

Isle of Man
Public Service
Careers



Clinical Lead - Medicines Optimisation Team

Integrated Primary and Community Care Services

Job Information

Working together for the **Isle of Man**



JOB DESCRIPTION

Job Title:	Lead Clinical Pharmacist - Medicines Optimisation
Location:	Crookall House (various)
Accountable to:	Chief Pharmacist/Pharmaceutical Adviser
Reports to:	Chief Pharmacist/Pharmaceutical Adviser
Pay Band:	8b
Job Evaluation Reference No:	1246/JE/18
Organisation Chart: (attached)	<pre> graph TD A[Chief Pharmacist/Pharmaceutical Adviser] --- B[Lead Clinical Pharmacist - 8b] B --- C[Senior Medicines Management Pharmacist (8a)] B --- D[Care Home Pharmacist (8a)] D --- E[Medicines Management Pharmacist (B7)] </pre>

JOB PURPOSE

The post holder will take the lead on the development of all clinical services within primary care for Manx Care. This role requires the strategic development of services with a vision to support the delivery of healthcare and pharmacy services in different models for the future.

- Be responsible for the delivering and managing the pharmacist-led clinical service to the GP Network, the care home sector and the prison service on the Isle of Man. These objectives will vary over time but include designing and delivering a pharmacist-led clinic service within GP surgeries, cost saving initiatives as part of the Cost Improvement Programme, improving the quality of prescribing by monitoring prescribing via audits and developing novel ways of delivering medicine-related service
- The post holder will work closely with the Team Leader to design services according to the staffing resource and skill set within the primary care team; this will include the development of business case for new staff where required.

The post holder will work with GP surgeries and the Primary Care Network to support the development of services and staff within this sector, and support their own practice pharmacy staff where required.



The post holder will design the future models of monitoring the prescribing of all sectors in primary care and will co-ordinate the feedback information and ongoing support for healthcare staff as required

The post holder will be the clinical lead for Frailty and Falls within the Primary Care Pharmacy service; they will work across sectors to understand the need and deploy staff to support new and ongoing initiatives where possible.

The post holder will be the clinical lead for pharmacy within the prison and will participate in the education of prison healthcare staff, the support of staff to improve services and governance and provide clinical guidance.

Background:

Medicines optimisation is about ensuring that the right patients get the right choice of medication at the right time. The goal is to help patients improve their outcomes, take their medication correctly, avoid unnecessary medicines, reduce waste and improve patient safety.

The primary care pharmacy team is a diverse group of professionals supporting all aspects of primary care healthcare provision, including:

GP surgeries, including GPs, nursing personnel, paramedics and practice managers

Care home staff and supported living units, including Learning Disability

Community mental health services, including adult services and CAMHS

Drug and Alcohol Team

Frailty and Falls service.

KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

- Professional knowledge acquired through a master's degree in pharmacy (4 years). With a postgraduate clinical diploma qualification or equivalent experience
- Registered as a Practising Pharmacist with the General Pharmaceutical Council (GPhC).
- Post-graduation qualification in clinical pharmacy (PGDip)
- Further specialist knowledge in health economics through the appropriate post graduate training
- Registered as an Independent Prescriber and with experience of work in this area
- Significant relevant experience with specific experience of primary care (GP surgery) settings. Specifically to include:
 - Medicine Information Skills (i.e. analysing and abstracting complex clinical and scientific information from primary, secondary and tertiary sources)
 - Audit experience
 - Project Management
 - Financial Budgetary Control
 - Certified as an Independent Prescriber, or willingness to work toward this
 - Evidence of relevant continuing professional development

MAIN DUTIES & RESPONSIBILITIES

The post holder will:

- Work autonomously under the direction of the Chief Pharmacist
- Work with the Chief Pharmacist to design, develop and implement work plans/directives to meet the objectives set within the Medicines Optimisation strategy and to meet the agenda of the GP network
- Deliver and manage the pharmacist-led clinic service to meet the Medicines Optimisation strategy for Manx Care – primarily in the GP network possibly to expand to care home settings and other services e.g. integrated care team or frailty team
- Work autonomously: set, prioritise and manage own workload across Manx Care settings including care homes and GP practices and any cross sector working with Nobles hospital and be responsible for meeting objectives set

