

## CLINICAL PHARMACIST (CP) PERSON SPECIFICATION & JOB DESCRIPTION

### CP GENERAL PRACTICE SPECIALIST ASSOCIATE (GPSA) JOB SUMMARY

The CP GPSA will act autonomously within their professional scope of practice through the delivery of bespoke clinical advice to the clients of General Practice Solutions (GPS). Depending on the GPS services commissioned, CP GPSAs may also be required to care for the service users face to face, via the telephone consultations and/or undertake video consults.

The CP GPSA will use their skills, knowledge, and competencies as a qualified Clinical Pharmacist to be responsible and accountable for mentoring GPS clients on the management of service user caseloads for treatments, referrals, and Structured Medication Reviews (SMRs). The CP GPSA may also be required to simultaneously apply the same standards for the direct care of service users depending on the GPS services commissioned.

The CP GPSA will be required to implement robust workflows and processes dependent on the client's needs and as outlined in the GPS mobilisation brief. One's duties may well vary from paper-based exercises such as introducing best practice guidelines and processes to the physical management of service users.

The CP GPSA is responsible for managing medication alerts (MHRA / CAS / NPSA) and mentoring clients on proven processes to ensure good clinical governance and service user care.

### CP GPSA PERSON SPECIFICATION

This person specification provides a list of essential and desirable skills and competencies that a candidate should have in order to perform the job.

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<i>Masters degree in pharmacy (MPharm) (or equivalent).</i>	<input checked="" type="checkbox"/>	
<i>Registered Pharmacist with General Pharmaceutical Council.</i>	<input checked="" type="checkbox"/>	
<i>Independent prescriber or working towards/intent of gaining independent prescribing qualification.</i>	<input checked="" type="checkbox"/>	
<i>Specialist knowledge acquired through postgraduate diploma level or equivalent training/experience.</i>	<input checked="" type="checkbox"/>	

PERSONAL ATTRIBUTES	ESSENTIAL	DESIRABLE
<i>Works effectively independently and as a member of a team.</i>	<input checked="" type="checkbox"/>	
<i>Flexible approach to meet service needs and ensure a stakeholder focused response.</i>	<input checked="" type="checkbox"/>	
<i>Self-motivated and proactive.</i>	<input checked="" type="checkbox"/>	
<i>Continued commitment to improve skills and ability in new areas of work.</i>	<input checked="" type="checkbox"/>	
<i>Able to undertake the demands of the post with reasonable adjustments if required.</i>	<input checked="" type="checkbox"/>	
<i>Able to work across several sites.</i>	<input checked="" type="checkbox"/>	

SKILLS AND EXPERIENCE	ESSENTIAL	DESIRABLE
<i>Minimum of 2 years post qualification experience, including primary care and at least one other field of pharmacy (community or hospital).</i>	<input checked="" type="checkbox"/>	
<i>In depth therapeutic and clinical knowledge and understanding of the principles of evidence- based healthcare.</i>		<input checked="" type="checkbox"/>
<i>Good knowledge of NHS medicines optimisation.</i>	<input checked="" type="checkbox"/>	
<i>Clinical Pharmacy experience in running primary care clinics.</i>		<input checked="" type="checkbox"/>
<i>An appreciation of the nature of GPs and general practices.</i>	<input checked="" type="checkbox"/>	
<i>Computer literate with an ability to use the required GP clinical systems.</i>		<input checked="" type="checkbox"/>
<i>Experience of managing / developing a team.</i>	<input checked="" type="checkbox"/>	
<i>Understand the aims of current healthcare policy within primary care.</i>	<input checked="" type="checkbox"/>	
<i>Able to analyse and interpret prescribing data.</i>		<input checked="" type="checkbox"/>
<i>Has attention to detail, able to work accurately, identifying errors quickly and easily.</i>	<input checked="" type="checkbox"/>	
<i>Can effectively manage allocated resources.</i>	<input checked="" type="checkbox"/>	
<i>Produce timely and informative reports.</i>	<input checked="" type="checkbox"/>	
<i>Has a planned and organised approach with an ability to prioritise their own workload to meet strict deadlines.</i>		<input checked="" type="checkbox"/>
<i>Excellent understanding of data protection and confidentiality issues.</i>	<input checked="" type="checkbox"/>	
<i>Able to think analytically; anticipating obstacles and thinking ahead; using analytical techniques to come up with solutions.</i>	<input checked="" type="checkbox"/>	

<i>Excellent verbal and written communication skills with team members, service users, carers, and other healthcare professionals.</i>	<input checked="" type="checkbox"/>	
<i>Politically astute with an ability to sensitively manage complexity and uncertainty.</i>		<input checked="" type="checkbox"/>
<i>Excellent organisational and time management skills.</i>	<input checked="" type="checkbox"/>	
<i>Understanding of budget and health and social care data.</i>	<input checked="" type="checkbox"/>	
<i>Committed to own continuing personal development and an ability to support others to develop and progress.</i>	<input checked="" type="checkbox"/>	
<i>Qualification in Advanced Clinical Practice.</i>		<input checked="" type="checkbox"/>

<b>PHYSICAL REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<i>Commit to a DBS Check.</i>	<input checked="" type="checkbox"/>	
<i>UK Driving Licence.</i>		<input checked="" type="checkbox"/>

### **CP JOB DESCRIPTION**

The CP GPSA will help service users to get the best from their medicines by switching medications to agreed and approved protocols, improving repeat prescribing processes, including the promotion of repeat dispensing and online ordering, minimising clinical risk and aiming to reduce wasted medicines.

