

Release of Information Team
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Mr Will Minto
request-502746-cc111393@whatdotheyknow.com

12th November 2018

Reference: FOI/2018/405

Dear Mr Minto

Request for information under the Freedom of Information Act 2000: Internal Review information supplied

After reviewing your Freedom of Information request, your request for information relating to UCLH Foundation Trust has been processed. Please accept our apologies for the lateness of our response which was due to a combination of staff administration error and annual leave.

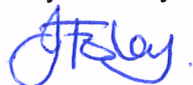
I would like to thank you for your patience in this matter, and we hope that the delay did not cause any inconvenience.

Please see the attached Response form with our reply, in which all questions have answered.

If you have any queries regarding this matter, please do not hesitate to contact us. Please quote your reference number in any communication with us.

Yours sincerely

Jayne Foley



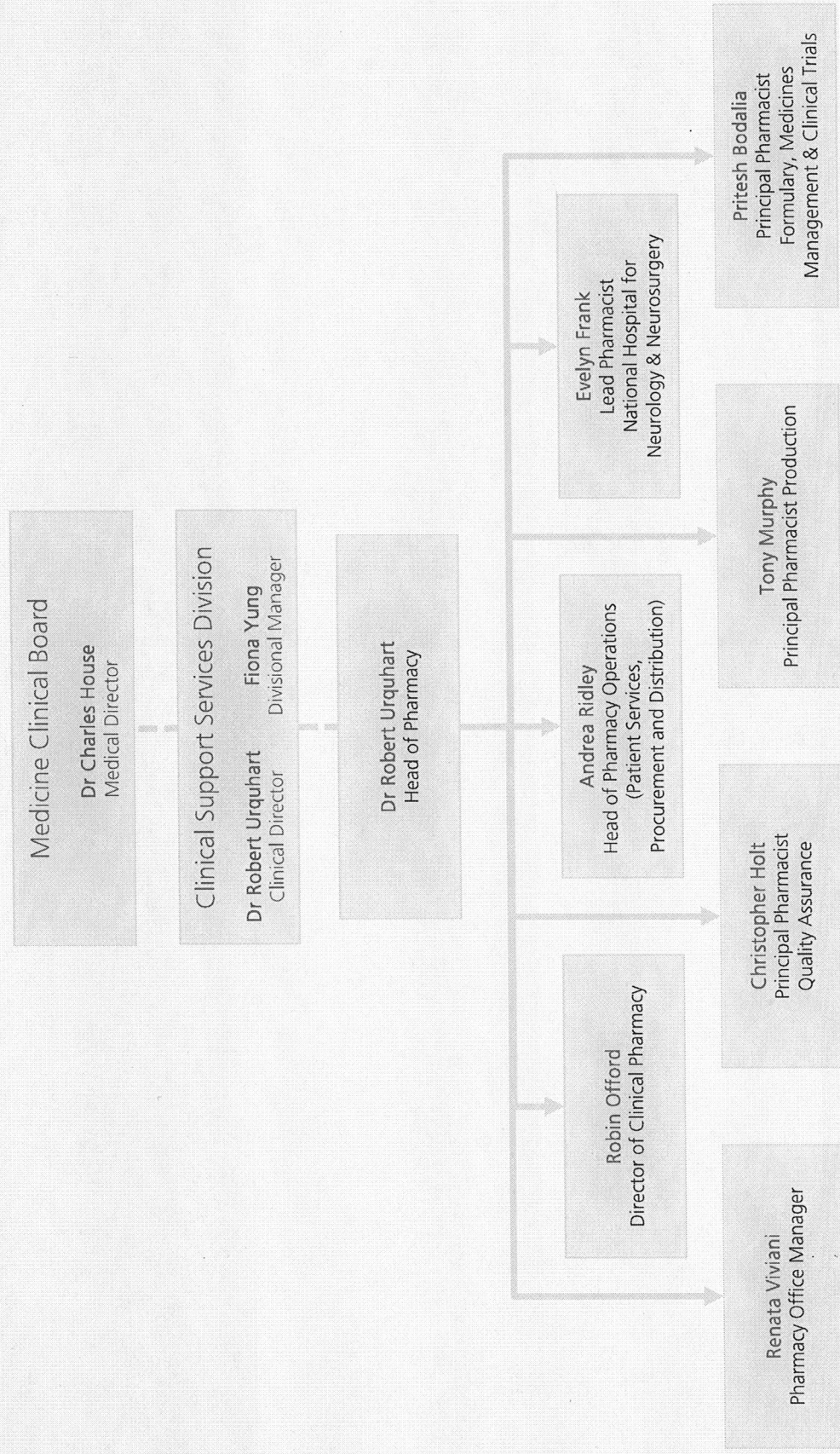
Head of Records

122-11

Response under the Freedom of Information Act 2000

Reference	FOI/2018/405
Date response sent	12/11/2018
<p>Request and Responses</p> <p>I would be grateful if you could provide me with the following information under the guidance of the Freedom of Information Act:</p> <ol style="list-style-type: none"> Copy of pharmacy management structure <p>Please see attachment</p> Total WTE of pharmacists and pharmacy technicians <p>Pharmacists = 102.6 WTE (excluding 10 WTE Pre-Registration Pharmacists)</p> <p>Pharmacy Technicians = 61.9 WTE (excluding 6 WTE Pre-Registration Pharmacy Technicians)</p> Chief Pharmacist/Director of Pharmacy name <p>Dr Robert Urquhart</p> Copy of Job Description for Chief Pharmacist / Director of Pharmacy <p>Please see attachment</p> 	

Pharmacy & Medicines Management





University College London Hospitals



NHS Foundation Trust

**Medicine Clinical Board – Clinical Support Division
Pharmacy & Management Directorate (PMM)**

TITLE: Head of Pharmacy

GRADE: Band 9 + EDC

BASE: UCH

**MANAGERIALLY
ACCOUNTABLE TO:** Medical Director, Medicine Clinical Board

ANNUAL LEAVE: 33 days

CONTRACTED HOURS: 37.5 per week

**DIRECTLY
MANAGES:** Principal Pharmacist – Patient Services & NHNN
Clinical Pharmacy Director
Principal Pharmacist – Technical Services
Principal Pharmacist – Quality Assurance
Principal Pharmacist – Education & Development
Principal Pharmacist - Formulary & Medicines Evaluation
Pharmacy Office Manager

LIAISES WITH: Clinical Support Services Divisional Manager
Pharmacy Business Services Manager
Chair of Use of Medicines Committee
Consultant Clinical Pharmacologists
Patients and Users of UCLH

Across the trust

Divisional Clinical Directors and Divisional Managers
Consultant Medical Staff
Senior Nursing Staff
Senior UCLH Managerial and Finance Staff
Risk Management and Clinical Governance Leads

Human Resources Staff
Representatives of the UCLH PALS Service
CSB Finance and Human Resources Staff

External liaison

Pharmaceutical, financial and managerial representatives of Primary
Care Trusts and other local NHS trusts

7. To promote the appropriate use of information technology with regard to all aspects of medicines management including the maintenance and development of the pharmacy stock control and financial reporting computer system, the use of automation within pharmacy (e.g. robotic dispensing), the development of electronic prescribing and EPR, and the development of new IT solutions.
8. To act as Clinical Governance and Risk Management lead for PMM directorate.
9. To ensure appropriate systems are in place for critical incident and complaint investigations within PMM and to ensure appropriate pharmaceutical input into medicine related issues in other directorates.
10. Financial management of PMM budgets including the income generating activities and external contracts.
11. To advise the trust and clinical directorates on all issues related to drug budgets and expenditure. This will include the provision of information at both trust wide and local clinical directorate level including advice on drug budget setting, horizon scanning and current drug expenditure position.
12. Training and development of all pharmacy staff including pharmacists, pre-registration graduates, pharmacy technicians and other staff as appropriate
13. To ensure compliance with trust guidelines and legislation relating to Human Resources within PMM and fully implement staff appraisal, personal development plans and performance review.
14. To attend meetings as a Pharmacy/PMM/UMC/CSB/Trust representative within UCLH and with external organisations at a local and national level.
15. To prepare a PMM annual report with particular reference to issues such as quality, service developments, efficiency savings, personnel development and achievements.

SPECIFIC DUTIES AND RESPONSIBILITIES

A. Pharmacy Service/Medicines Management/Clinical Governance

Management and professional leadership of UCLH pharmacy services provided from 9 sites of the trust including the Middlesex, UCH, Heart Hospital, National Hospital, 140 Hampstead Road and Mortimer Market.

