

RECRUITMENT INFORMATION PACK

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***Highly Specialist Pharmacist – Same
Day Emergency Care (SDEC) &
Emergency Medicine (ED)***



Job particulars

Job Title	Highly Specialist Pharmacist – Same Day Emergency Care (SDEC) & Emergency Medicine (ED)
Pay Band	Band 8a
Location	Whipps Cross University Hospital
Reports to	Deputy Head of Pharmacy, Whipps Cross University Hospital
Responsible to	Group Chief Pharmacist

Job purpose

The post holder will carry out the full range of duties as the Highly Specialist Pharmacist for Emergency Medicine to deliver patient focused, quality care, based at Whipps Cross University Hospital.

The pharmacist will provide highly specialist and advanced clinical and professional pharmaceutical services to patients admitted to the Emergency Department, Same Day Emergency Care (SDEC) Unit and acute medicine areas under the care of Barts Health NHS Trust to promote the optimised, safe and cost-effective use of medicines. You will be a core member of the Trust's emergency care team, providing professional pharmaceutical governance, medicines safety, medicines information, medicines finance, education and training and medicines optimisation support to the team and the service's patients. You will build relationships and work with internal stakeholders and external partners to support the delivery of high-quality pharmaceutical care to all patients.

The post holder will support the Associate Director of Pharmacy and Deputy Head of Pharmacy, Whipps Cross University Hospital, in managing the professional, clinical and technical input of pharmacy into the Acute and Emergency Medicine directorate at Whipps Cross University Hospital. The post holder will also work closely with the Highly Specialist Pharmacist for Emergency Care and Admissions.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the post holder.

The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at a different hospital site or in patients' homes to reflect the requirements and needs of the virtual ward pathway and standard operating procedures.

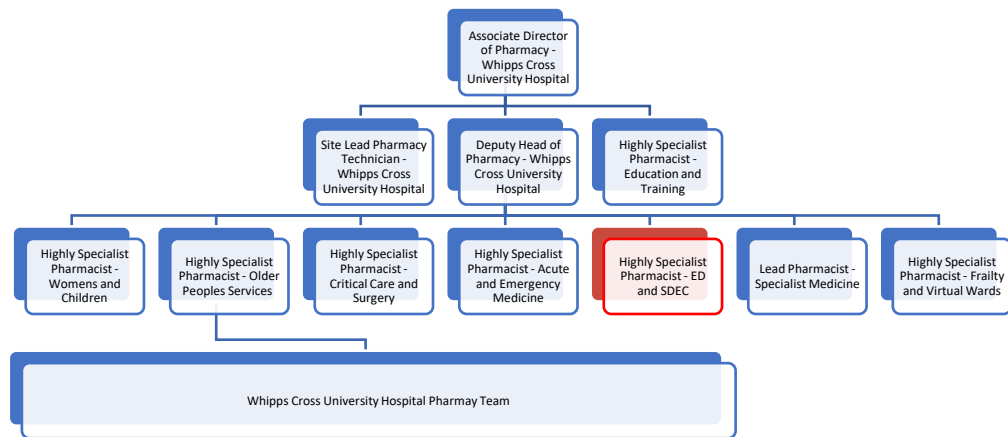


Key working relationships

Internal	External
Associate Director of Pharmacy – Whipps Cross University Hospital	GPs and PCN pharmacists
Deputy Head of Pharmacy, Whipps Cross University Hospital	Community Pharmacists
Site Lead Pharmacy Technician, Whipps Cross University Hospital	Professional bodies and organisations external to the Trust
Deputy Chief Pharmacist – Clinical Quality and Clinical Services Manager	NHS NEL ICB colleagues
Highly Specialist Pharmacist – Emergency and Acute Medicine (WCUH)	Patients and their relatives/carers
Peers in ED and acute services across the Trust	Peers in other ED services external to the Trust
Pharmacy department managers and other members of the pharmacy team	
Site Operational Team and Clinical Site Managers	
Pharmacy Governance Team colleagues	
Medical, Nursing and other Allied Healthcare Professionals	
Emergency Medicine Service Managers	
Trainee pharmacists, Pre-registration trainee pharmacy technicians and trainee pharmacy assistants	