Activities:

- Design, implement and monitor adherence to health service strategy and policies for Manx Care, working with other Government departments on a regular basis
- Using national and local clinical guidance e.g. NICE and their own experience, the post holder will improve the prescribing across the GP network and the wider Manx Care area, identifying areas for cost savings and improvement in quality
- Design and carry out audit, creating reports, implementing change and providing training to relevant healthcare staff within primary care based on the findings of those audits
- To negotiate with or influence healthcare colleagues across Manx Care and within the Medicines Optimisation team in order to achieve desired outcomes for individual patients
- To be the identified interface between Pharmacy and the wider Manx Care healthcare staff and other Government departments
- To monitor IOM legislation and best practice guidance, and to work with the legislation team to amend/implement medicine-related legislation as required by Manx Care
- To design, implement and monitor cross-sector working between primary and secondary clinicians, including shared care guidelines and protocols and formulary management using evidence and personal experience to overcome barriers

CLINICAL

Support safe effective and economic use of medicines:

- **Design, implement and monitor the pharmacist-led clinic service within GP network, in order to meet the needs of the patients and the GPs. The effectiveness of the service will be measured against identified Key Performance Indicators**
- Implement agreed prescribing change to ensure high quality and cost effective prescribing
- To provide expert advice on a strategic level to Manx Care Manx Care committees and working groups on prescribing issues e.g. health protection committee, Drugs & therapeutics committee, primary care prescribing committee, and others as required
- To develop, implement and report back on prescribing initiatives across Manx Care which will:
 - Reduce spend on drug budget
 - Improve prescribing in line with national guidance
 - Reduce medication related errors



- Assist in identify via horizon scanning and implement Manx Care prescribing initiatives e.g. therapeutic switches
- Undertakes and contributes to research projects relating to medicines within Manx Care

PROFESSIONAL

- Registered as a pharmacist with the General Pharmaceutical Council (GPhC).
- Must adhere to the standards of professional performance, responsibility and competence as stated in the Code of Ethics for Pharmacists

TRAINING, EDUCATION & RESEARCH

- To actively participate in Continuing Professional Development
- To attend training courses and conferences as appropriate and provide feedback to colleagues
- To develop and deliver training to practice teams, care home staff and other multidisciplinary staff as appropriate on the safe and efficient management of medicines (e.g. repeat prescribing systems)
- To develop and deliver training of new and existing staff when required, in relation to core aspects of the primary care pharmacist role
- To promote positive working between care homes, GP practices, community pharmacists and other health professionals in relation to medicines' management
- To support practice staff in using the practice computer system in relation to prescribing management issues by sharing good practice

PLANNING & ORGANISATIONAL SKILLS

- To contribute to the planning, development, and implementation of systems to ensure effective medicines management in area of responsibility, with awareness of the strategic influences affecting the provision of medicines
- To plan and organise personal workload to ensure optimum efficiency of the Medicines Optimisation strategy for Manx Care.
- To plan and implement work plans for junior staff, including objectives and KPIs, which support the direction of the Medicines Optimisation strategy
- To work autonomously under the direction of the Chief Pharmacist and be responsible for prioritising own workload

COMMUNICATION

- To communicate medicines related information and advice to patients & carers, GP teams, and other healthcare professionals. Types of medicines related information include: direction for use of pharmaceutical products, side effects, adverse drug reactions, drug use in pregnancy, breast feeding, obtaining further supplies and any other related issues. *This could be in sensitive situations including cancer treatment, terminal illness and the effect of drug administration or prescribing errors or other drug misadventures. Discussions are usually on a one to one basis with patient, doctor or other healthcare professional and can be confrontational/upsetting*
- To be an identified interface between Pharmacy and service users (at GP surgery level and Departmental level) to aid communication and efficiency. This interface will frequently involve challenging and emotional situations with patients/carers and healthcare professionals, i.e. medication which needs to be changed or stopped



