

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Community Services Pharmacist
<b>Reports to</b>	Locality Lead Pharmacist
<b>Band</b>	Band 7
<b>Department/Directorate</b>	Pharmacy / Clinical Services/Support Services

JOB PURPOSE
<ul style="list-style-type: none"> <li>To provide and develop a clinical pharmacy service to patients and staff in the Community Care Group to meet professional and Trust requirements. Physical locations include community hospital inpatient units, outpatient clinics, ambulatory clinics and patients' home settings including nursing homes.</li> <li>To deliver a high-quality clinical pharmacy service and promote integration across health and social care including primary care services, community pharmacy, secondary care, acute hospital at home and mental health teams.</li> <li>Proactively support seamless transfer of patients from all care settings in relation to medicines.</li> <li>Support pharmacy technicians to deliver clinical prioritisation of patients on a day-to-day basis.</li> <li>Responsible for linking with wider health and social care teams to optimise medication regimes and pharmaceutical care to promote consistently safe, clinically effective and cost- efficient use of medicines.</li> <li>To provide advice, education, training and development for patients, other pharmacy staff and members of the multidisciplinary team.</li> </ul>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> <li>To participate in the provision of a wide variety of clinical and pharmacy services working under the guidance of senior colleagues but accountable for own professional actions.</li> <li>To provide pharmaceutical care to patients receiving care within community services (e.g. inpatients, outpatients, usual place of residence). This includes personalised clinical medicines review, counselling, medicines reconciliation and clinical screening of prescriptions to ensure safe, evidence based and rational use of medicines in line with the Joint Formulary, national guidance and local policies so that risks to patients are minimised.</li> <li>Responsible for ensuring that legal and statutory requirements in relation to medicines are met and for ensuring the delivery of pharmaceutical care to patients meets national and local standards.</li> <li>Carry out duties to ensure that medicines are provided in a safe and timely fashion for patients.</li> <li>To report and participate in investigation of medication -related incidents and complaints and implement related learning or change in practise.</li> <li>To raise concerns about issues that may affect the quality of patient care or the safety of staff and patients.</li> <li>Undertake an independent prescribing course in an area agreed with senior pharmacy staff within a mutually agreed time scale and utilise these skills once obtained.</li> <li>To assist the lead/senior pharmacists and pharmacy technicians in the effective delivery of pharmacy services, including medicines advice and information.</li> <li>To participate in relevant education, post graduate qualification, in house training, competence assessment and development to ensure effective and safe delivery of pharmacy services.</li> <li>Actively participate in antibiotic stewardship, the green agenda, clinical audit and quality improvement work.</li> <li>Appropriately use Trust electronic patient medical records and corresponding electronic and paper systems in primary care to maintain accurate records of patient medication, interventions, recommendations, and outcomes.</li> </ul>

## KEY WORKING RELATIONSHIPS

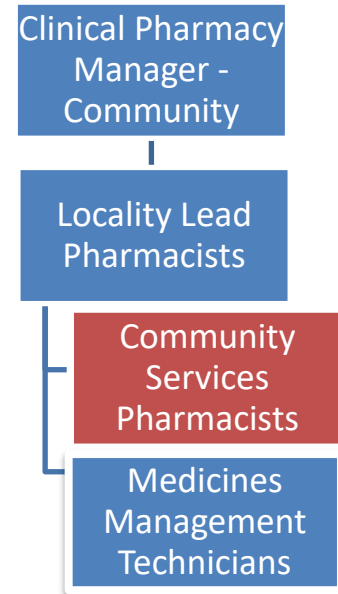
The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.

In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Clinical Pharmacy Managers – acute and community</li><li>• Deputy Clinical Pharmacy Manager</li><li>• Pharmacists and pharmacy technicians</li><li>• Dispensary Manager</li><li>• Dispensary pharmacy staff (registered and non-registered)</li><li>• Pharmacy procurement and distribution staff</li><li>• Nursing Staff</li><li>• Medical Staff</li><li>• Allied Health Professionals</li><li>• Community Services Managers</li><li>• Non-registered staff e.g. Discharge Co-ordinators, support workers</li><li>• Lead Education and Training Pharmacist</li><li>• Non-medical prescribers</li><li>• Urgent Community Response Team members</li></ul>	<ul style="list-style-type: none"><li>• Staff from partner organisations (e.g. Devon Partnership Trust, Hospice, other acute hospitals)</li><li>• GP practices</li><li>• Primary Care Networks</li><li>• Community Pharmacies</li><li>• Social care staff</li><li>• Care homes staff</li><li>• Patients and members of the public</li></ul>

