

PHARMACEUTICAL SERVICES

JOB DESCRIPTION

Job Title Chief Pharmacist
Base: Trustwide
Responsible to: Clinical Director, Cancer & Clinical Services Division
Accountable to: Chief Operating Officer & Chief Executive

Manages:

- Deputy Chief Pharmacist Operational & Patient Services
- Deputy Chief Pharmacist, Clinical Services
- Chief Technician, Medicines Procurement and Computer Services
- Pharmacy Administration Co-ordinators

Key relationships:

- All Clinical Directors, General Managers and Lead Nurse/Professional leads
- Consultants, senior nurses/professionals and management staff within the Trust
- All other non-clinical divisions
- Executive team
- Primary care colleagues ie. GPs, Clinical Commissioning Group (CCG) pharmacy staff and commissioners
- Colleagues and Chief Pharmacists in SWL sector
- SWL/Surrey/NHSE pharmacy commissioning leads
- Relevant local and national organisations
- Pharmaceutical industry

Role of the Department

- To provide a co-ordinated pharmaceutical service, which is broad-based, cost effective and efficient.
- To promote safe, legal, rational and economic use of medicines and all allied products to all its clients.

Job Summary

To manage the pharmaceutical service provided to Epsom and St. Helier University Hospitals NHS Trust and act as professional head of service for pharmacy.

To effectively manage and lead the Pharmacy Department to ensure that optimum performance is achieved ensuring the service is responsive to patient and customer needs, in line with Trust objectives and within agreed budgets.

To have responsibility for all legal issues relating to the safe and correct use of medicines and the overall performance management of the department including financial management.

To have responsibility for business planning, managing change, project management, complaints, risk management, service development, human resources issues, clinical and corporate governance.

To provide professional advice to the Chief Executive/Executive Team and the Trust Board and represent the Trust at CCG, pan-London and Regional level.

The Pharmacy service covers all patients of Epsom and St. Helier University Hospitals NHS Trust and those of the Trusts listed below for which Service Level Agreements are established:

Chelsea & Westminster NHS Foundation Trust, Sexual Health Services

Main Responsibilities

1. Professional & Legal

- To be responsible for the provision of a comprehensive, high quality, pharmaceutical service that is consistent with prevailing professional standards.
- To manage all aspects of the pharmacy service provided to Epsom and St. Helier University Hospitals NHS Trust and other service providers, to whom pharmaceutical services are supplied under a service level agreement.
- To manage all pharmacy staff and to act as professional head of service, providing leadership and ensuring that professional standards are set and maintained.
- To be responsible for ensuring that the Trust complies with the Medicines Act 1968 and all other relevant legislation, guidance and regulations relating to: the procurement, storage, supply, destruction and safe use of medicinal products.
- The Chief Pharmacist holds the following licences, and is the Trust's responsible person with respect of:
 - Superintendent Pharmacist (registered with General Pharmaceutical Council)
 - HM Customs & Excise – Authorisation to Receive IMS
 - Nominated person for the COSHH Regulations

2. Operational and Performance Management

- To ensure the provision of high quality services within the Department and across the Trust which ensure efficient and effective clinical resource utilisation.
- To develop, implement and deliver an annual Pharmacy Services Business Plan

and contribute to the production of the Trust-wide Business Plan.

- To ensure that service delivery is safe, effective and efficient and is provided in a co-ordinated way in line with evidence based practice.
- To promote a performance management culture ensuring that key performance and quality measures are subject to regular monitoring, undertaking corrective action as appropriate. The Divisional balanced score card will be used as a tool to facilitate this.
- To ensure the delivery and implementation of all relevant NHS England/Improvement plans, Care Quality Commission (CQC) standards, NICE guidance and local targets, where appropriate.
- To ensure the appropriate adoption, implementation and monitoring of all relevant local & NHS guidance (including policies and procedures) at Department and Trust level where related to medicines use.
- To develop an annual equipment/capital replacement plan, and ensure that existing equipment is adequately maintained.
- To ensure the provision of appropriate and timely intelligence to support service decisions.
- To ensure the effective teamworking of the Senior Pharmacy Team.
- To participate in Trustwide general management activities and represent the Department where appropriate.
- To manage the provision of a pharmacy out of hours service and other emergency provision, including the MHRA drug recall scheme, Trust Major Incident responses and Public Health emergencies.
- To be responsible for the operation and development of the pharmacy computer system ensuring it is fit for purpose.