- To communicate expert medicines related information to the following:
 - Minister/MHKs/CEO and senior management
 - Other Government departments e.g. DEFA, DFE
 - Clinicians (e.g. GPs and nurse prescribers any prescribing issues and medication history issues)
 - Nobles Ward/Departmental Managers (e.g. service issues)
 - Other staff (e.g. providing advice/instructions to other members of the healthcare team)
 - Patients and Carers (e.g. providing medicines information translated into simple language appropriate for the individual e.g. patients with physical or mental disabilities, or language difficulties)
- To attend Medicines Optimisation and Departmental and Government meetings, and present information/strategy as required
- Establish and maintain effective communication pathways with healthcare and social care professionals between care homes, community pharmacy, prescribing support team, medical practices and the Manx Care.
- To be responsible for the negotiation and problem solving should breakdown in communication occur between pharmacy staff and the public or the wider healthcare team
- In conjunction with the Chief Pharmacist provide data to meet the needs of the Manx Care on a 'when required' basis for following:
 1. Data and reports to support the GP Network
 2. Freedom of Information requests
 3. Questions posed in Tynwald i.e. to support the Minister and senior staff
 4. Information relating to prescribing for business cases and/or service planning

MANAGERIAL/LEADERSHIP

The post holder will:

- Be responsible for the development and implementation of the pharmacy service for the GP Network under the direction of the Chief Pharmacist. This will involve analysis of the staff, skill mix and resources required to provide the service
- Directly line-manage the pharmacists and pre-registration pharmacists within the GP Network Team including any recruitment, training, appraisal and disciplinary needs.
- Have responsibility for the strategic planning for the GP Network Team including workload, the appraisal and workplace support for the above team members including weekly work plans and supervision meetings
- Responsible for the outcomes of the work plans set for technical staff, including the achievements of the staff according to KPIs for the Medicines Optimisation strategy and personal objectives set

CLINICAL GOVERNANCE

- To recognise professional and personal limitations in all areas of work
- To abide by and adhere to professional ethics, standards and guidance
- To abide by and adhere to Manx Care and GP Network Manx Care standards, protocols and guidance
- To ensure personal and service development by regular self-directed learning and participation in performance development planning
- To reduce the risk of medication errors by ensuring that all relevant procedures and policies are adhered to for the dispensing, supply & storage of medicines across primary care settings

- To minimise risk associated with medicines across Manx Care by implementing the 'Medicines Safety' agenda of the Medicines Optimisation strategy.
- To ensure GP surgeries are compliant with all medicines related legislation and policies
- To record untoward incidents on the appropriate error recording system and to review/analyse medicines-related incidents on a regular bases for feedback and action by committees
- Identification of potential areas for audit and design of audit standards in line with current prescribing targets, national and local guidelines
- To manage the audit data collection stage - design, testing integrity and implementation of data collection methods
- To analyse and present the results of highly complex patient/medication audits to multidisciplinary teams
- To review and audit practice repeat prescribing systems in order to improve efficiencies
- Recommend/gain support for changes/solutions to improve systems and assist in the change management process
- To contribute to, and assist in the management of annual prescribing Indicator schemes
- Interrogate data and analyse the information in order to produce reports
- Identify outlying practices through EFACT2/EMIS data in order to prioritise work and provide feedback to practices on work completed
- To respond to clinical or procedural queries from GPs, healthcare staff, cares home staff, patients and other members of staff involved in prescribing management
- To contribute to the production of newsletters for practitioners on topical issues
- To prepare information to practices outlining the rationale and processes for the implementation of the technician's role within the care home and feeding back on outcomes
- To prepare monthly updates on work undertaken, including KPIs and cost savings, in an easy to understand format
- To liaise with relevant healthcare professionals to obtain additional routine information with regards to prescribing and appropriate presentation of this
- To apply robust practice to support the implementation and delivery of quality standards of care in relation to HDLs, SIGN Guidelines
- To work in a safe and responsible manner in compliance with the Health and Safety at Work regulations

SYSTEMS & EQUIPMENT

The post holder

- Be proficient in the analysis of all prescribing –related data including EFACT2, EMIS and Aristotle. The post holder will analyse and interpret complex prescribing information and patient data to inform work plans and support the strategy
- Expected to be competent in the use prescribing support computer systems used in General Medical Services (GMS) contract e.g. EMIS and other GP systems