## ORGANISATIONAL CHART



## **FREEDOM TO ACT**

- Accountable for own professional actions: guided by national protocols, legislation and local formulary such as NICE Guidance, GPhC Standards for pharmacy professionals and the Devon joint formulary
- To work autonomously within trust medicines management policy to provide specialist pharmacy services

## **COMMUNICATION/RELATIONSHIP SKILLS**

- Frequently communicates and receives complex and sensitive medicines related information to/from prescribers, clinicians, other health and social care colleagues, patients and carers. Patients may have barriers to understanding such as language difficulties, physical or mental disabilities (e.g. elderly or frail patients)
- Communication methods will include verbal, written and electronic.
- Liaise with and support other pharmacy professional colleagues within the Trust and external organisations as required for role
- Communicate advice regarding medication storage with health and social care staff (registered professionals and non-registered)..
- Liaise with medical and nursing staff on the suitability and availability of medicinal products.
- Communicate effectively with health and social care staff within the Trust and in partner organisations to improve patient care
- Communication skills may include persuasion, negotiation, empathy and providing reassurance eg communicating with patients to explain how to take new medicines or providing reassurance regarding medication side effects and drug interactions

## **ANALYTICAL/JUDGEMENTAL SKILLS**

- Demonstrate a range of analytical and judgemental skills which require review of complex facts and information or situations which require analysis, interpretation and comparison of a range of available options to inform clinical decisions.
- Clinical skills for analysing prescribed medication and clinical information in order to provide advice on medicines optimisation, and medicines information
- Therapeutic drug monitoring for specific drugs with a narrow therapeutic window to ensure safe and effective therapy.
- Respond to a wide variety of complex medicines information enquiries.
- Ensure adherence to medicines legislation, trust policies and accurate record keeping.
- Use appropriate clinical and professional judgement skills to review medication using problem solving skills to determine the most appropriate course of action and make appropriate clinical recommendations to healthcare professionals
- Monitor and influence the practice of other healthcare providers, including medical staff and ACPs, to ensure that prescribing and medicines use is safe and effective for patients.
- Ensure controlled drugs are prescribed and supplied in accordance with the Misuse of Drugs Act 1971.
- Clinical and accuracy checking of prescriptions.

## **PLANNING/ORGANISATIONAL SKILLS**

- Plans own workload to ensure high priority patients or issues are dealt with first e.g. medicines reconciliation, medication supplies for high risk drugs.
- Frequent management and prioritising of own workload to tight deadlines and ensuring urgent work is completed within relevant timescales to provide high standards of patient care.
- Provide support for effective discharge planning and processes including authorisation of discharge prescriptions, ensuring appropriate medication supplies available, organising medication compliance aids and discharge medicines referral service.
- Respond to urgent requests for advice or pharmaceutical services throughout the working day.
- Respond to unexpected and unpredictable requests from other Trust staff.
- Support the implementation of medicines management issues identified from national and local guidelines and initiatives

- Plan and carry out controlled drug medication destruction in line with legislation, professional standards and Trust Policy.

## **PATIENT/CLIENT CARE**

- Provide highly specialist clinical pharmacy services and advice which contributes to direct patient care e.g. medicines information, review prescriptions and discharge orders; provides clinical and practical advice to clinical and non-clinical staff, patients and carers. This includes advice in relation to optimising medication regimes, and possible side effects. Undertakes risk management and ensures compliance with medicines legislation.
- Checking patients' own drugs for suitability to reuse to ensure safe and effective therapy.
- Relabelling patients' own medication to support timely discharges from community hospitals.
- Completing patient specific medicines reconciliations on admission and discharge in hospital and on acceptance onto the HomeCare caseload and communicating any discrepancies appropriately to the appropriate healthcare professional.
- Take an active role in reporting of medication errors, near misses and improving medicines safety and governance in line with Trust policy.
- Provide medicines education to patients on how to take their medicines and potential side effects to ensure safe and effective therapy.
- Prescribes within area of competence (once prescribing qualification achieved)
- Educate patients on their drug therapy to ensure compliance.

## **POLICY/SERVICE DEVELOPMENT**

- Work to defined policies and procedures.
- Implement pharmacy and medicines-related policies and procedures within clinical areas and homecare settings e.g. Medicines Management Policy.
- Propose and implement changes to medicines-related policies and procedures within area of clinical responsibility which may impact on wider Trust service.
- Comment on proposed changes to policies and current practices/reviews protocols.
- Work proactively and collaboratively to improve sustainability through implementation of identified and agreed changes to support the Trust Green Plan.