Structure chart



Main duties, responsibilities, and results areas

General

- To establish the development of 7 day Pharmacy Services within the Emergency Medicine Directorate in line with the Pharmacy Department and Barts Health Strategies.
- To participate in shift working with the Emergency Medicine Team, as required
- Alongside the Highly Specialist Pharmacist – Emergency Care and Admissions, to be responsible for Advanced Clinical Pharmacy and Medicines Management services within the SDEC and ED across Whipps Cross University Hospital.
- Ensure processes and procedures are in place across the Emergency Medicine Directorate for thorough and complete patients' medicines reconciliation, medicines optimisation and medicines management.
- Review patients' medicines in line with local and national guidelines.
- Liaise with pharmacists, pharmacy technicians, and other healthcare professionals in secondary and primary care to ensure continuity of care on patient transfer.
- Facilitate the medicines optimisation aspects of admission/discharge of patients to/from emergency department treatment areas and resolve medicines issues.
- Assist in the management of prescribing across the primary/secondary care interface to promote a unified and coordinated approach.



- Regular reviews of patients medications with a focus on clinical appropriateness of prescribed medication and encourage deprescribing of medications in line with National and local guidance on a patient by patient basis.
- Explore patients' understanding of their medicines and support them to make optimal use of them.
- Provide highly specialised advice to medical and other clinical staff on all aspects of drug treatment (drug selection, doses, monitoring, interactions, side-effects, etc.), often in complex situations and based on limited information.
- To support the service in managing the medicines budget and achieving best value for resource.
- Close working with the multidisciplinary and wider pharmacy team to optimise patient flow and patient outcomes.
- Drawing up and implementation of formulary guidance, based on the available evidence.
- Act as an independent prescriber, within your scope of practice, in accordance with local policies and procedures, following appropriate training and assessment of competence, as a prescriber in a nominated clinical service.
- Ensure adequate rostering and service level plans to support 7 day working for pharmacy emergency areas are in place, with support from the Deputy Head of Pharmacy.
- Participate in all departmental rotas (e.g., evenings, weekends, bank holidays and backup oncall duties), as required by the service.
- Participate in, and encourage, an open communication climate, providing feedback to staff on performance and developmental issues
- Value, seek and acknowledge the contributions of colleagues
- Continually improve quality
- Assist in planning, formulation and implementation of policies and quality standards.
- Create opportunities for, and participate actively in continuing professional development (CPD) activities
- Develop links with other hospital and external staff, as appropriate for service needs
- Participate in staff appraisal system (minimum of once a year)

Operational Delivery, Professional and Clinical Responsibilities

- To provide a high level of clinical pharmacy input, as part of the multidisciplinary team, to ensure optimal medicines usage and value for money. Responsibilities include (but not restricted to):
 - Regular consultant led ward rounds (including post take ward rounds as appropriate)
 - Medicines reconciliation
 - Development of evidence based prescribing guidelines
 - Interpretation and implementation of national guidelines at a local level
 - To promote high-quality, cost-effective prescribing for patients
 - Ensure continuity of care across care interfaces



- Focus on high risk patient groups, such as (but not limited to) patients who are elderly, have renal failure or a disease requiring time critical medication
- Ensuring time critical medicines are prescribed and administered correctly, providing alternatives where required.
- Allow rapid access to palliative care discharges and fast tracking of discharges for patients waiting to be discharged
- Support patient safety initiatives through education and training
- Work collaboratively with pharmacy and Trust staff on medicines savings and cost improvement opportunities.
- Support the development of remote dispensaries to support fast tracking of discharges and supply of time critical medications
- To provide the Associate Director of Pharmacy and Deputy Head of Pharmacy, Whipps Cross University Hospital with details of output, performance and activity at specified time intervals in a format agreed.
- Ensure a multidisciplinary approach, by working with care workers, doctors, GPs, PCN pharmacists, community pharmacies, hospital staff, social services, voluntary organisations, patients and carers as necessary to ensure the safe, effective use of medicines and improve patient care.
- Develop and participate in MDTs/clinics (face to face or virtual clinics) with specialist nurses, medical colleagues and allied healthcare professionals.
- Ensure systems of governance are complied with at all times.
- Assist in the management of prescribing across the primary/secondary care interface, to promote a unified and coordinated approach.
- Develop and implement processes to achieve safe, evidence-based and cost-effective prescribing of medicines.
- Develop medicines management policies and standard operating procedures.
- Investigate and manage medicine supply discrepancies.

