



PHOENIX HEALTH GROUP JOB DESCRIPTION

Post Title: Primary Care Practice Pharmacist

Working Hours: Full-time

Reports to: Practice Manager & Partner
(Prescribing Lead)

JOB SUMMARY

The post holder will be a pharmacist, who acts within their professional boundaries, supporting and working alongside a healthcare and dispensary team in general practice. They will be responsible for supporting the partners in implementing effective medicine management within the practice, identifying areas for improvement, and initiating and managing change.

The post holder will provide primary support to general practice staff with regards to prescription and medication queries. They will help support the repeat prescriptions system, deal with acute prescription requests, and medicines reconciliation on transfer of care and systems for safer prescribing, providing expertise in clinical medicines advice while addressing both public and social care needs of patient in the GP practice (s).

The post holder will provide clinical leadership on medicines optimisation and quality improvement and manage some aspects of the quality and outcomes framework and enhanced services.

The post holder will ensure that the practice integrates with community and hospital pharmacy to help utilise skill mix, improve patient outcomes, ensure better access to healthcare and help manage workload. The role is pivotal to improving the quality of care and operational efficiencies so requires motivation and passion to deliver excellent service within general practice.

There is scope for the right candidate to develop the job role in the future to

include other elements such as Long-term Condition management in a clinic setting for example.

Primary Duties and Areas of Responsibility

Telephone medicines support for patients	Provide a telephone help line for patients with questions, queries and concerns about their medicines. Providing follow up for patients to monitor the effect of any changes
Medicine information to practice staff	Answers medicine-related queries from GPs, other practice staff and other healthcare teams (e.g. community pharmacy, frailty service nurses, care home ANPs). Suggesting and recommending solutions.
Repeat prescribing	Produce and implement a practice repeat prescribing policy. 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 by working alongside our experienced admin team.
Management of medicines at discharge from hospital	To reconcile medicines following discharge from hospitals, intermediate care and into care homes, including identifying and rectifying unexplained changes and working with patients and community pharmacists 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 (e.g. those with medicine compliance aids or those in care homes).

Unplanned hospital admissions	Review the use of medicines most commonly associated with unplanned hospital admissions and readmissions through audit and individual patient reviews. Put in place changes to reduce the prescribing of these medicines to high-risk patient groups.
Service development	Contribute pharmaceutical advice for the development and implementation of new services that have medicinal components (e.g. advice on treatment pathways and patient information leaflets).
Information management	Analyse, interpret and present medicines data to highlight issues and risks to support decision making.
Medicines quality improvement	Undertake simple audits of prescribing in areas directed by the GPs, feedback the results and implement changes in conjunction with the practice team.
Medicines safety	Implement changes to medicines that result from MHRA alerts, product withdrawal and other local and national guidance.
Implementation of local and national guidelines and formulary recommendations	Monitor practice prescribing against the local health economy's RAG list and make recommendations to GPs for medicines that should be prescribed by hospital doctors (red drugs) or subject to shared care (amber drugs). Assist practices in seeing and maintaining a practice formulary that is hosted on the practice's computer system. Auditing practice's compliance against NICE technology assessment guidance. Provide newsletters or bulletins on important prescribing messages.

Care Quality Commission	Work with the general practice team to ensure the practice is compliant with CQC standards where medicines are involved.
Public health	To support public health campaigns. To provide specialist knowledge on all public health programmes available to the general public.

Knowledge, Skills and Experience Required

- Completion of an undergraduate degree in pharmacy and registration with the General Pharmaceutical Council
- Minimum of 2 years' experience as a pharmacist, demonstrated within a practice portfolio.
- Full driving licence
- Has experience and an awareness of common acute and long-term conditions that are likely to be seen in general practice
- May hold or be working towards an independent prescribing qualification.
- May hold a minor ailments qualification
- May be clinical systems trained (Emis)
- 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
- Involves patients in decisions about prescribed medicines and supporting adherence as per NICE guidelines.

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
- Engages with Patient Participation Groups (PPGs) and involves PPGs in development of the role and practices
- 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.

This job description is intended as a basic guide to the scope and responsibilities of the post and is not exhaustive. It will be subject to regular review and amendment as necessary in consultation with the post holder.

Confidentiality:

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- 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 carers, 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 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

Health & Safety:

The post-holder will implement and lead on the full range of promotion and management their own and others' health, safety and security as defined in the practice Health & Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
- Maintain and up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial

/ corrective action where needed

- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, identifying issues and hazards / risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers
- Undertaking periodic infection control training (minimum annually)
- Routine management of own team / team areas, and maintenance of work space standards

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 recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice 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 recognize 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

Contribution to the Implementation of Services:

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate