



# Clinical and Patient Services Pharmacist

**(PHARMACY DEPARTMENT, WEST MIDDLESEX  
UNIVERSITY HOSPITAL)**

**Band 7**







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# Welcome



Chelsea and Westminster Hospital NHS Foundation Trust is proud to be one of the top performing and safest trusts in England.

We have two main acute hospital sites—Chelsea and Westminster Hospital and West Middlesex University Hospital, plus our award-winning clinics across North West London and beyond.

- We employ over 7,000 staff and 500 volunteers
- We treat someone in A&E every 90 seconds
- We deliver a baby every 50 minutes
- We operate on a patient every 16 minutes
- We do 50 imaging procedures each hour
- We serve a diverse population of 1.5 million from the beginning to the end of life

## Our values

Our PROUD values demonstrate to staff, patients and the public the standards of care and experience they should expect from our services:

- **P**utting patients first
- **R**esponsive to patients and staff
- **O**pen and honest
- **U**nfailingly kind
- **D**etermined to develop

## Job summary

**Job title** Clinical and Patient Services Pharmacist

<b>Band</b>	Band 7
<b>Division</b>	Clinical Support Services
<b>Responsible to</b>	Senior Pharmacist Patient Services
<b>Accountable to</b>	Chief Pharmacist
<b>Type of contract</b>	Permanent
<b>Hours per week</b>	37.5 + on-call + weekend working
<b>Location</b>	West Middlesex University Hospital

### **Job Summary**

- To support Patient Service Managers in the smooth running of pharmacy dispensary services to ensure a high quality clinical service provision, a favourable experience for patients and service users and efficient processing of prescriptions for patients being discharged
- Support the discharge of patients within the Trust, through ward level clinical pharmacy discharge planning.
- To support the clinical training of rotational and trainee pharmacists on wards and in dispensary

## **Key working relationships**

- Patients
- Clinical staff including clinicians and nursing staff
- Non-clinical staff
- Pharmacy staff

## **Roles and responsibilities**

### **Patient Services**

- To support the Senior Pharmacist, Patient Services to ensure the provision of an efficient, safe, and legal dispensing service and deputise in their absence.
- To contribute to the maintenance and development of dispensary policies, procedures and standards and ensure that all staff are aware of their responsibilities within them.
- Participate in the development of systems for service provision in Inpatient Dispensary, which enhance efficiency in order to improve TTA turnaround time, improve accuracy and support staff development
- Participate in the development of systems for service provision in Outpatient Dispensary, which enhance efficiency in order to reduce waiting times, improve patient experience and ensure smooth workflow.
- Liaise with outpatient clinics and relevant lead pharmacists to resolve clinical unit issues and support the junior pharmacist with outpatient work management.
- To support/manage the co-ordination of home delivery service for outpatients in accordance with department policy and liaise with relevant LDP pharmacists.
- Effectively respond to informal or verbal complaints in the first instance before appropriate referral to more senior staff where appropriate
- Participate in dispensary audits in order to ensure that professional standards are achieved in the dispensary
- Further develop expertise, managerial and clinical skills by working to objectives agreed with the Senior Pharmacists, Patient Services
- To assist in the co-ordination of the day to day working of Patient Services
- To be responsible for the clinical pharmacist oversight and management of Patient Services in the absence of the Patient Services Manager in both inpatient and outpatient dispensaries.
- To be responsible for the accurate clinical screening and final checking of medicines including oral chemotherapy, HIV and clinical trials

- To ensure appropriate and effective use of the local formulary and prescribing policies as necessary
- To assist in the maintenance and development of treatment guidelines/ protocols where appropriate
- To participate in departmental meetings to maintain and develop the service, contributing to the development of new protocols as required
- To support promotion of near miss recording and participate in medication error reviews with a view to improving service quality.

### **Pharmacy Discharge Coordination**

- To work closely with the Senior Pharmacists, Patient Services in order to support dispensary input into Discharge procedures
- To support the Trust and pharmacy department to improve discharge processes for patients on medication
- To represent pharmacy for projects designed to improve the discharge process, both within the department, the Trust and across the interface.
- To work closely with consultants and the multidisciplinary teams to plan for the provision of medicines (including transcribing medicines where applicable) prior to discharge
- To take steps to ensure that patients understand the purpose of their medicines and deal with any practical issues that may prevent optimal use of their medicines through effective counselling.
- To liaise with Clinical Commissioning Groups (CCGs) to develop and support interface pharmaceutical discharge initiatives where necessary
- To develop risk management systems relating to pharmaceutical discharge
- To support and further develop Key Performance indicators (KPIs) for the Discharges.
- To ensure the seamless transfer of pharmaceutical care needs for patients by liaising with other acute Trusts, GPs, community and CCG pharmacists as appropriate.