The provision of specialist expertise and responsibility across the trust for medicines management including implementation of appropriate national guidance (e.g. DOH, NPSA, MHRA, CNST etc.) and the safe and secure storage of medicines.

To ensure appropriate pharmaceutical input into medicine related incidents and minimisation of medicine related risk in all directorates of the trust. To act as Clinical Governance and Risk Management lead for PMM directorate and to ensure that appropriate systems are in place for critical incident and complaints investigations within PMM.

To ensure the delivery of high quality pharmacy services and to plan and implement continued development of pharmacy services to promote high quality medicines management and cost effective use of medicines.

Responsibility for Health & Safety Issues across the directorate.

B. Financial Management

To be the budget holder for pharmacy services, and to be accountable for the expenditure pattern of all PMM budgets. To ensure that budgets remain within agreed expenditure limits, and to advise on and implement appropriate measures to remain within budget. To manage Service Level Agreements for pharmacy services with other organisations. To ensure that all Pharmacy and Medicines Management Directorate budgets are managed within the framework of the Trust's Standing Financial Instructions.

To ensure the delivery of the agreed income target from the pharmacy manufacturing and wholesaler dealing trading activities with external organisations. To work with the Pharmacy Business and Distribution Manager and the Principal Pharmacist Manufacturing Services to continue to develop the trading activity.

To ensure the efficient and appropriate management of procurement and accurate allocation of costs to clinical directorates according to use via the pharmacy computer system.

To advise the trust and clinical directorates on all issues related to drug expenditure and budgets. This includes the provision of information at both trust wide and local clinical directorate level including advice on drug budget setting, horizon scanning and current drug expenditure position.

C. Clinical Pharmacy

To ensure the provision of a high quality, comprehensive and innovative clinical pharmacy service across all clinical areas of the trust through the Director of Clinical Pharmacy.

This service will ensure that first hand advice is available to senior and junior medical and nursing staff relating to the use of drugs and cost effective prescribing. To ensure effective liaison and communications between the Pharmacy Department and all wards, departments, patients service areas and staff. To maintain an effective ward pharmacy service including a topping-up system where appropriate. To plan for the future development of clinical pharmacy services based on new legislation for supplementary prescribing, changing roles associated with the introduction of prescribing systems and service users expectations.

D. Pharmaceutical Production

To develop a strategic plan for the provision of pharmacy manufacturing services and to manage the UCLH pharmacy production unit via the Principal Pharmacist Technical Services. This will include aseptic manufacturing (cytotoxics, CIVAS, TPN), tableting, repacking and non-sterile manufacturing.

To ensure that all pharmacy manufacturing practices and processes conform to the principles of Good Manufacturing Practice, national and regional guidelines, and statutory requirements.

To be the holder of the Medicine and Healthcare products Regulatory Agency license on behalf of the trust. To ensure that pharmacy manufacturing facilities and practices are suitable for continued licensing by the MHRA for Specials Manufacturing, IMP Manufacturing and Wholesaler Dealing of Medicines.

To work closely with other Heads of Pharmacy and production pharmacists in Camden and Islington to ensure the most efficient and cost effective provision of pharmacy production services.

E. Procurement and Supply of Pharmaceuticals

To ensure the delivery of a high quality, responsive medicine supply service through the Principal Pharmacist Patient Services and the Pharmacy Business and Distribution Manager.

To ensure the cost effective purchasing of medicines in line with national, regional, or local purchasing contracts and maintenance of adequate stocks within pharmacy of all formulary medicines to meet the predictable needs of clinical areas. In the event of unpredictable demands or product shortages medicines will be obtained with minimal delay at all times.

To ensure the provision of high quality, responsive pharmacy dispensary and ward distribution services to all patients and clinical areas of the trust. To ensure stock is monitored and stock holding is kept to a minimum consistent with the needs of each clinical area.

To ensure that an appropriate and responsive out-of-hours pharmacy service is provided including access to pharmaceutical advice and supply services.

To work with Heads of Pharmacy and procurement pharmacists across the SHA to ensure an efficient system of purchase and distribution of drugs and equipment is established through the centralised purchasing consortium.