Management & Leadership

- Work alongside the Highly Specialist Pharmacist – Emergency Care and Admissions and lead on the development of a clinical service for the Emergency Medicine Directorate in line with local and national objectives, as directed by the Associate Director of Pharmacy and Clinical Pharmacy Services strategy.
- Provide expert clinical and therapeutic advice to healthcare staff and members of the public to promote safe and effective use of medicines (including clinical advice in areas where information is lacking, and medical or other opinion differs).
- To identify and promote best practice within the Emergency Care and SDEC areas.
- To ensure the input of the pharmacy team is recognised and skills are used appropriately to support clinicians and the Emergency Medicine Directorate.
- To act as a role model for junior staff and provide education and support to allow them to develop their skills in these areas
- To share best practice with colleagues both within and external to the pharmacy department



- Ensure clear and effective communication of patients' medicines needs to primary and secondary care staff, GPs, community pharmacists, patients, and their carers.
- Advise Emergency Medicine Services on clinical governance requirements in relation to the safe handling, storage and administration of medicines.
- Work with GPs and primary care pharmacists in order to ensure the dissemination of medicine-related information with regards to guidance that is developed.
- Communicate effectively and appropriately with healthcare staff and patients regarding medicines issues.
- Line-manage direct reports to include performance management, appraisals, SMART objective/ target setting, personal development plans and attendance monitoring.
- Develop and implement systems to monitor performance of team to ensure that all staff/teams are managed effectively, are motivated and perform their roles and responsibilities to a high standard.
- Undertake and manage formal Trust HR policies e.g., disciplinary, sickness, grievance etc.
- Responsible for ensuring a robust recruitment process of team members within the service and wider pharmacy that adhere to Trust policies including review of roles / responsibilities, preparing / agreeing adverts, short listing, chairing interview panels and selecting team members.
- Approve for use all training and on the job skills accreditations.
- Ensure all staff in the operational areas are fully compliant with statutory and mandatory training and medicines related policies and guidelines
- Work alongside the Highly Specialist Pharmacist – Emergency Care and Admission to ensure compliance with Royal College of Emergency Medicine (RCEM) standards

Quality, Risk and Governance

- Together with Pharmacy stakeholders, develop a process of peer review / self-inspection and internal audit for services and authorise proposed remedial / improvement actions following audits.
- Review and approve investigatory reports and change control actions from operational staff, such as those derived from complaints and incidents and to ensure learning is cascaded throughout all team members.
- Ensure an appropriate level of review and approval of documentation for the Pharmacy Clinical Services within the Emergency Medicine Directorate.
- Contribute to the Pharmacy and Medicines Optimisation Service's governance agenda.
- Participate in objectives set by the Trust, CQC, NHSE and others to meet clinical governance targets, develop patient care, improve clinical outcomes and ensure compliance with all standards expected for medicines optimisation and the interface between primary and secondary care.
- Support the Associate Director of Pharmacy, WCUH and Group Chief Pharmacist in providing medicines related evidence for CQC inspections.
- Promote evidence-based practice that reflects the principles of governance and clinical effectiveness to improve the quality of patient care.



- Support the Associate Director of Pharmacy, WCUH and Clinical Lead for service in the development, implementation and monitoring of guidelines, policies, procedures, protocols and standards to ensure safe and cost-effective use of medicines in line with local priorities, national directives, medicines legislation and professional ethics.
- Participate in and promote the organisation's incident reporting system and complaints procedure.
- Contribute to the identification and investigation of medication-related incidents, medication errors, concerns and complaints as required by the trust Lead Pharmacist for Medication Safety, Information and Governance.
- Improve processes for safe handling of medicines and prescribing.
- Identify potential risks relating to the use of medicines and following discussions with appropriate colleagues, support the implementation of risk assessments and policies to manage and minimise those risks and escalate where appropriate.
- To leave on national guidance relating to pharmaceuticals e.g. drug recalls

Service development

- Develop and lead on the introduction of new working processes and procedures to optimise patient experience and make more efficient use of resources in line with service demands.
- Develop medicines management and medicines optimisation services, as necessary.
- Work collaboratively with pharmacy operational teams to ensure that medicines supply models are optimised and patients receive timely treatment whilst on the wards.
- Supervise pharmacists and pharmacy technicians in the service.
- Apply research/evidence-based findings to own practice and future development of the service.
- Support the development and maintenance of appropriate information systems, computerised and/or paper based, for the prime purposes of robust audit trails and the generation of relevant reports to assist in both programme and project monitoring and the provision of a timely response to a range of external and/or internal requests for associated information.
- Actively contribute as a pharmacy expert on medication related matters for new Emergency care patient pathways
- To lead on and contribute to quality improvement (QI) projects relating to the use of medicines and associated services with the Emergency Medicine Directorate.

Education & Professional Development

- Develop and deliver evidence-based educational programmes for healthcare professionals and patients involved with the use of medicines.
- Deliver induction and medicines management training to pharmacy, medical and nursing staff as required.



- Provide training to multi-disciplinary teams as required by the department. This includes junior doctor training, nurse training and opportunistic teaching in the day-to-day workplace.
- To support the development and clinical training of the Band 7 rotational pharmacists, foundation training pharmacist(s) and trainee pharmacists: in line with the defined competency-based programme, trainee pharmacists on rotation through the hospital (through setting objectives and appraising), medicine management pharmacy technicians within pharmacy and Emergency Medicine service.
- To be an educational supervisor for a diploma student and actively participate in their development.
- To act as a GPhC recognised trainee pharmacist tutor, if required
- To maintain an active portfolio of CPD, in line with the GPhC revalidation requirements.

Research and Audit

- Undertake audits and compile detailed data reports for senior staff and external organisations.
- Participate actively in the audit of medicines, practice research and clinical trials as appropriate in line with requirements of the specialist clinical area and the pharmacy department.
- Monitor trends and changes in practice and produce reports as deemed appropriate by the Associate Director of Pharmacy and Medicines Optimisation Leads.
- Work alongside the Highly Specialist Pharmacist – Emergency Care and Admissions Lead on medicines optimisation KPIs for the Emergency Medicine Directorate.
- Analyse, compare, interpret, and check complex and sensitive information from various sources about patient's social and medical conditions and their medicines.



Working conditions

Criteria	Description
Physical	<ul style="list-style-type: none"> - The post holder will require a good working knowledge of Microsoft office including word, excel and power point. There is VDU work required and a requirement for a high degree of accuracy as errors with medication can have potentially harmful effects for patients. - Combination of sitting and standing, walking and driving; light physical effort/ occasional moderate effort; walking between locations and driving to patients homes; occasional restricted position/lifts, moving/transporting boxes/bags of medicines - The post holder will be required to visit patients (in their homes), and spend some time in dispensary checking items for accuracy. - The post holder is required to travel between Trust sites when necessary. - The post holder may be required to work in COVID-19 areas
Emotional	<ul style="list-style-type: none"> - May have to deal with staff, patients and their families who are angry, upset or tearful. - Exposure to human resource issues i.e. long-term sickness, discipline and grievance, and change management issues. - The post holder has to work successfully under pressure of time and resources - Able to cope with the presence of sick patients receiving invasive treatments.
Working Conditions	<ul style="list-style-type: none"> - Work is undertaken across a variety of places including the virtual ward hub, pharmacy department and patients homes (access to a car is essential). All clinical areas are clean and maintained to good standards. - Work in patients home may present an unpredictable environment and may require adherence to infection control and personal protective equipment policies - Work in inpatient areas will require adherence to infection control and personal protective equipment policies. - Frequent VDU use
Mental	<ul style="list-style-type: none"> - There is a high degree of mental effort required for this job. - The post holder will advise on the safe and effective use of medication (through therapeutic drug monitoring, assessing prescriptions on individual patient needs and optimising medication use accordingly). - Due to the nature of the job there are many demands on the individual meaning that there are constant interruptions from a variety of staff.



Multiple deadlines need to be met on a daily basis for prioritising pharmaceutical interventions, reconciling medication on admission and validating patient discharge prescriptions meaning that the individual will have to work effectively and prioritise tasks accordingly.