### **General Clinical Practice**

- Liaise and work closely with the senior clinical pharmacy team to develop clinical pharmacy services to the Division including ward pharmacy and medicines management.
- Aim to provide safe, clinically effective and cost efficient use of drugs in the patients as allocated.

- Make appropriate referrals where necessary; ensure the clear and effective communication of patients' pharmaceutical needs to other pharmacists and health care professionals both within the trust and in other health care environments.
- Demonstrate and apply general pharmaceutical knowledge, and where applicable, specialist clinical pharmacy knowledge in core areas in order to plan, manage, monitor and review therapeutic programmes for patients allocated, thereby ensuring the quality of patient care.
- Participate in ward rounds to integrate into the multidisciplinary team and raise the pharmacy profile via contributions at consultant level.
- Demonstrate appropriate clinical reasoning and judgement.
- Work across traditional boundaries, including the transcription of discharge medication.
- Be readily available and keen to answer any general medicine related pharmaceutical queries from patients, pharmacists and other members of staff within pharmacy as well as from other health care professionals including medical staff.
- Proactively provide advice and information on any pharmaceutical issues to pharmacy staff and other healthcare professionals as needed.
- Demonstrate awareness and commitment to the Trust's Clinical Governance Agenda.
- Support the maintenance and development of the Medicines Management Initiatives including use of patients own medicines and self-medication.

### **Leadership**

- Act as a role model for junior pharmacists and trainee pharmacists in the rotation.
- Promote best practice e.g. evidence-based practice through prescription monitoring.
- Implement and/or follow agreed clinical governance initiatives such as incident/error reporting and investigation.
- Develop clinical pharmacy services in line with local and national objectives and contribute to pharmacy research initiatives being undertaken within the department.
- Be involved in the process of recruitment and selection of staff.

### **Management of service**

- Ensure national and local agendas are delivered.
- Follow and conform to relevant standards of care.
- Identify and manage risks in relation to medicines use according to policy/protocol.
- Delegate duties / responsibilities appropriately to junior staff.



- Evaluate the performance of junior staff against identified criteria using departmental/Trust IPR tools and General Level Competence Framework.
- Provide evaluated pharmaceutical and financial information in accordance with the needs of the directorate.
- Identify changes in prescribing practices that may impact on the drugs budget, thereby providing information on drug usage and expenditure to the Division.
- Deputise for the Senior Pharmacist, Patient Services (8a) as required and represent pharmacy at relevant meetings.

### **Evaluation of Service**

- Monitor clinical pharmacy in order to ensure safe, clinically effective and cost efficient use of drugs in these patients.
- Document the workload and quality of pharmacy services in line with departmental and corporate objectives.
- Perform audits of drug usage within the Directorate as part of the multi-disciplinary audit process, based on national and service priorities e.g. NICE, CLAHRC research and locally agreed requirements.
- Undertake assessments/evaluations as required e.g. of new products as required

### **Research and Service Development**

- Demonstrate a critical approach towards pharmacy practice.
- Integrate research evidence into practice.
- Actively seek to improve the ward and clinical services provided.
- Undertake and participate in pharmacy practice research in accordance with the Collaboration for Leadership and Applied Health Research and Care (CLAHRC) agenda and other relevant studies.
- Assist with the supervision of undergraduate and postgraduate projects.
- Adopt continuous improvement methodology and support Pharmacy in becoming a continuous improvement department.

### **Education and Training**

- Participate in the training and supervision of junior pharmacists and trainee pharmacists in providing a clinical pharmacy service.
- Identify training needs of junior staff in order to undertake their required roles.
- Develop strategies to meet the training needs of staff.
- Provide education and training to pharmacy and other staff.
- Evaluate the training provided.
- Participate in the clinical training of medical and nursing staff.
- Identify own training needs and maintain a portfolio of practice.
- Participate in the Departmental Education and Training Programme and ensure that a written record of Continuing Professional Development (CPD) is maintained for review at appraisal.
- Participate in in-service clinical pharmacy teaching and multi-disciplinary teaching as appropriate.
- Act as a GPhC trainee pharmacist Practice Supervisor/ Educational Supervisor (depending on experience).
- Actively participate in the development of current and future pharmacy workforce
- Participate in and help co-ordinate pharmacy department clinical meetings and lunch time teaching sessions.

