

SOUTH TYNESIDE NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title: Chief Pharmacist / Head of Pharmacy

Division: Clinical Services

Department/Ward: Pharmacy Department

Location: South Tyneside District Hospital

Main Purpose of the Job:

Senior Manager Pharmacy

- To hold statutory responsibility for medicines' management across the Trust which includes both acute and community services. Accountability for ensuring safe, effective and cost effective systems are in operation for the prescription, dispensing and administration of medicines.
- To be responsible for the provision, management and strategic development and leadership of the Pharmacy services (clinical and operational) across the Trust and, via Service Level Agreements, to external organisations.

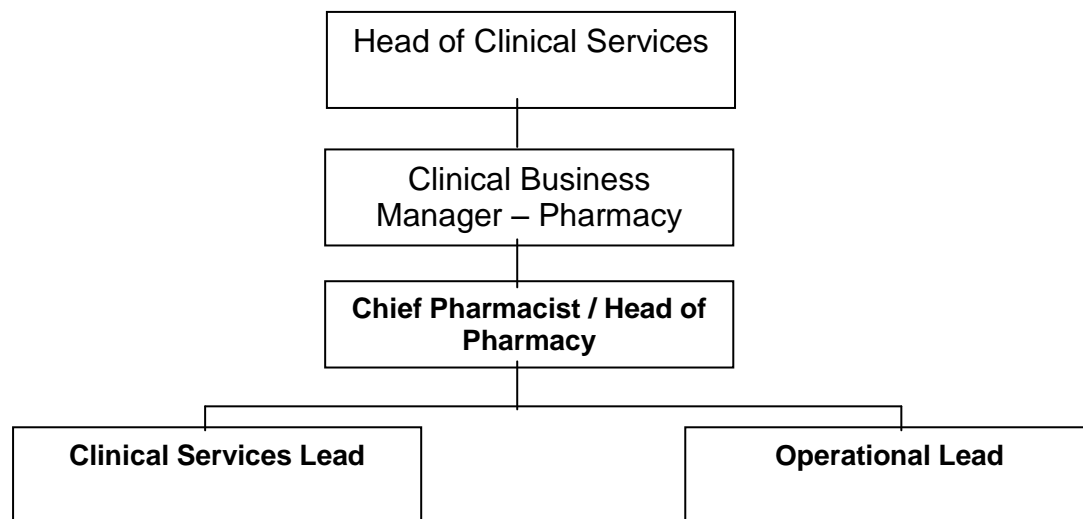
Chief Pharmacist

- To contribute at the highest level to the strategic development of the Trust wide Pharmacy service.
 - To have Trust wide lead responsibility for ALL functional elements of the Pharmacy service e.g. medicines information service, information technology, Pharmacist staff development, medicines related education and training (these will change as need arises).
 - Responsibility for Medicines Management, particularly for those matters pertaining to medicines safety, policy and governance.
 - To undertake the duties and responsibilities incumbent in the role of Superintendent Pharmacist for the registered pharmacy premises as defined by the General Pharmaceutical Council.
-

Dimensions:

- South Tyneside Foundation Trust delivers services to a population of approx 150,000
- South Tyneside is an acute Trust employing 5,500 staff across acute and community services.
- Pharmacy budget is £3 million
- 80% of Trust staff undertake drug related activities and/or have responsibilities directly or indirectly associated with medicines management.

Organisational Chart:



Knowledge, Skills, Training and Experience

- First degree – vocational Masters degree in pharmacy (4 years) or equivalent.
- One year's pre-registration training.
- Membership of the General Pharmaceutical Council.
- At least 5 years relevant post-registration hospital experience.
- Postgraduate clinical qualification (over and above that of the 1st degree, preferably at Masters level) and/or at least 3 years significant relevant clinical experience to demonstrate a similar level of knowledge. Must be able to demonstrate a significant track record of achievement/performance.
- Relevant management experience of human and/or financial resources. Must be able to demonstrate a significant track record of achievement/performance.
- Evidence of continuing professional development and knowledge of current clinical pharmacy practice.
- Driving licence essential.
- Experience of planning and coordinating services
- Standard keyboard skills
- Evidence of analytical skills

Key Result Areas:

Patient/Client Care:

- Provide leadership to and be responsible for the delivery, management and development of the Trust wide Pharmacy service . To make sure that patients are prescribed and receive the medicines they need when they need them. This includes responsibility for the Operational issues of drug delivery (Inpatient and Outpatient Dispensing, Oncology and Aseptic Services, Materials Management) and also ward based Clinical Services which aim to ensure that patients get the best out of their medicines. Clinical service delivery will involve proactive and direct patient care which reduces clinical and financial risk i.e. maximising clinical outcomes, minimising patient morbidity.
- To have an associated responsibility for medicines management and patient safety. This includes related processes, activities and systems inside and outside of pharmacy undertaken by doctors, nurses, porters, GPs, pharmacy staff etc. Responsible for ensuring safe systems are in place and that there is compliance with drug policy. This includes issues prior to patient admission and following discharge.
- Responsible for providing assurance and evidence of and continuous quality improvement of medicines use and ensuring the delivery of a programme of related clinical audit.
- To perform the duties of a practicing clinical pharmacist, both directly and, for the purposes of staff development, through peer review. Must be able to provide highly specialist advice and/or implement solutions to highly complex clinical and technical problems associated with drug therapy.
- To be responsible for ensuring that complaints and incidents within area of responsibility are investigated, suitable responses are provided and that remedial action is undertaken.
- To identify, advise and/or implement solutions to clinical problems associated with drug treatment e.g. treatment which needs to be modified in light of disease state (liver and kidney function, blood test results, biochemical parameters etc.), blood levels of drugs.
- To ensure compliance with medicines legislation within area of responsibility.
- To work with other senior Pharmacy leads to ensure the effective delivery of the Trust wide Pharmacy service.
- Responsible for internal Pharmacy governance, ensuring that Health and Safety assessments, COSHH assessments etc. are undertaken according to requirements and any findings are acted upon.
- To undertake other duties required as a qualified Pharmacist e.g. dispensary commitment.
- To participate in Trust Senior Manager on call rota

Policy and Service Development:

- To be responsible for the development and implementation of Trust wide Pharmacy policies and procedures. To take actions to ensure compliance.
- To ensure Pharmacy activities and facilities meet all statutory, Trust Medicines Management and Clinical Governance arrangements. This will include risk assessment, controls assurance and management processes in relation to all aspects of medicines.
- To ensure systems are in place for the reporting and reducing of instances of dispensing errors, including near misses, and of managing staff involved in each incident.

- To contribute to the development of policies and procedures relating to medicines management external to Pharmacy, either individually or with others. To support implementation wherever appropriate.
- To develop policies that operate across boundaries with other organisations e.g. primary care organisations, other hospitals; to ensure the quality, safety and effectiveness of medicines use throughout the local health economy.
- As a full and active member of the senior Pharmacy management team to have responsibility for developing several functional elements of the Pharmacy service e.g. information technology, medicines information service, Pharmacist staff development, medicines related education and training. These functional elements will change as need arises.
- To contribute individually, as a member of various groups/committees, to the strategic and operational management and development of the Trust's Pharmacy service.
- To provide the strategic leadership necessary to drive complex change throughout the organisation in line with national policy, which in turn affects the way in which all healthcare staff employed within the Trust work.
- To translate broad national strategy and policy into relevant local policies, procedures or actions.
- To contribute to the continuous improvement of Pharmacy service delivery and medicines' management (external to Pharmacy) (e.g. clinical and financial risk reduction) by proposing and implementing solutions to identified weaknesses and/or inefficiencies.
- To support and plan re-engineering of Pharmacy services and workforce.
- At all times to ensure that the Pharmacy service acts to the high standards of the General Pharmaceutical Council and complies with the legal and ethical requirements of the profession.

Financial and Physical Resources:

- To be a budget holder for the Pharmacy service
- To monitor budget performance for the overall Pharmacy service.
- To be an authorised signatory for South Tyneside NHS Foundation Trust in line with Standing Financial Instructions.
- To contribute to the Trust's business planning process to ensure that Medicines Management and the Trust wide Pharmacy Service remain effectively resourced.
- To help control drug expenditure across the local health economy by (a) ensuring the delivery of an effective and efficient drug procurement, storage and distribution process, (b) ensuring staff review and challenge practice and undertake formal drug utilisation review, (c) supporting compliance with an agreed formulary across primary and secondary care, (d) effectively deploying ward based Pharmacy staff and (e) contributing to efforts to minimize drug stock levels at ward level.
- To make a significant contribution to the achievement of Pharmacy's cost reduction programme.
- To be responsible for delivering against service level agreements for the provision of Pharmacy Services to customers external to the Trust e.g. St Clare's Hospice.
- To occasionally handle money when collecting prescription charges from patients.
- To be a departmental key holder.
- To have responsibility for the security of Pharmacy department.

Human Resources:

- To manage those service leads who are responsible for delivering each element of the Pharmacy service.
- To undertake (a) regular appraisals of senior pharmacy staff (b) performance management of pharmacy staff as appropriate (c) disciplinary action if necessary (d) management and development of pharmacy staff within the scope of NHS HR policy e.g. Improving Working Lives (e) recruitment, development and motivation of staff to ensure that they perform well in their job (f) employment of effective skill mix, job/service redesign and work allocation/delegation and (g) creation of an environment which contributes to the retention of staff.
- To identify and deliver against staff training needs. To also directly contribute to the training and development of Pharmacy staff and others e.g. undergraduates.

Information Resources:

- To ensure the recording of accurate and complete data/information to ensure quality standards are met (e.g. patient medication records and named patient supplies).
- Ensure the management and ongoing planning, development and problem solving of the pharmacy computer system in conjunction with the information technology department.
- To provide interpreted financial information to a variety of individuals (e.g. Clinical Business Managers, Heads of Clinical Services, Executive Directors)
- To provide interpreted, highly complex medicines and pharmaceutical information to medical, nursing staff, managers and patients within the Trust (and external organisations as appropriate).
- To produce and submit reports to relevant groups and committees (e.g. Trust FRMG, Executive Board)
- To record personal clinical interventions and activities in line with Trust policy.
- To perform literature searches using information technology.
- To use spreadsheets, word processing and databases.
- Responsible for planning, implementing and monitoring a system that records the use of drugs controlled under the Misuse of Drugs Act.

Research and Development:

- To develop, co-ordinate and deliver R&D and audit of practice throughout the Pharmacy service.
- To ensure medicines related clinical audit is undertaken by self and staff to provide assurance of effective medicines use across the Trust and to support continuous quality improvement and risk reduction.
- To ensure work is published in peer reviewed journals, presented at national conferences and disseminated through professional and/or other networks.
- To ensure that the Pharmacy service develops sufficient capacity to support the growing demand associated with Trust wide clinical trials e.g. GCP training.
- To support the development of effective links with local academic institutions (e.g. University of Sunderland); to create research and development opportunities, aid staff and service development and improve recruitment and retention. This may involve teaching and/or contributing to the development of undergraduate, post graduate and other programmes.
- To ensure that the Trust's pharmacy service is effectively marketed to raise its local, national and international profile.

