

Job Description

Job Title	STAR Pharmacist – General Practice
Team	Emoloyed by an independent General Practice – Not an ICB Role
Directorate	N/A
Pay Band	Band 6
Accountable to	Practice Manager(s), PCN Manager(s), and Partners as needed

Job Summary

This is a new opportunity in general practice for newly qualified pharmacists. This role combines patient-facing, analytical and administrative elements of work, bringing expert knowledge of medicines to multi-disciplinary primary care teams. Each newly qualified clinical pharmacist will work for a Primary Care Network (PCN) in Norfolk & Waveney. PCNs are groups of several general practices who work together to support their local population. Norfolk & Waveney has 17 PCNs, including Norwich PCN which is made up of 4 neighbourhoods.

Key Working Relationships

- Required to maintain constructive relationships with a broad range of internal and external stakeholders.
- Participate in relevant internal and external working groups/projects, services, and initiatives which may be highly complex, sensitive, political, and contain contentious information with the aim of providing information and analytical advice to the teams.
- Work with members of the team to develop and implement project data collection systems that will provide accurate and timely data
- Communicate information, risks, issues and dependencies, including briefings and reports to Project teams, sponsors and a range of internal and external staff.

Functional Responsibilities

The precise role of each clinical pharmacist will vary slightly depending upon the needs and expectations of the PCN. Roles and responsibilities for the clinical pharmacist will develop and grow as they complete their primary care training, and it is expected that pharmacists will deliver all the elements of the Direct Enhanced Service (DES) as they progress through the Primary Care Pharmacy Education Programme (PCPEP) course. Appendix 1 summaries activities that will be

developed during the training. The role responsibilities will include:

- Clinically assess and treat patients using expert knowledge of medicines for specific disease areas
- Contribute to accurate medicines reconciliation upon transfer of care
- Support colleagues and patients with medication queries and ensuring medications are monitored in line with national guidance e.g., NHS Specialist Pharmacy Service (SPS)
- Take responsibility for the care and management of patients with chronic diseases (within your areas of expertise and/or interest)
- Undertake clinical medication reviews to proactively manage people with complex polypharmacy. Focusing especially on the elderly, people in care homes, those with multiple co-morbidities (frailty, COPD, and asthma) and people with learning disabilities or autism
- Provide specialist expertise in the use of medicines, while helping to address both the public health and social care needs of patients
- Undertake clinic audits to improve patient care and identify practice improvement points
- Provide leadership on person-centred medicines optimisation (including ensuring prescribers in the practices conserve antibiotics in line with local antimicrobial stewardship guidance) and quality improvement
- Contribute to the General Practice quality and outcomes framework (QOF), PCN Network Direct Enhances Service (DES) specification and the Investment & Impact Fund (IIF)
- Use structured medication reviews (SMRs) to support patients to take their medications to get the best from them, reduce waste and promote self-care
- Provide pharmaceutical advice for the development and implementation of new services that have medicinal components (e.g., advice on treatment pathways and patient information leaflets)
- Work with general practice teams to ensure that practices are compliant with CQC standards where medicines are involved e.g., Nigel's Surgery
- Lead integration of general practice with community pharmacy & other healthcare teams to improve patient outcomes, ensure better access to healthcare, and manage general practice workload
- Contribute to local prescribing improvement/quality schemes e.g., PQS
- Develop relationships and work closely with other pharmacy professionals across primary care & community and the wider health and social care system
- Take a central role in the clinical aspects of shared care protocols, clinical research with medicines, liaison with specialist pharmacists, liaison with community pharmacists and anticoagulation
- Support training requirements for other PCN staff on specific medicines-related matters based on local needs

- Network with pharmacy professionals in within the PCN, other PCNs, community pharmacy, Integrated Care Board (ICB), Community Interest Companies (CICs) and NHS trusts
- Supervise and support PCN Pharmacy Technicians in their roles within the PCN
- Support practices within the PCN to develop dispensing/prescribing formularies which align to ICB formularies as appropriate
- Contribute to promotion of self-care within the PCN and identify medications which should routinely be purchased over the counter

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

Communication

- Work with members of the team and key stakeholder to investigate the causes of any variance from plan/delivery targets and contribute to the implementation of solutions
- Support the development of internal and external communications where required by regular contact with the teams, stakeholders and Communications team
- Responsible for preparation of correspondence and complex papers, as directed by Manager

Information Management

- Operate within and provide enhancements to current management information, reporting to enhance decision making processes.
- Updating, maintaining, organise, gather and analyse information to predict/meet future organisational and team needs by identifying best professional practice

Mandatory Responsibilities

Appraisal

The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.