2. Financial Management

- To ensure robust financial management of the Pharmacy Service through the planning, profiling and control of budgets (pay and non-pay) and income and expenditure and for ensuring that all aspects of financial management are carried out according to Standing Financial Instructions.
- To maintain a policy for the security and procurement of medicines, of assured quality from approved suppliers, that provides economic drug treatment across primary and secondary care.
- To manage the Trust's interface with the pharmaceutical industry and negotiates, manages and sign orders and contracts for medicines.
- To provide drug expenditure information and guidance to clinicians and managers, to help influence and control drug expenditure.
- To advise the Director of Finance on the establishment of drug budgets for the divisions/specialities based on historical data and forthcoming clinical /operational developments.

- To resolve funding issues with the CCGs, which impact on the availability of medicines.
- To manage the contracts for services provided to other Trusts/Private Healthcare facilities under service level agreements.
- To make recommendations and implement cost improvement and investment programmes as appropriate.
- To lead on the setting of yearly expenditure budgets and income targets for the Department.
- To co-ordinate and produce credible and robust business cases for service developments in line with Trust guidance.

3. Staff Management

- To manage all pharmacy staff taking responsibility for recruitment, retention, performance and disciplinary matters, and maintaining a record of appropriate registration and professional memberships.
- To undertake workforce planning, reviewing the skill mix of staff as necessary, to maximise the use of manpower resources.
- To ensure that all human resource policies are observed and adhered to.
- To ensure, in conjunction with the Human Resources Department, that staff are provided with appropriate support and training to undertake their jobs satisfactorily and that systems are in place to ensure that staff attend mandatory training at the agreed frequency.
- To ensure that annual appraisal/Performance Review is undertaken for all staff and that objectives are established, using the Knowledge Skills Framework (KSFs) to enhance team and individual performance.
- To ensure that all appropriate staff undertake Continuing Professional Development as per the requirements of the General Pharmaceutical Council.
- To develop team morale and motivation through effective personal leadership, ensuring that views and decisions are communicated both up and down the management structure and to ensure that all staff are aware and committed to the Trust plans and priorities.
- To ensure that annual leave and study leave is cost effectively scheduled, ensuring the availability of cover at all times.
- To regularly monitor and report levels of sickness/absenteeism taking corrective action where necessary.

4. Strategic Planning & Service Development

- To contribute to the Trust's Clinical Services Strategy including implementing the various stages of the transition plan, ensuring that the impact of any change on the pharmacy service is taken into account.

- To develop a clear vision for the Pharmacy Services and plan and execute any changes required to develop a modern and contemporary pharmacy service.
- To establish good communication with service users, GPs, purchasers and others to ensure that their needs and views are taken into account in the development of services.
- To represent the Trust at appropriate meetings for developing the Clinical Service Strategy.
- To work with the CCGs, and other local healthcare providers, to develop an efficient and integrated pharmaceutical service, taking into account any DoH guidance.
- To work at SWL Commissioning Group level to ensure integrated policies and service developments are designed to achieve a fair and equitable service across South West London.
- To represent the Pharmacy Department at 'Pan' London Pharmacy meetings contributing to London wide initiatives.
- To give advice and assistance with the development and implementation of new clinical IT systems including electronic prescribing.

5. Risk Management & Clinical/Corporate Governance

- To develop and implement clinical and corporate governance systems and procedures at Department & Trust level.
- To ensure the Division has appropriate management arrangements in place to minimise risk including learning from incidents, complaints etc.
- To be responsible for complaint and incident investigation and monitoring, of issues related directly to the pharmacy service and for providing professional advice about other clinical incidents, involving medicines.
- To be responsible for the Medicines Management Committee, in collaboration with the Chair, and for the committee's interface with the Trust's risk management framework.
- To be responsible for medicine risk management systems eg. the use of unlicensed medicines, and for the implementation of : Medicine Safety Action Bulletins, guidance from the National Patient Safety Agency, and for managing MHRA drug recalls.
- To be responsible for developing prescribing policies, maintaining the Trust formulary and managing the entry of new drugs into the Trust, through membership of the Medicines Management Committees of the host CCG.
- To promote safe and effective, prescribing and administration of medicines, providing professional advice as required.
- To be responsible for the Trust's Medicines Management Strategy and for the development of the Policy for Safe Medicines Use.
- To ensure the security of medicines, through safe, economic and secure storage

and distribution systems, having regard to current medicines legislation and statutory regulations.