- To work as part of a multi-disciplinary team in a public-facing role to clinically assess and treat service users using extensive experience and in-depth knowledge to be directly responsible for care and prescribing of defined cohort(s) of service users.
- To lead and promote, support, and facilitate medicines optimisation for specialist area in the wider medicine's agenda ensuring best value, reduced harm and improved outcomes.
- To lead and deliver evaluation and audit of service delivery for specialist area in order to ensure a high-quality service and to further develop provision.
- To work to the principles of Medicines Optimisation and relevant up to date national guidelines and evidence base.
- To support the Prescribing Lead with the medicine's agenda.
- To implement GPS policies and procedures as per the mobilisation brief.

### **MAIN RESPONSIBILITIES**

- Work as part of a multi-disciplinary team in a public-facing role to clinically assess and treat service users using expert knowledge of medicines for specific disease areas.
- Pharmaceutical consultations to patients with long term conditions as an integral part of the multidisciplinary team.
- Provide proactive leadership on medicines and prescribing systems to the client providers team, patients, and their carers.

- Improve service user and carer understanding of confidence in and compliance with their medication.
- Provide advice and answer medication related queries from service users and workers.
- Organise and oversee medicines optimisation systems including the repeat prescribing and medication review systems.
- Work with the GPS CP lead and the providers Customer Relations Manager (CRM) to support them with implementation of the mobilisation brief.
- Promote high quality, cost-effective prescribing, supporting the specifications within the PCN DES, including Structured Medication Reviews, Enhanced Health in Care Homes and other medicines optimisation tasks as determined by GPS clients' requirements.
- Improve the quality and effectiveness of prescribing through clinical audit and education to improve performance against NICE standards, and clinical and prescribing guidance.
- Develop yourself and the role through participation in clinical supervision, training, and service redesign activities.
- Contribute to a safety culture through reporting and investigation of medicines incidents and undertaking proactive measures to improve service user safety.
- Work with community pharmacists, hospital pharmacists, and other stakeholders in the medicines supply chain to improve patient experience and manage incidents.
- Deliver training, mentoring and guidance to other clinicians and workers on medicine issues.
- Respond to prescription requests from community service users, nursing/care homes, workers, pharmacy staff and GPs, processing them within recognised timescales (e.g. 48 hours for routine prescriptions and same day for urgent prescriptions). This can include re-routing prescriptions to out of hours pharmacies for same day delivery.
- Process monthly prescriptions for nursing/care homes, checking for changes and adherence/over-ordering issues.
- Use GPS or local templates to record near patient monitoring for high-risk drugs. (Dependent on the GPS client's preference).
- Identify blood tests, recalls and reviews using established protocols and forward these to the appropriate clinician.
- Support and respond to medicines-related queries from medical and nursing colleagues and from service users and relatives via face to face, via phone or via email. Queries can include issues with interactions or ADRs, availability of stock, swallowing difficulties, cost-effectiveness, urgent requests, or extra supplies.
- Review hospital discharge notifications and outpatient hospital letters and reconcile medication against current repeats, flagging up and correcting discrepancies.
- Promote safe use of medication, reporting of medicines-related incidents and pro-actively preventing safeguarding incidents.
- Use knowledge of GP computer prescribing systems and community pharmacy dispensing systems to advise on solving problems related to prescribing/dispensing and other areas to develop the skills of the client provider and pharmacy staff.
- Support the review of care home procedures, making recommendations for potential improvements.
- Observe the principles of clinical governance when developing policies, protocols, guidelines, SOPs and procedures.
- Support the client providers prescribing budgets by on-going monitoring, audit and analysis of drug use and support client providers in reviewing, developing and enhancing cost-effective prescribing. This includes staying aware of latest QIPP and other cost targets.
- Help review medication with the pharmacists and make recommendations for prescribing changes to improve outcome and ensure prescribing of the most cost-effective product.

## **ADMINISTRATION**

- Contributes and participates in audits, evaluation, and clinical standard setting within the GPS client provider.
- Accurate and timely summarising of clinical records and read-coding data.
- Complete all required paperwork for legal and administrative purposes in accordance with relevant standards.
- Ensure that all client provider / GPS policies are fully implemented.
- Work in accordance with all governance and internal systems relating to (but not limited to) the management of clinical data and systems.