Freedom to Act:

- To be responsible for the provision, management and strategic development and leadership of the Pharmacy service across the Trust and, via Service Level Agreements, to external organisations. Post holder is guided by broad occupational policies and/or regulations/legislation and will be bound by professional, ethical and moral standards as issued by the General Pharmaceutical Council.
- To be managerially responsible for staff delivering the Trust wide Pharmacy service and to have discretion to allocate resources between services as required.
- As Chief Pharmacist, to contribute at the highest level to the strategic development and management of the overall Trust wide Pharmacy service.
- To interpret broad national strategy and policy into relevant local policies, procedures or actions.
- To have Trust wide lead responsibility for functional elements of the Pharmacy service e.g. medicines information service, information technology, professional staff development, non pharmacy medicines related education and training. This will change as needs require.
- To work with other managers to identify areas for continued development and improvement and, where appropriate, to be responsible for implementation and delivery of change.
- To be a member of several groups/committees and to attend various meetings both within and external to the Trust and to represent the Pharmacy department and/or Trust as appropriate.
- As a practicing Pharmacist, to be responsible and accountable for own actions, working independently within professional and organisational boundaries.

Communications and Relationships:

- Have a close working relationship with Executive Directors, Consultants, Senior Nurses, Heads of Service (audit, R&D, training, finance etc.); to work with those at all levels within the Trust (Executive level to shop floor).
- Work closely with colleagues from primary care and other Trusts e.g. in designing of new processes and streamlining of patient care.
- To represent pharmacy and the Trust on multidisciplinary and specialist groups both with the Trust, regionally and nationally where required. For example, Northern Region Senior Pharmacy Managers Group and Northern Region Operational Managers Group.
- Direct contact with patients, their families and carers. Translate complex information into a format that can be understood by these groups. Sensitively respond to complaints.
- Provide specialist advice to medical and nursing staff. Provide advice/instructions to other members of the healthcare team, translating highly complex policy into an understandable format.
- Lead the communication of major organisational change to large numbers of Pharmacy staff who may be adversely affected.
- Undertake individual Pharmacy staff counselling, individual staff performance management, peer review.

- With the Head of Service and/or Clinical Business Manager negotiate contracts with third parties who may undertake responsibility for the provision of services to our patients e.g. community Pharmacists/Pharmacy chains (Boots, Lloyds etc.).

Effort and Environment:

Physical

- A combination of sitting, standing and walking in office conditions.

Mental

- There is a frequent requirement for concentration where the work pattern is unpredictable. Frequent requirement to concentrate whilst analysing multiple strands of information for the development of policies, preparation for presentations/meetings, reviewing the root cause of incidents etc. Occasional requirement to concentrate whilst reviewing prescriptions and making calculations. Frequently disturbed by others requiring advice (e.g. member of team, peers/colleagues).

Emotional

- Occasionally exposed to distressing or emotional circumstances. Dealing with patient/carer complaints; some may be angry and/or upset. Talking to/counselling patients on wards and within the department, some of whom have terminal illnesses and other distressing conditions. Occasional exposure to distressed patients/relatives when handling drug errors. Communicating sensitive/unwelcome information to staff e.g. prior to/during major organisational change. Individual staff member support and counselling.

Working Conditions

- Occasional exposure to cytotoxic drugs, sensitising substances (e.g. antibiotic dust) and odours from the aseptic unit. Regular user of VDU. Rarely exposed to verbal aggression. Occasional exposure to unpleasant smells etc. whilst working on wards (but not having to deal with the cause e.g. body fluids, foul linen etc.).

Infection Control

Ensure the risk of infection to patients, relatives and visitors, yourself and colleagues is minimised by:

- Being familiar with and adhering to Trust policies and guidance on infection, prevention and control
- Attending Trust Induction and any mandatory training programmes in infection, prevention and control
- Including infection, prevention and control as an integral part of your continuous personal/professional development

- Taking personal responsibility, as far as reasonably practicable, to help ensure that effective prevention and control of healthcare associated infections is embedded into everyday practice and applied consistently by you and your colleagues.

Signed: _____ **(Job Holder)**

Date: _____

Signed: _____ **(Line Manager)**

Date: _____