6. Research & Development, Audit and Training

- To demonstrate a commitment to research and development and evidence based practice.
- To ensure the Clinical Trials service provided by the pharmacy department complies with Research Governance, the EU Directive on Good Clinical Practice (GCP) in Clinical Trials and legislative requirements.
- To promote initiatives and ideas which improve the quality of services.
- To demonstrate a commitment to the continuous development of the clinical skills of staff.
- To agree and implement a clinical audit programme in the department and contribute to the delivery of the Trust's Clinical Audit Strategy.
- To provide pharmaceutical advice to the local Research Ethics Committee.
- To participate in the education and training programme for pharmacy, nursing and medical staff and all other health care professionals as required.
- To support and provide training for undergraduate and post-graduate medical education within the Trust and for pharmacy undergraduates on placement from Kingston University, pre-registration pharmacists and student pharmacy technicians.

7. General

The post holder is required to:

- Work within agreed Trust and departmental policies and procedures and to accepted standards of practice.
- Work in other areas and on other sites in the Trust to cover for service needs.
- Undertake such other duties as may be required from time to time, as are consistent with the responsibilities of the grade.
- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- Comply with the Code of Ethics of the General Pharmaceutical Council/Royal Pharmaceutical Society of Great Britain.
- In all activities undertaken, adhere to the Code of Conduct for NHS Managers.
- Treat patients and customers with dignity and courtesy.
- Ensure that medicines do not fall into unauthorised hands.
- Have responsibility for the health, safety and welfare for self and others and to comply with the requirements of the Health and Safety regulations, including COSHH.
- Promote Equal Opportunities and to comply with the requirements of the legislation and the Trust's policies.
- Attend such training courses and meetings as are necessary for the efficient performance of the post holder's duties.
- Participate in Continuing Professional Development (CPD), maintaining own CPD portfolio.
- Participate in the Trust's appraisal system.

- Comply with the requirements of the Data Protection Act.
- Comply with the Trust's No Smoking Policy.
- Comply with principles of duty of candour.

8. Supplementary information

Refer to next page.

This job description is a reflection of the current situation but may be subject to amendment in the light of any changes or developments.

Job Description Supplementary Information

Equal Opportunities

The Trust affords its employees equal opportunities in employment, training and development irrespective of sex, sexual orientation, gender reassignment, disability, marital/parental status, race, colour, nationality, ethnic origin, religion, hours of work, political beliefs, TU membership or age.

The Trust has an Equal Opportunities Policy and all employees are expected to be aware of, and adhere to the provisions of this policy and to carry out their duties and responsibilities in accordance with this policy.

Confidentiality and Disclosure of Information

In the course of your normal employment you may come into the possession of confidential information relating to patients, staff and the Trusts business and commercial information. All employees have a responsibility to ensure the security of information and to comply with the Data Protection Acts, Access to Health Records and Computer Misuse Act. Disclosure of medical, commercial or personal information, systems passwords or other confidential information to any unauthorised person or persons will be considered at gross misconduct and may lead to disciplinary action, which may include dismissal.

Health And Safety

The Trust operates a Health and Safety policy applicable to all employees. Employees must make themselves familiar with this policy and the responsibility placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environments for employees, patients and visitors.

Infection Control

The Trust is committed to the prevention and control of infection, and operates an infection control policy. It is the responsibility of all employees to be aware of the infection control policy and procedures and the importance of protecting themselves, patients and visitors.

Risk Management

Risk is everybody's business! All staff have an individual as well as a corporate responsibility for risk.

The outcome of effective risk management is the provision of safe patient care during their episode of illness or treatment and also the provision of a safe Trust environment for patients, staff and the public.

The Trust aims to have 'Just and Fair' culture where there is low blame and wants to encourage staff to report incidents and identify risks. If the latter is carried out then lessons can be learnt and changes in practice will be implemented in order to improve the quality of patient care.

You personally need to be adequately trained in risk management processes and the Trust provides a variety of risk related study days and courses. A list of these can be found in the Trust Training Brochure and it will be important that you take note of the mandatory courses, which you must attend.

Working Time Regulations

The Working Time Regulations 1998 state that employees should not work more than an average of 48 hours per week based on a 26 week period. Employees who wish to exceed this number of hours must obtain Management authorisation and will be required to sign an opt-out agreement which will be placed on file.