F. Quality Assurance of Medicines

The Head of Pharmacy has the responsibility through the Principal Pharmacist Quality Assurance for the quality of all medicines used to treat UCLH patients. This includes the following:

Medicines purchased and supplied by the trust including those supplied by contracted third parties e.g. homecare companies.

The Quality Assurance of all pharmacy manufacturing activities and products inline with Good Manufacturing Practice and the requirements of the MHRA.

The responsibility for the quality of medical gasses used within the trust.

The risk assessment of all unlicensed medicines used within the trust prior to release for use.

Maintaining functioning systems to deal with drug recalls from the MHRA and/or pharmaceutical companies at all times of day or night.

G. Use of Medicines Committee (UMC)

To act as Secretary to the Use of Medicines Committee and to ensure that decisions taken by the committee are implemented.

Responsibility through the Use of Medicines Committee for safe, evidence based and cost effective use of medicines throughout the trust.

Responsibility for the provision and maintenance of the intranet hospital formulary. To work with the Principal Pharmacist Formulary and Medicines Evaluation to ensure that the formulary is developed to meet the needs of the trust with particular reference to EPR, clinical guidelines and integrated care pathways.

To contribute to the business of the SHA Medicines Management Committee and to work with managers and chief pharmacists of local primary and secondary trusts to develop medicines management initiatives and to implement UMC decisions.

To review NICE approved drugs and NSFs and associated medicine cost implications for the UMC.

H. Research and Development

To ensure appropriate pharmaceutical input into drug related clinical research at UCLH to ensure appropriate compliance with GCP and GMP in line with the EU Directive on Clinical Trials.

To ensure pharmacy representation on the three UCLH Local Research Ethics Committees and to sit on one of the committees. This role will involve providing specialist pharmaceutical input into the research and ethical assessment of research projects.

To develop the pharmaceutical research and development activity of UCLH staff by working collaboratively with appropriate colleagues within UCL, the School of Pharmacy and other external organisations. In particular the R&D focus should be to encourage, promote and where necessary assist pharmacists and technicians in developing research projects and in writing articles for publication.

I. Information Technology

To ensure the appropriate use of information technology within all aspects of medicines management including supply, prescribing and administration.

To advise the EPR team on the electronic prescribing elements of the electronic patient record system and to review the implications of this on pharmacy.

To ensure regular reports of drug usage and expenditure are prepared and discussed with clinical directors/general managers by directorate pharmacists.

Responsibility for the development and maintenance of a pharmacy stock control and financial reporting computer system that meets the clinical, financial and audit needs of the trust.

J. Training and Development

To establish and maintain UCLH as a centre of excellence with regard to pharmacy education and development in conjunction with the Principal Pharmacist Education & Development.

Responsibility for the organisation and provision of University of London accredited post-graduate practice-based training and development programme for pharmacists across the SHA.

Responsibility for the provision of Royal Pharmaceutical Society of Great Britain accredited training experience for pre-registration pharmacists, NVQ Level 3 training for student pharmacy technicians and NVQ Level 2 training for pharmacy assistants.

Close working with external educational providers to develop further training programmes in the field of medicines management e.g. prescribing training, foundation degrees etc..

To ensure that a structure is in place throughout the directorate to support appropriate educational and development opportunities for all staff.

To ensure appropriate pharmacy input into multidisciplinary medicines management education and development with particular reference to national requirements e.g. clinical staff induction.

K. Human Resources

To act as the professional lead for pharmacy staff in the trust and to ensure that an appropriate structure is in place to direct and manage all staff and to support their training, development and competence. To ensure that all legislation and trust policies with regard to Human Resources are implemented with the PMM Directorate.

Responsibility for pharmacy workforce issues including maintenance of adequate staffing levels at all times (including weekend, bank holiday, late duties and out-of-hours), skill mix review, recruitment and retention of pharmacy staff, CPD and education and training. To contribute to the out-of-hours pharmacy service as appropriate.

To ensure the appropriate delegation of responsibility within the department, and to implement and support a system of performance appraisal.

Responsibility for implementation of HR initiatives including Improving Working Lives within PMM.

To monitor and manage risk, undertaking assessments in local areas of responsibility in accordance with the Trust Risk Strategy.

