

# Pharmacy Department

## Pharmacist Information Pack



## About the Trust

Cumbria, Northumberland Tyne and Wear NHS Foundation Trust (CNTW) provides mental health and disability services to patients across the North East of England. It is one of the largest mental health and disability Trusts in England employing more than 7,000 staff, serving a population of approximately 1.7 million, providing services across an area totaling 4,800 square miles. In June 2016 and June 2018 the Trust was inspected by the CQC and they rated the Trust as outstanding. The trust provide the following services:

- General Psychiatry
- Dementia Services
- Autism Services
- Forensic Services
- Learning Disability Services
- Mother and Baby Unit
- Affective Disorders Unit
- Neurorehabilitation
- Neuropsychiatry
- Children and Young People's Services
- Addiction Services

Our Trust vision:

We will improve the well-being of everyone we serve through delivering services that match the best in the world.

## Pharmacy and Medicines Management

The CNTW pharmacy service is based across four hospital sites, St George's Park (Morpeth), St Nicholas Hospital, (Gosforth), Hopewood Park (Sunderland) and Carleton Clinic, Carlisle.

The department offers a comprehensive range of services including medicines supply for in-patient units and community based patients. We also provide clinical pharmacy services, medicines information, and medicines governance services (medication safety and risk management, audit, policy development and professional support to the Medicines Management Committee and the Controlled Drugs Accountable Officer). An emergency duty pharmacist is available via switchboard during the out-of-hours period.



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## Our Services

- Dispensary Services
- Clinical Pharmacy Services
- Training
- Medicines Governance
- Patient Safety
- Clinical Trials
- Medicines Information (M.I) Services
- Automation and Informatics

### Dispensary Services

We operate from a single centralised dispensary at St Nicholas, Newcastle which supplies a quarter of a million items a year to almost 100 different sites including both in-patient and out-patient settings. The dispensary is technician led and utilises accredited checking technicians. Pharmacists have a fixed number of 'Responsible Pharmacist' slots each month.

### Clinical Pharmacy Services

We provide clinical pharmacy services to all inpatient areas and crisis and home treatment (CRHT) teams across the organisation.

Our clinical pharmacy services include:

- Medicines reconciliation and review on admission and discharge
- Person-centred clinical medication reviews
- Supporting patients and carers with the management of their medicines
- Optimising medicines for long stay patients taking a holistic view of the patient's current mental and physical healthcare needs
- Professional support for physical health/well-being and discharge planning
- Independent prescribing within a range of services
- Patient counselling and motivational interviewing to maximise adherence and engagement with treatment
- Monitoring of long term high risk treatment to ensure treatment is safe and in line with guidance
- Working with primary care practitioners to facilitate seamless, joined-up care and minimise shared care prescribing issues

We endeavour to ensure that during their admission all patients have access to a pharmacist for advice and information about their medicines for their physical and mental health. Clinical pharmacists and technicians work closely together to provide the patients, nurses, doctors and other MDT members with access to advice and information about medicines. They are recognised as valued members of the multi- disciplinary team.



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## Extending our Clinical Services