### **Supervisory and training responsibilities**

Manage the Medicines Management Technician input on the allocated wards. This includes training, supervision, performance review and assessment

#### **1. Other**

- Maintain a broad level of pharmacy practice through ensuring a sound base of pharmaceutical knowledge.
- Ensure all communication, which may be complex, contentious or sensitive, is undertaken in a responsive and inclusive manner, focusing on improvement and ways to move forward.
- Ensure all communication is presented appropriately to the different recipients, according to levels of understanding, type of communication being imparted and possible barriers such as language, culture, understanding or physical or mental health conditions.
- Participate in education and training programmes to develop skills as part of a commitment to continuing education and the concept of lifelong learning.

- Be aware of, and apply, relevant legislation such as the H & SAWA, COSHH, Medicines Act, GMP etc.
- At all times practice in accordance with the Code of Ethics of the Pharmaceutical Society of Great Britain.
- Follow legal, ethical, professional and employers' codes of conduct.
- To provide dispensary cover on a rotational basis.
- Any other duties as reasonably required within the band and overall scope of role
- To participate in on-call, weekend/bank holiday and shift working as well as 7 day working when required on a rotational basis.
- To participate in Practice Research as required
- To assist in the production of ward and department rotas.

This job description may be subject to change according to the varying needs of the service. Such changes will be made after discussion between the post holder and his/her manager.

All duties must be carried out under supervision or within Trust policy and procedure. You must never undertake any duties that are outside your area of skill or knowledge level. If you are unsure you must seek clarification from a more senior member of staff.

# Person specification

<b>Job title</b>	Clinical and Patient Services Pharmacist
<b>Band</b>	7
<b>Division</b>	Clinical Support Services

Evidence for suitability in the role will be measured via a mixture of application form, testing and interview.

**E** = essential  
**D** = desirable

## Trust values

Putting patients first	<b>E</b>
Responsive to patients and staff	<b>E</b>
Open and honest	<b>E</b>
Unfailingly kind	<b>E</b>
Determined to develop	<b>E</b>

## Education and qualifications

Vocational Master's Degree in Pharmacy (+ completion of pre-registration training)	<b>E</b>
Registered as a practising pharmacist with the General Pharmaceutical Council	<b>E</b>
Certificate in Pharmacy Practice or JPB Postgraduate Certificate in General Pharmacy Practice (or equivalent training/ experience)	<b>D</b>
RPS Membership	<b>D</b>
Diploma/ MSc in Pharmacy Practice or equivalent experience	<b>D</b>
Member of Faculty of RPS	<b>D</b>

## Experience

Minimum 2 years post-registration experience in a hospital or community Pharmacy setting	<b>E</b>
Provision of pharmaceutical care to medical and surgical wards and clinics	<b>D</b>
Writing policies/ procedures and guidelines (clinical and non – clinical)	<b>D</b>
Education and training of staff	<b>E</b>
Experience in carrying out audit and/ or service evaluation improvement	<b>D</b>
Experience in supervision of staff	<b>E</b>
Meets the necessary GPhC requirements in order to undertake role of GPhC Pre-registration Pharmacist	<b>D</b>
Educational Supervisor	<b>D</b>
Experience of using Cerner EPR	<b>D</b>

## Skills and knowledge

Meet set targets	<b>E</b>
Meet expected levels of practice as defined by others	
Influence junior medical staff	<b>E</b>
Problem solving and risk assessment	<b>E</b>
Autonomous working	<b>E</b>
Evaluation of own work	<b>E</b>
General clinical knowledge and skills assessed through competency framework	<b>E</b>
Ability to apply clinical, legal and professional knowledge	<b>E</b>

Good oral and written communication and presentation skills to convey complex and potentially sensitive information effectively with all pharmacy staff, other healthcare professionals and patients	E
Undertakes clinical audit for clinical governance purposes	E
Good interpersonal skills	E
Awareness of research evidence in everyday practice	E
Undertakes service audit	E
Identify and meets own training needs	E
Ability to plan, prioritise and organise own and others' work load	E
Maintains a broad level of pharmacy practice	E
Logical problem-solving and decision – making skills	E
Demonstrates initiative	E
Ability to perform pharmacy related calculations accurately	E
Competency in basic computer skills, including word processing, Power Point, spreadsheets and operation of Windows systems	E
Capable of light to moderate physical activity	E

## Personal qualities

Demonstrate ability to work autonomously	E
Team worker	E
Ability to meet deadlines	E
Able to supervise and be supervised	E
Reliable and hard working	E
Flexible and enthusiastic approach	E
Ability to cope in stressful situations	E







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