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| **JOB TITLE** | **Clinical Pharmacist Manager** |
| **RESPONSIBLE TO** | Practice Manager |
| **ACCOUNTABLE TO** | Partners of the Windrush Medical Practice |
| **RELATIONSHIPS** | Community Pharmacies  Dispensary  Clinical Pharmacist Team |
| **GRADE** | **Not AfC** - Band 8 **equivalent** (dependent on experience) |
| **HOURS** | **Full time (although job share would be considered for the right candidate)** |

The Windrush Medical Practice, Witney, Oxfordshire (Edge of the Cotswolds and 13 miles from Oxford)

This is an excellent opportunity for a registered Pharmacist wishing to join part of the Primary care Team.

We have a rapidly expanding team of healthcare professionals within the Practice, including GPs, Nurses, health care assistants, care-co-ordinators and paramedics. We are also a training practice for GP Registrars and regularly have medical students with us from both the University of Oxford and University of Buckingham.

**Job Purpose**

* To develop and coordinate a high quality, safe and patient focuses forward-thinking clinical pharmacy service
* To ensure safe and effective systems of work are maintained across the pharmacy team to deliver high quality patient care in line with legislation and national guidelines
* To provide professional pharmacy leadership for the clinical pharmacy service providing expert advice on pharmaceutical matters

# Responsibilities underpinning the role

# The following are the core responsibilities of the Clinical Pharmacist Manager. On occasion there may be a requirement to carry out other tasks; this will be dependent on factors such as workload and staffing levels:

# Management responsibilities

* Develop a working environment that promotes healthy, safe and effective work outcomes and enables the Pharmacist team to work effectively and provide a high quality service to patients and to work effectively with other agencies
* To provide mentorship and support to less experienced members of the Pharmacist team
* Identify the workforce that is required to provide services to meet the needs of the patient population and negotiate with the practice management team for this workforce.
* Ensure adequate cover by suitably qualified staff.
* Effectively manage own time.
* Assess own performance and take accountability for own actions, either directly or under supervision
* Allocate and co-ordinate and contribute to annual staff appraisals for team members.
* Work alongside the Practice Manager to build development plans for the Pharmacist team where appropriate
* Lead the recruitment of Pharmacist staff to meet the health and well-being needs of the practice population.
* Recognise people’s needs for alternative methods of communication and respond accordingly.
* Offer and arrange for clinical supervision to other members of the team
* Respond to patient complaints in accordance with the Practice Complaints procedure, and evaluate suggestions, referring on to the practice manager as necessary.
* Lead the team in PQS, QoF and IIF guidelines and targets.
* Work with public health initiatives, ensuring the work of the team is up to date.
* Attend, organise and participate in practice meetings as required.
* Take an active role in the future development of the integrated team being proactively involved in developing practice strategies with the management team.
* Audit areas of work for effectiveness and future planning.
* ?work with IT team to utilise IT (?including AI) to facilitate and automate suitable areas of prescribing
* to work with Training Development and Governance lead to ensure structures are in place to support the clinical governance of the Clinical Pharmacy team

**Medication Review and Optimisation**:

* To discuss medication issues with patients as needed and appropriate e.g. adverse effects/interactions, overdose/inadvertent ingestion, OTC remedies, queries from dispensary, queries from care homes.
* To carry out medication reviews and to discuss specific issues
* To review and continue repeat medications for new patients who have just registered with the practice, and suggest GP medication review where appropriate.
* To discuss medication issues with patients as needed and appropriate by telephone, e.g. adverse effects/interactions, overdose/inadvertent ingestion, OTC remedies, queries from dispensary, queries from care homes.
* To respond to dispensary queries to include, re-authorise repeats where there are queries, clarify doses, clarify products, give appropriate alternatives when availability issues.
* To discuss specific patient and prescribing issues (e.g. complicated regimes/polypharmacy, compliance difficulties, multiple adverse effects, medication reduction regimes) with other clinicians as necessary.

**Chronic Disease Medicines Management:**

* According to experience and training.
  + Hypertension (lifestyle advice and medication initiation and optimisation);
  + Diabetes (joint clinic with practice nurse, with referral to GP/community diabetes nurse specialist/secondary care diabetes advice line);
  + CHD (medicines optimisation, with referral to GP where necessary).
  + Respiratory Asthma and COPD (advise practice nurse, including interpretation of spirometry)
  + Chronic pain management (responding to patient or GP requests for review).

**Medicines Reconciliation**:

* To review secondary care requests for new medication (as communicated by discharge summaries, outpatient letters, etc.) and raise any queries with relevant GP, and discuss how to respond when inappropriate prescribing requests arise.
* To deal with anticoagulant start/stop requests from secondary care and contact patients who have defaulted on INRs.

**Medicines Information/Education:**

* To monitor and inform colleagues as relevant about ongoing prescribing issues, e.g. new guidelines (national and local), new products being asked for by secondary care, manufacturing and supply problems, new prescribing restrictions or contraindications, and individual and systematic errors made by colleagues.
* To advise on cost effective prescribing and prescribing budget issues.
* To support nursing home staff in medicines management.