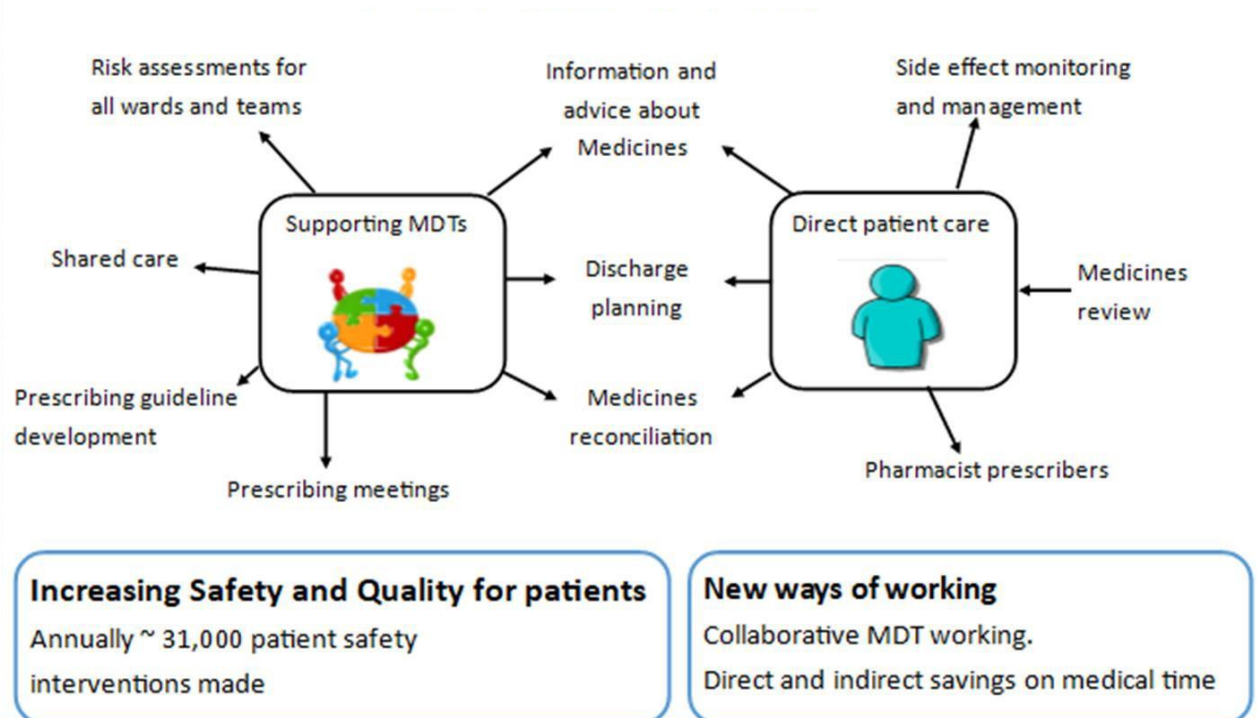
Through additional investment we have extended our clinical pharmacy service to develop roles for both pharmacists and technicians.

These include:

- Northumberland Community Treatment Teams
- Psychiatric liaison teams
- Learning disability teams – pharmacist prescribing
- Memory services teams – pharmacist prescribing
- Clozapine clinics – clinical technicians
- Children's and Young People's Services

Our services are continuing to increase into other localities and teams.

## CNTW Clinical Pharmacy Service



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## Workforce Development

The department is actively involved in clinical training and support to both pharmacists and technicians, through formal and informal study, supervision and training. The department has a programme of regular training sessions for pharmacists and clinical technicians. Pharmacists are supported to study for post graduate diplomas and the independent prescribing qualification.

Our clinical pharmacists have forged close links with local universities to help in the education of pharmacist and nurses. Pharmacy undergraduate students are regular visitors to the Department where they engage in ward visits and patient focussed discussions, supported by pharmacists and technicians. Clinical pharmacists are integral to the delivery of the nurse non-medical prescribing course and deliver lectures on the use of medication in mental health and how this can also relate the physical healthcare of our patients. Going forward we are keen to increase our links with local higher education institutions. We also work in collaboration with Northumbria Healthcare NHS Foundation Trust in the delivery of their pre-registration pharmacist training programme and foundation pharmacist training.

## Patient Safety

Our medicines safety team is closely integrated with the Trust patient safety team. All medicines incidents are reviewed and key learning which can be shared is identified. The clinical pharmacy staff work with clinicians in the wards and teams to review, reflect and learn from incidents at a local level. Senior pharmacists attend serious incident panels. The pharmacy team were the winners of the Trust Patient Safety Award in 2015.

## Medicines Governance

Governance is core component of all areas of our pharmacy department. We endeavor to make the medicines related Trust policies clear and the training relevant and accessible. Our audit system is strong with floor to board reporting. This was all recently recognised by CQC in their recent report.

## Clinical Trials

We provide a comprehensive clinical trials service and are involved in both the setup of trials and the dispensing of medication for a number of active trials at any one time. The number of trials are growing year on year.