To be aware of and adhere to: UCLH Trust policies and procedures;
Section 7 and 8 of the Health and Safety at Work Act;
Data Protection Act 1984; and
Other relevant legislation and agreed practice/policy.

UCL Hospitals NHS Trust has adopted an Equality & Diversity Policy and specific regard should be taken of its contents in relation to the treatment of employees or potential employees.

This 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, in discussion with the post holder.

ADDITIONAL INFORMATION

1. **DATA PROTECTION**

If required to do so, employees must obtain, process and / or use information held in a computer or word processor in a fair and lawful way; to hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such purpose. They should disclose data only to authorised organisations as instructed.

2. **EQUAL OPPORTUNITIES**

It is the aim of UCL Hospitals to ensure that no job applicant or employee receives less favourable treatment on grounds of sex, marital status, sexuality, disability, learning disability, mental health history, age, race, colour, nationality or ethnic or national origins or is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end there is an Equal Opportunity Policy and the postholder must at all times carry out his/her duties in accordance with this policy.

3. **HEALTH AND SAFETY**

Employees must be aware of the responsibilities 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 environment for employees and visitors.

4. **NO SMOKING**

We operate a No Smoking Policy which does not allow smoking at work other than in a designated area.

5. **CUSTOMER AWARENESS**

UCL Hospitals' expects its employees to communicate with colleagues, patients and visitors in a polite and courteous manner at all times.

6. **CONFIDENTIALITY**

All employees are required to exercise discretion and maintain confidentiality at all times.

7. **PATIENTS CHARTER**

We are committed to meeting the rights and standards required by the Patients Charter. We expect our staff to be aware of these rights and standards and to be fully involved and co-operative in meeting them.

8. **JOB SHARING**

UCL Hospitals has a Job-Sharing policy under which all posts are open to job sharing, with or without a partner.

9. **STAFF NURSERY**

The hospital has a 24 place nursery for babies and children up to school age. The nursery is based in Devonshire Street, a few minutes walk from the Middlesex Hospital.

The personnel department can give you more details on any of the above issues

RU December 2009

PERSON SPECIFICATION

Head of Pharmacy and General Manager PMM

Attributes	Essential / Desirable	Evidence Application / Interview	Comments
Education & Training			
Masters in Pharmacy (M.Pharm) or equivalent	E	A	
Membership of the Royal Pharmaceutical Society of Great Britain (MRPharmS)	E	A	Membership of RPSGB is essential to practice in UK.
Post-graduate Diploma/MSc in Clinical Pharmacy/Pharmacy Practice or equivalent experience	E	A	
Management qualification (e.g. MBA, DMS) relevant to the NHS or equivalent experience	E	A	If no formal management qualification application must identify informal training and substantial experience in management.
Evidence of Commitment to Continuing Professional Development	E	A / I	
Recognised training in education or professional tutoring	D	A	The department has significant input into undergraduate, pre- and post-registration training and competency based NVQ training
Practice Experience			
10 years within the hospital pharmacy environment	E	A	
5 years recent (within the last 8 years) in a leadership role within hospital pharmacy	E	A	
5 years recent (within the last 8 years) as either a Chief Pharmacist of a district general or Deputy Chief Pharmacist at a Teaching Hospital	E	A	

Attributes	Essential / Desirable	Evidence Application / Interview	Comments
Demonstrable experience of Business Planning with Project and Financial Management	E	A / I	
Extensive experience of staff management including appraisal and performance review.	E	A / I	
Broad based pharmacy experience including both clinical and technical areas of pharmacy practice	E	A / I	
Ability to interpret and present highly complex clinical and financial data	E	A / I	
Demonstrate an understanding of current pharmacy / NHS issues	E	A / I	
Experience of and an interest in a relevant area of Research & Development	E	A	
Experience of medicine and practice related clinical audit	E	A / I	
Publication record	D	A/I	
General Skills			
Leadership	E	A / I	
Negotiation	E	A / I	For resources and to resolve conflicts
Oral Communication	E	I	Presentation to trust committees, up to Board level
Written Communication	E	I	As above
Prioritisation, time management and self-motivation	E	A / I	

Ability to achieve in a multi-disciplinary team environment with other clinical and management colleagues

E

A / I

Teaching

D

A

There are strong links to academic pharmacy departments