Mobility

Employees may be required to work at any of the other sites within the organisation subject to consultation. The organisation is in a period of rapid change due to developments and rationalisation of services. This will lead to modification of structures and job descriptions. The post holder will be expected to

co-operate with changes subject to consultation, at any time throughout the duration of your contract.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Confidentiality

All employees are subject to the requirements of the Data Protection Act 1998 and must maintain strict confidentiality in respect of patient, client and staff records.

Data Protection Act

To comply with the requirements of the Data Protection Act.

Data Use and Quality

All staff employed by the organisation or an external agency, working in the NHS are bound by a legal duty of confidence to protect and input personal information accurately, securely, efficiently and effectively, in order to deliver the best possible care.

Safeguarding Responsibilities

The organisation takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by:

- Attending mandatory training on Safeguarding children and adults.
- Making sure they are familiar with their and the organisation's requirements under relevant legislation.
- Adhering to all relevant national and local policies, procedures, practice guidance (e.g. LSCB Child Protection Procedures and Practice Guidance) and professional codes.
- Reporting any concerns to the appropriate authority.
- Smoking and Health.
- The organisation has a no smoking policy throughout its premises, including buildings and grounds.

Equality and Diversity

The organisation will adhere to, and is committed to, all legislation relating to equality and diversity. All staff must act in ways that are in accordance with legislation, policy, procedures and good practice relating to equality and diversity. This includes ensuring that they do not discriminate against others in relation to their race, disability, gender, age, sexual orientation, gender reassignment, marriage and civil partnership, pregnancy and maternity and religious belief, and

promoting equality of opportunity in relation to employment and service provision.

Information Management and Technology (IM&T)

All staff are expected to utilise the relevant national and local IM&T systems necessary to undertake their role.

Sustainability and Carbon Reduction

- To work in a sustainable manner.
- To consider alternative working practices where possible to contribute to carbon reduction and show consideration to environment issues.

Reasonable Adjustments

The organisation is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

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
- Completion of required mandatory training for the role e.g., safeguarding, fire safety
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work
- Completing the Centre for Postgraduate Pharmacy Education (CPPE) Primary Care Pharmacy Education Pathway (PCPEP) and independent prescribing qualification

Job Description Agreement

This job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job-holder will also be required to carry out any other duties that may be reasonably requested by their line manager. It is likely that the post will evolve over time and may be reviewed on an on-going basis in accordance with the changing needs of the Department and the Organisation. Job titles may also be subject to change on an on-going basis and in accordance with the introduction of any corporate naming conventions agreed during the establishment of the organisation.

	Signed	Print name	Date
Post Holder			
Line Manager			

Person Specification Band 6

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.

	Essential	Desirable
Professional Qualifications	<ul style="list-style-type: none"> • Master's degree in Pharmacy (MPharm) or equivalent • Current registrant of General Pharmaceutical Council (GPhC) • Willing to undertake postgraduate study, including independent prescribing when eligible 	<ul style="list-style-type: none"> • Evidence of completed continued professional development (CPD) since registration • Member of Royal Pharmaceutical Society (RPS) or Primary Care Pharmacy Association (PCPA) • Completion of Basic Life Support (BLS) training
Experience	<ul style="list-style-type: none"> • Broad clinical pharmacy experience and knowledge of disease states • Commitment to continued professional development and evidence of this • Understanding of pharmacist role in community pharmacy, hospital pharmacy and/or general practice • Understanding and commitment to safeguarding and patient confidentiality • Understands and demonstrates commitment to equality, diversity, and inclusion • Able to obtain and analyse complex technical information • Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer to the GP when appropriate 	<ul style="list-style-type: none"> • Experience working with the public in a patient-facing or customer-facing role • Experience within community pharmacy, hospital pharmacy, or general practice • Experience supporting the teaching or mentoring of other pharmacy professionals • Experience of using SystemOne or EMIS clinical systems • Experience in shared decision-making consultation behaviours • Understanding of funding within primary care e.g., Quality Outcomes Framework (QOF) • Awareness of Primary Care Networks (PCNs) and their functions
Personal Qualities	<ul style="list-style-type: none"> • Effective verbal and written communication skills • Ability to influence senior medical, nursing and pharmacy staff • Effective organisational skills in the workplace. • Able to prioritise workload and meet deadlines • Able to demonstrate initiative 	<ul style="list-style-type: none"> • Leadership and/or management experience • Managing difficult situations & conflict • Managing expectations

	<ul style="list-style-type: none">• Able to interpret and summarise a wide range of clinical information and demonstrate appropriate clinical knowledge and application• Self-reliant, helpful, and friendly	
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