Code of Conduct for NHS Managers

As an NHS Manager, you are expected to follow the Code of Conduct for NHS Managers (October 2002). www.nhsemployers.org/. This supports us to develop a sustainable workforce and bring the very best out in people.

Safeguarding adults and children

Employees must be aware of their responsibility to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager or consultant (October 2002). www.nmc-uk.org/

Person specification

Domain	Essential Criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> • MPharm or equivalent • Registered as a pharmacist with the GPhC • Diploma in Clinical Pharmacy / Pharmacy Practice or equivalent • Independent prescribing qualification, or willing to work towards • Accreditation on the RPS Advanced Specialist Curriculum, Advanced Pharmacy Framework or equivalent, or willing to work towards 	<ul style="list-style-type: none"> • MSc in clinical pharmacy or equivalent
Experience	<ul style="list-style-type: none"> • Significant experience post registration in a hospital based clinical post 	<ul style="list-style-type: none"> • Successful experience of managing & leading projects • Experience of providing



	<ul style="list-style-type: none"> • Proven experience of good performance in previous posts • Previous evaluations or reviews of medicines • Experience and knowledge of developing guidelines/protocols • Experience of developing and reviewing patient group directions and shared care guidelines • Experience of providing evaluated information on drug expenditure • Evidence of basic teaching and tutoring in a hospital setting through training others e.g. pre-registration / foundation training pharmacists/other staff groups 	<p>prescribing advice to general practice</p> <ul style="list-style-type: none"> • Experience of working at interfaces of care • Experience of working with electronic prescribing and medicines administration (EPMA) systems • Experience of successfully managing staff, performing appraisals and giving feedback
Knowledge	<ul style="list-style-type: none"> • Understanding of GPhC Revalidation requirements • Knowledge of medicines management systems • Up to date knowledge of legislation relevant to pharmacy practice, e.g. controlled drugs, Health and Safety at Work • Understanding of stock control systems • Knowledge of Safe and Secure Handling of Medicines requirements • Understanding of the importance of adherence to SOPs and legislation 	<ul style="list-style-type: none"> • Knowledge of interface issues relevant to the patient group • Knowledge of risk management issues relevant to the patient group and root cause analysis



	<ul style="list-style-type: none"> • Demonstrates a good understanding of patient safety initiatives • Knowledge of drug and therapeutics at Diploma level or equivalent 	
Skills	<ul style="list-style-type: none"> • Excellent interpersonal skills • Able to complete documentation accurately with attention to detail • Effective verbal and written communication skills • Assertive, diplomatic, persuasive with ability to negotiate. • Demonstrates numeracy skills and ability to perform accurate, complex calculations • Data analysis skills • Ability to plan, prioritise and organise self, and others • Ability to manage time effectively and work to deadlines • Demonstrates initiative to work independently and as part of a team • Demonstrates critical appraisal skills • Able to work unsupervised, follow written instruction and work under pressure • IT literate; able to use Microsoft office with intermediate IT skills including, accurate data entry and use of specialist computer programmes • Demonstrates effective customer service skills • Good team worker • Evidence of good ward practice • Able to communicate 	



	<p>complex information effectively to all health and care professionals, colleagues, patients and their loved ones</p> <ul style="list-style-type: none"> • Demonstrates ability to deliver staff training • Effective pharmaceutical care skills. • Ability to motivate and act as a role model • Ability to work under pressure, dealing with peaks and troughs in workload • Ability to identify when advice needs to be sought • Reflective practice skills 	
Other	<ul style="list-style-type: none"> • DBS – Enhanced check with a check of the barred lists required as patient facing may interact with adults / children • Reliable with a good attendance record • Flexibility with regards to working hours for late, early meetings and 7 day working • Demonstrable commitment to CPD • Highly motivated and reliable • Demonstrates values consistent with those of the Trust • Ability to work evenings, weekends, bank holidays or backup oncall duties (as required by the department) 	<ul style="list-style-type: none"> • Member of the Royal Pharmaceutical Society (RPS)
Updated:	<p>Written by: Nilofer Patel, Deputy Head of Pharmacy – Whipps Cross University Hospital (interim)</p> <p>SLT Review: Manpreet</p>	January 2024



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