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## Medicines Information (M.I.) Service

We provide a query answering service to doctors, nurses, & healthcare professionals within the trust on all aspects of medicine use. We also have a patient helpline where service users and carers can speak to a pharmacist with any questions or concerns they have about medicines.

## Out of Hours

All Pharmacists will be expected to take part in the Emergency Duty rota providing out-of-hours pharmacy services. Full training and support will be given prior to taking on this part of the role.

## Automation and Informatics

The Trust has made significant investment in automation and informatics to support the delivery of clinical services.

50% of our in-patient units are equipped with Omnicell automated drug storage cabinets, becoming the first Mental Health setting in the UK to utilise this technology. This has streamlined the medicines supply chain and allows the service to use all groups of pharmacy staff for more patient facing clinical roles.

We are at an advanced stage of developing an Electronic Prescribing and Medicines Administration system (ePMA) which is expected to go live in 2019/20. This will complement the Trustwide electronic patient record in ensuring we are 'paper free' by 2020.

We have recently automated dispensing of Monitored Dosage Systems (compliance aids). This has improved both safety and efficiency and released staff to deliver direct patient care.

## NTW Solutions

We also operate a subsidiary company within the pharmacy department which supplies all of our outpatient clozapine realizing excellent process efficiency. Pharmacists also cover a fixed number of 2 hour slots each month.



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I moved across to CNTW following my pre-reg year and have been here for the best part of a year now. The time has flown by and I am surrounded by very supportive and friendly colleagues. My day is varied and interesting; in the morning I attend MDTs and advise on prescribing decisions for both mental and physical health conditions, and in the afternoon I am able to shape my time to suit the clinical needs of the wards I cover, and the other projects I work on. There is a perception in pharmacy that moving into mental health as a young pharmacist makes you specialise too early, but in my experience this is not true. Almost all of my patients have chronic comorbidities and I am often the most appropriate practitioner to comment on the management of these. I find my role is incredibly patient facing, and I feel like a valued member of the MDT and pharmacy department despite being a junior member of staff. I am regularly involved in teaching and policy design, and thanks to support from colleagues have secured a research grant on behalf of the department. I feel the opportunity available in this department as a young pharmacist is unparalleled, and as sad as it sounds I genuinely enjoy coming to work every day!

Clinical Pharmacist – band 6

As a newly registered community pharmacist with limited hospital experience, it was always going to be a challenge to make the switch to mental health hospital pharmacy. However with the exceptional support and training provided by the CNTW pharmacy department this transition was made easy and enjoyable. One year on, I'm now covering a number of the different inpatient wards from urgent adult care to a forensic ward. I have been sponsored to undertake the clinical diploma course at University of Sunderland with the view of progressing to the independent prescribing course.

Clinical Pharmacist – band 6

*I joined CNTW as a junior pharmacist who had previously worked in a large acute trust. I was encouraged to complete the clinical pharmacy diploma and my independent prescribing qualification which has now led to me working in an advanced practice role in old age psychiatry. Working in mental health is unlike any other pharmacy sector as every day is different; I am able to get to know my clients well and feel like I make a difference which makes the job interesting and rewarding. The team are always looking to improve the quality of services we provide to our clients and CNTW as a Trust are forward thinking with staff encouraged to share ideas and good practice at every opportunity.*

Advanced Pharmacist Practitioner – band 8a

I came to mental health pharmacy seven years ago after more than twenty years working as a community pharmacist. In that time I have had multiple opportunities across a dynamic Trust including mainstream mental health inpatient wards, crisis teams, dementia services and learning disability/autism wards (including forensic services). My development was structured and supported every step of the way with local and national training programmes as well as in-house awareness sessions and a dedicated support structure with an experienced mentor/manager. In recent years I have been supported to develop work within Community Learning Disability teams and have had the opportunity to undertake both Regional and National developmental work in this field. My department fully supported me to undertake the Non-Medical Prescribing course. CNTW has created many opportunities to help my career develop in an exciting and hugely rewarding way, something that will continue as the Trust develops new models of care incorporating pharmacists as key members of the team.

Advanced Pharmacist Practitioner – band 8a



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