## **FINANCIAL/PHYSICAL RESOURCES**

- Have a personal duty of care for equipment and resources used in course of work.
- Minimise medicines waste by supporting efficient working systems across primary and secondary care.
- Advise on cost effective prescribing where appropriate.

## **HUMAN RESOURCES**

- Regularly undertakes supervision of junior pharmacy staff, technicians, foundation pharmacists, undergraduates and students whilst providing a clinical service to both inpatients and patients in their own homes as appropriate.
- Frequent contribution to education and training e.g. foundation pharmacists, pharmacist peer colleagues, junior staff and other members of the multidisciplinary team.
- Deputise for other senior pharmacists in the team as appropriate

## **INFORMATION RESOURCES**

- Records personally generated medicines-related information e.g. medicines reconciliation information, summarises drugs information, prescribing advice and recommendations
- Inputs patient related data into Trust ePMA system

## **RESEARCH AND DEVELOPMENT**

- Participate in research, surveys and audit as required for role.

## PHYSICAL SKILLS

- High level of accuracy and skill required for handling particular medicines (e.g. cytotoxic medicines).

## PHYSICAL EFFORT

- Frequent requirement for light physical effort for several short periods e.g. working on wards, walking to and from wards.
- Frequent periods of travelling for pharmacy visits to patient's usual place of residence, community pharmacies, GP practices, visits to community hospitals or to attend meetings

## MENTAL EFFORT

- Frequent requirement for concentration where work pattern is unpredictable e.g. reviewing and checking prescriptions, performing calculations.
- May be interrupted by urgent requests for advice e.g. responding to phone calls, interruptions from colleagues while working in clinical settings.

## EMOTIONAL EFFORT

- Occasional direct exposure to distressing or emotional circumstances e.g. may work with terminally ill, distressed patients and relatives.

## WORKING CONDITIONS

- Occasional exposure to unpleasant working conditions e.g. aggressive behaviour of patients, clients, relatives, carers.
- Frequent/moderate requirement to undertake visits to patients' in usual place of residence and therefore will be periods of lone working.

## OTHER RESPONSIBILITIES

Take part in annual performance appraisal and regular 1:1 meetings.

Undertake training required in order to maintain competency including mandatory training, e.g. Manual Handling.

Contribute to and work within a safe working environment.

You are expected to comply with Trust Infection Control Policies and conduct yourself at all times in such a manner as to minimise the risk of healthcare associated infections.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

## DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

## GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the

jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Community Services Pharmacist
------------------	-------------------------------

Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING .</b> Master's Degree in Pharmacy Registration with the General Pharmaceutical Council Commitment to study for post graduate prescribing qualification (if not already achieved) Post graduate qualification in pharmacy practice or equivalent experience	E E E E	
<b>KNOWLEDGE/SKILLS</b> Understanding of hospital pharmacy systems Knowledge of clinical pharmacy practice Knowledge of dispensary working Knowledge of medicines information service Knowledge of community services pharmacy Good written and verbal communication skills Ability to interpret information and provide advice Awareness of own limitations and when to refer to others for advice Dispensing and accuracy checking skills Good keyboard skills and familiar with routine office software packages e.g. word, Excel, PowerPoint	E E  E E E E E	D  D D
<b>EXPERIENCE</b> Previous pharmacy dispensary experience Previous hospital pharmacy experience Previous clinical pharmacy experience Previous experience in key core hospital pharmacy services Previous experience prioritising work of self and others Experience of working in a multidisciplinary team	E  E  E E	 D D
<b>PERSONAL ATTRIBUTES</b> Able to work as a team member. Able to work flexibly as part of multi-disciplinary team Commitment to improving the quality of care for patients Commitment to Continuous Professional Development Responds positively to service deadlines Able to plan and manage own workload Possesses good verbal and written communication skills Display an understanding of and ability to deal with patient confidential and sensitive information on a daily basis Ability to communicate complex medication issues to patient and carers in order that they can understand and make best use of their medicines Demonstrate understanding and ability to communicate and deal with all patients and/or carers some of whom may have language, sensory or learning difficulties, or who may be dying or distressed	E E E E E E E E E E	
<b>OTHER REQUIREMENTS</b> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations e.g. community hospital, patient home visits	E E	



WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	Y	✓			
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g. isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	Y		✓		
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	Y				✓
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		✓		
Mental Effort	Y				✓
Emotional Effort	Y		✓		
Working in isolation	Y			✓	
Challenging behaviour	Y		✓		