to highlight issues and risks to support decision-making which are then fed to Clinical Governance.
- Medicines quality improvement - Undertake clinical audits of prescribing, feedback the results and implement changes in conjunction with the prescribing committee.
- Medicines safety - Implement changes to medicines that result from MHRA alerts, product withdrawal and other local and national guidance.
- Identify and escalate any incidents and risks using appropriate channels
- Ensure learning from the investigation of incidents and complaints are implemented in pharmacy processes
- Undertake Clinical audit activity relating to clinical practice, results are reviewed and action plans are created and results feed into CG/MM.
- Attendance at CG/MM meetings when required by the lead pharmacist
- Controlled Drug management including 3 monthly wings audit
- Supporting Lead Pharmacist with CIRIS investigations

People

- To assess and advise the strategic training needs of the clinical team based on best practice advise the service manager of the clinical training needs of the service, delivering where appropriate
- To provide clinical supervision and undertake reviews of pharmacy technicians as requested by the lead pharmacist
- To actively engage and advise Service Manager on clinical recruitment, coaching and development of an appropriately resourced team, ensuring they are equipped with the necessary skills, knowledge and credibility to deliver great patient care.
- To ensure appropriate clinical supervision and competency framework in place and monitored
- To actively challenge and improve clinical performance issues, working collaboratively with the service manager in capability procedures
- Regular clinical meetings take place to share learning and discuss clinical issues.
- 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
- 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.

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 experience colleague
- Demonstrates self-development through continuous professional development activity; working alongside senior colleagues to identifying areas to develop.
- 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

Growth, transformation & change

- To actively engage in local and national professional networks (internal and external)
- To keep abreast of current and future clinical guidelines and developments to ensure compliance to up to date guidance, standards, best practice and regulations
- Contribute pharmaceutical advice for the development and implementation of new services that have medicinal components across HMP Norwich.

Management:

- Demonstrate understanding of the process for effective resource utilisation
- Demonstrate understanding of, and conforms to, relevant standards of practice and operating procedures.
- Demonstrates ability to identify and resolve risk management issues according to policy/protocol

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Registration with General Pharmaceutical Council
- Master's degree in pharmacy (MPharm) (or equivalent)
- Independent prescriber qualification
- Minimum of 2 years' experience as a pharmacist, demonstrated within a practice portfolio
- Have experience and an awareness of common acute and long-term conditions that are likely to be seen in general practice
- Recognises priorities when problem-solving and identifies deviations from normal pattern and is able to refer to seniors or GPs when appropriate
- Able to follow legal, ethical, professional and organisational policies/procedures and codes of conduct
- Involve patients in decisions about prescribed medicines and supporting adherence as per NICE guidelines
- In depth therapeutic and clinical knowledge and understanding of the principles of evidence- based healthcare
- An appreciation of the nature of prison pharmacies
- Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. patients)
- Ability to plan, manage, monitor, advise and review general medicine optimisation issues in core areas for long term conditions
- Good IT skills
- Able to obtain and analyse complex technical information
- Work effectively independently and as a team member
- Demonstrates accountability for delivering professional expertise and direct service provision
- 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

Desirable

- Membership of the Royal Pharmaceutical Society
- A member of or working towards Faculty membership of the Royal Pharmaceutical Society

Job Description

- Post-graduate diploma

Employee signature

Manager signature