Improving Working Lives

In line with the NHS Plan, Epsom and St Helier University Hospitals Trust is making changes to improve the working lives of all staff. By helping staff to achieve good work life balance we can develop higher standards of healthcare and patient choice.

In order to support staff the Trust offers a range of benefits including onsite day nurseries, school holiday clubs, complementary therapies, a cyber café for internet access, a wide range of staff discounts, various recognition schemes and special annual events.

There is a National Audit Instrument for Improving Working Lives, which involves the Trust being assessed against a set of national standards to ensure that it is making real and tangible improvements to the working lives of our staff.

Smoking

The Trust operates a strict no-smoking policy and employees are therefore not permitted to smoke on-site, except in designated areas.

Alcohol and Drugs

The consumption of alcohol or drugs is strictly prohibited whilst on duty. The Trust operates a substance abuse policy which employees should make themselves familiar with.

Security

All employees are required to wear name badges whilst on Trust premises and are responsible for ensuring they understand their security responsibilities Whilst on Trust property. Any security incidents should immediately be reported to the security office.

Knowledge and Skills Framework (KSF)

All staff excluding Doctors and Dentists are required to participate in The NHS Knowledge and Skills Framework. This is an annual appraisal process linking career and pay progression. All staff will be required to attend mandatory training on the Knowledge and Skills Framework before they can embark on the appraisal process.

Further information and copies of the Trusts Policies and Procedures can be found on the Trust's Intranet, Via Departmental Managers or within the Human Resources Department.

Epsom and St Helier University Hospitals NHS Trust

PERSON SPECIFICATION

Post: Chief Pharmacist Band 8d

FACTORS	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS / EDUCATION	<p>Masters in Pharmacy Degree – MPharm</p> <p>1 year pre-registration training</p> <p>Professional registration with GPhC</p> <p>Diploma in Clinical Pharmacy or equivalent</p> <p>Management qualification e.g. DMS, MBA</p>	<p>MSc in Clinical Pharmacy Practice or equivalent.</p> <p>Suitably Qualified Person (HTM 2022)</p> <p>Accredited tutor for pre-registration training</p>	Documentation
EXPERIENCE	<p>Extensive post registration hospital experience, with at least 3 years experience in a management position.</p> <p>Extensive experience of providing clinical and technical pharmacy services</p> <p>Demonstrates evidence of excellent clinical knowledge and skills</p> <p>Working with Clinical Divisions</p> <p>Wide knowledge of healthcare systems, the NHS & hospital pharmacy</p> <p>Experience in managing a defined service</p> <p>Service Development</p> <p>Proven record of training, appraisal and staff development</p> <p>Staff and resource management</p> <p>Staff recruitment and retention</p> <p>Professional ethics, governance and risk management</p> <p>Guideline & policy development</p>	<p>Worked in other NHS areas eg. CCG</p> <p>Understanding of quality issues</p> <p>Knowledge of JAC pharmacy computer system</p> <p>Financial systems and budgets</p> <p>Hospital IT systems</p> <p>Production and QA of medicines</p> <p>Membership of National groups or committees</p>	<p>Application</p> <p>Interview</p> <p>References</p>
SKILLS / ABILITIES	<p>Excellent organisational skills-self and others.</p> <p>Computer literate</p> <p>Demonstrates initiative</p> <p>Excellent time management</p> <p>Excellent communication skills-verbal and written</p> <p>Ability to work under pressure, prioritise work and manage conflicting demands on time</p> <p>Ability to motivate/inspire self and others</p>	<p>Database searching skills e.g. Medline</p> <p>Assertiveness</p> <p>Innovative</p> <p>Ability to multi-task</p> <p>Able to state a case and defend opinions</p> <p>Published in peer reviewed journals</p> <p>Project Management</p>	<p>Application</p> <p>Interview</p> <p>References</p>

	Critical appraisal skills Problem solving & analytical skills Good negotiation skills Ability to implement and manage change. Able to think strategically Excellent interpersonal skills Excellent presentation skills Appreciation of audit methods Team player with leadership skills Excellent critical appraisal skills Demonstrates ability to plan develop and implement Good influencing skills Report writing Teaching/coaching skills Customer awareness		
OTHER	Sets high standards Reliable work record Professional appearance and demeanour Approachable Adaptable Enthusiastic Work flexible hours Commitment to CPD	Calm/ patient/ friendly Own transport	Interview References

* GPhC – General Pharmaceutical Council