## **TRAINING AND DEVELOPMENT**

- Taking responsibility for own development with relevant evidence-based knowledge and competence in all aspects of the role to meet clinical governance guidelines for Continuing Professional Development (CPD) and a Personal Development Plan (PDP).
- Stay up to date through attendance at any courses and/or study days necessary to ensure that professional development requirements are met, demonstrating skills and activities to others who are undertaking similar work.
- Subject to a performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- Work closely with other clinical workers and administrative managers in the setting up and/or improving of practice systems for monitoring/measuring performance against Clinical Governance and Quality Indicator targets
- Work to deliver the NHS contract requirements related to the client provider (including the terms of the Quality and Outcomes Framework and locally enhanced services)
- Commit to take and pass the necessary Clinical Pharmacist re-certification exams (currently every 6 years) to maintain qualifications required to carry out duties of the role and as statutory regulatory bodies require.

## **ADMINISTRATION AND PROFESSIONAL RESPONSIBILITIES**

- Produce accurate, contemporaneous, and complete records of consultation, consistent with legislation, policies, and procedures.
- Participate in the administrative and professional responsibilities of the team.
- Accurate and legible notes of all consultations and treatments are recorded in the patient's notes.
- Ensure clinical systems kept up to date, recording and/or amending accurate details.
- Ensure appropriate items of service claims are made accurately, reporting any problems to a manager.
- Ensure accurate completion of all necessary documentation associated with health care and registration with the client provider.
- Attend and participate meetings as per the GPS mobilisation brief.
- Restocking and maintenance of clinical areas and consulting rooms.
- Attend GPS mobilisation meetings.

## **TRAINING AND PERSONAL DEVELOPMENT**

- Maintain up to date skills and knowledge, maintaining awareness of professional issues at an advanced level.

- Training needs will be monitored by yearly appraisal and will be in accordance with GPS requirements. Personal development will be encouraged and supported by GPS.
- Assess effectiveness of care delivery through self-reflection and peer review, as well as benchmarking and formal evaluation.
- Contribute to the identification and assessment of learning needs of workers and other professionals and assist in planning effective programmes of education.
- Act as a mentor for GPS clients as per the GPS mobilisation brief.
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work and ensure own educational commitment is at least sufficient to maintain revalidation requirements.
- Develop and maintain a Personal Learning Plan.
- Regularly participate in clinical supervision.

#### **LEADERSHIP – PERSONAL AND PEOPLE DEVELOPMENT**

- Act as a clinical leader on behalf of GPS in the delivery of Clinical Pharmacist services ensuring that the needs of the service user are a priority.
- Support worker development in order to maximise potential.
- Actively promote the workplace as a learning environment, encouraging everyone to learn from each other and from external good practice.
- Critically evaluate and review innovations and developments that are relevant to the area of work.
- Take part in recruitment processes where appropriate.
- Maintain effective communication and active involvement in the planning and processes of practice-based commissioning or similar initiatives.
- Promote the role of Clinical Pharmacists in general practice.

#### **CONFIDENTIALITY**

In the course of seeking treatment, service users entrust professionals with, or allow them to gather, sensitive information in relation to their health and other matters.

- The CP GPSA will comply with Legislation with regards to data protection act and ensure confidentiality is always maintained.
- The CP GPSA must regard all information relating to service users and their carers, and other healthcare workers (as well as information relating to the client provider / GPS as a business organisation) as strictly confidential.
- Information relating to service users, carers, colleagues, other healthcare workers or the business of the client provider / GPS may only be divulged to authorised persons in accordance with the GPS policies and procedures relating to confidentiality, data protection legislation and the protection of personal and sensitive data, as well as other related healthcare legislation (e.g. the NHS Confidentiality Code of Practice).

#### **HEALTH & SAFETY**

The GPSA will comply with policies, procedures and clinical guidelines for oneself and others. This includes but not limited to:

- Identifying, reporting, and correcting health and safety hazards and infection hazards immediately when recognised.

- Identifying issues and hazards / risks in relation to other work areas within the business.
- Awareness of national standards of infection control and cleanliness, as well as ownership of infection control and clinically based patient care protocols and implementing them across the client provider.
- Active observation of current working practices across the practice in relation to infection control, cleanliness and related activities, ensuring that procedures are followed, and weaknesses / training needs are identified, escalating issues as appropriate.
- Identifying the risks involved in work activities, raising them with appropriate management and managing those risks across clinical processes.
- Safe management of sharps procedures, including training, use, storage, and disposal.
- Keeping own work areas and general / service user areas are generally clean, sterile, assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other managers.
- Demonstrate due regard for safeguarding and promoting the welfare of children.
- Routine management of own team / team areas, and maintenance of workspace standards:
  - Waste management, including collection, handling, segregation, container management, storage, and collection.
  - Spillage control procedures, management, and training.
  - Decontamination control procedures, management and training, and equipment maintenance.

### **EQUALITY AND DIVERSITY**

The CP GPSA will support the equality, diversity and rights of service users, 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 GPS procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.
- Support people who need assistance in exercising their rights.

### **QUALITY**

The CP GPSA will strive to maintain quality 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 service user needs.
- Effectively manage own time, workload and resources.

### **COMMUNICATION**

The CP GPSA should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with service users and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.
- Ensure awareness of sources of support and guidance (e.g. PALS) and provide information in an acceptable format to all service users, recognising any difficulties and referring where appropriate.

**CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES:**

The CP GPSA will:

- Apply 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.