**Prescribing Systems and Policies:**

* To identify patients in need of medication review including Structured Medication Reviews where indicated and develop the system of patient invitation with the admin team.
* To liaise with dispensary, admin and clinical staff in discussing, developing, and implementing medicines management systems in the practice.
* To work with the GPs (especially the prescribing lead), practice manager, dispensary manager and dispensary team to review, develop and implement prescribing policies and strategies for the whole practice.
* To suggest and design audits in relation to prescribing targets, implementation of locality policies and the Quality Outcomes Framework (QOF).
* To work with the GPs, practice manager, and dispensary manager on choosing and delivering targets for the local Prescribing Incentive Scheme (PIS).
* To monitor the practice’s prescribing performance (via the ICB prescribing dashboard, progress on the PIS, ePACT, etc.), and suggest changes to practice prescribing as appropriate.
* To support the delivery of electronic prescribing.
* To work with the dispensary team, Senior Clinical PCN Pharmacist and lead dispensing GP to maximize profitability and to perform audits.

**Liaison with community and hospital pharmacies:**

* To support and advise dispensary when needed.
* To rationalise requests for dossette medications. Dispensary will still be responsible for ringing round re availability of products, taking initial calls, requesting new dosettes etc.

This job description is intended as guide to the duties and responsibilities of the post and should not be regarded as a complete list of those required to be fulfilled under the written statement of the main terms and condition of employment.

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with their line manager.

**Confidentiality:**

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 carer’s, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation.  All such information from any source is to be regarded as strictly confidential. Information requested by individual members will be collated and authorised through formal channels.

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 relating to confidentiality and the protection of personal and sensitive data

**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 Practice / consortium 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 Practice 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 Practice 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 recognise 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

# Professional registration requirements.

# Participate in defining own developmental plan to maintain and develop own clinical skills and ensure own professional development.

* Undertake and complete all statutory and mandatory training.
* Participate in an appraisal and regular performance reviews.
* Ensure that all mandatory training is completed in line with organisational policy.
* Contribute to the planning and implementation of the teaching of and support for new and existing staff in the Practice, including GP registrars, medical students, student Paramedics and newly-recruited Paramedics.

# Person Specification

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| **Qualifications** | **Essential** | **Desirable** |
| Masters Degree in Pharmacy or Equivalent | x |  |
| Pharmacist registered with the General Pharmaceutical Council | x |  |
| Completed a General Pharmaceutical Council accredited independent prescribing course | x |  |
| Membership of the Royal Pharmaceutical Society of Great Britain |  | x |
| Evidence of continued professional development. | x |  |
| Management training/qualification | x |  |
| **Experience and skills** | **Essential** | **Desirable** |
| Ability to manage and prioritise workload | x |  |
| Good general knowledge of healthcare systems | x |  |
| Experience of working in Primary care |  | x |
| Evidence of clinical leadership | x |  |
| Quality improvement knowledge and experience | x |  |
| Understanding of Clinical governance and its significance on clinical practice | x |  |
| Experience of computer based clinical systems such as EMIS Web |  | x |
| Knowledge of national and local commissioning arrangements for medicines | x |  |
| Adaptable and innovative in approach to work | x |  |
| Able to make effective decisions | x |  |
| Experience of managing staff across a variety of grades | x |  |
| Extensive experience of communication with prescribers, nursing and other MDT staff | x |  |
| **Skills** | **Essential** | **Desirable** |
| Good interpersonal skills with the ability to communicate effectively with a diverse range of people. | x |  |
| Knowledge of IT systems – email / word / Microsoft teams | x |  |
| Excellent written and verbal communication skills | x |  |
| Knowledge of audit and research | x |  |
| Good time management skills, able to prioritise and organise workload for best effect | x |  |
| Leadership skills |  | x |
| Ability to maintain a high level of confidentiality and discretion at all times | x |  |
| Problem solving & analytical skills | x |  |
| Current knowledge of NHS five year plan, as well as Government initiatives and NICE guidelines | x |  |
| Ability to follow policy and procedure | x |  |
| **Personal Qualities** | **Essential** | **Desirable** |
| Sensitive and empathetic in distressing situations | x |  |
| Ability to work under pressure | x |  |
| **Other requirements** | **Essential** | **Desirable** |
| Flexibility to work outside of core office hours if required | x |  |
| Clear vision of role and commitment to working in Primary Care | x |  |
| Disclosure Barring Service (DBS) check | x |  |

Under the Data Protection Act 1998 and GDPR, the post holder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

We expect all of our staff to actively promote equality and diversity and encourage colleagues to do the same. We encourage staff to support a zero tolerance approach to bullying and harassment in all forms, and to lead by example in this area.

This post is deemed to require a Disclosure check Enhanced Level with the Disclosure & Barring Service (DBS). This is due to the fact the post has access to children or vulnerable adults. Further information on the disclosure Service is available from [www.disclosure.gov.uk](http://www.disclosure.gov.uk)