- Will need to build complex audits and searches and be able to interpret and analyse any results
- Will use a shared electronic drive for prescribing support service resources, e.g. protocols, education & training materials
- Design and implement any templates for use in the GP surgeries and across primary care relating to EMIS and other medication-related systems i.e. Specially developed data collection systems recording clinical and prescribing data generated by prescribing support activities e.g. medication review, clinical audit
- Will be required to prepare and feedback a monthly update on work done, including KPIs and cost savings, to the line manager for dissemination to named managers and finance directors
- Enter accurate patient medication details patient-related data into the EMIS patient record
- Use Office for generation/use of word documents, bulletins, Excel Spreadsheets, PowerPoint presentations etc. all used extensively in the production, analysis, interpretation and presentation of prescribing information
- Use E-mail and internet/e-library Use e-mail for communication and the internet for searches of publications on SHOW, information on drugs, clinical literature searches, etc.
- Should be familiar with medical journals, e-library

Information Systems

- Responsible for assessing and ensuring validity of information stored in databases and spreadsheets prior to dissemination
- Must be proficient with system for a variety of uses – search, extraction and viewing of patient information to facilitate audit. Self-directed deletion/changing/updating of patient record information in line with SOPs for audit targets and/or prescribing indicators

DECISIONS & JUDGEMENTS

- To demonstrate professional accountability and responsibility
- Respect patient confidentiality and work within the boundaries set down by the data protection act and Caldecott guidance
- Work autonomously in practice and care home under no/minimal supervision
- To observe regulations in respect of the Health and Safety at Work Act, COSHH and Data Protection Act

Confidentiality

In the course of your duties you may have access to confidential material about patients, members of staff or other business of Manx Care. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.

Health & Safety/Security



It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

Safeguarding

The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment. Staff must work in accordance with all health and social care policies relating to safeguarding.

CARE Values

In Manx Care we pride ourselves on being Committed & passionate, Accountable & reflective, Respectful & inclusive, and Excellent & innovative. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

JOB DESCRIPTION AGREEMENT

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

Job Holder's Name
(please print)

Signature:

Line Manager's Name
(please print)

Signature:

Date:

Date:.....



JOB DESCRIPTION – APPENDIX 1

PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB AND WORKING CONDITIONS

Physical Effort

- Drive to various locations and walk to and from own vehicle in various weather conditions
- Mixture of sitting for long periods of time, standing for long periods of time
- Use of visual Display units

Mental Effort

- There is regular daily requirement to concentrate for long periods of time – primary with computer based work but face-to-face with patients/staff
- Frequent, extended periods of concentration on computers/databases using complex data
- There are frequent interruptions by requests for advice or information and service-related enquiries
- Whilst working within the role there will be frequent unpredictable interruptions which require that task prioritisation is altered to meet service demands

Emotional Effort

- Frequent (daily) interactions with patients/carers and healthcare staff who challenge the decisions made by the Medicines Optimisation team



- Deal with other staff who may have disagreements with the Medicines Optimisation strategy/operational issues
- Exposure to potential verbal aggression from carers and patients when carrying out duties for Manx Care, i.e. Stopping/refusing medication

Working Conditions

- Work in artificial light for whole of working day
- Required to use visual display units on a daily basis

AGREEMENT OF ABOVE DESCRIPTION

I have read and agree with the above description

Job Holder's Name
(please print)

Signature:

Date:

Line Manager's Name
(please print)

Signature:

Date:.....



MANX CARE
PHARMACY DEPARTMENT - INTEGRATED PRIMARY AND COMMUNITY CARE SERVICES
Lead Clinical Pharmacist - Medicines Optimisation
PERSON SPECIFICATION

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT	LINK TO KNOWLEDGE & SKILLS FRAMEWORK
QUALIFICATIONS	<ul style="list-style-type: none"> • Professional knowledge acquired through a master’s degree in pharmacy (4 years) • Pre-registration training to become a member of the General Pharmaceutical Council 	Further specialist knowledge in health economics through the appropriate post graduate training	CV Portfolio	
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Significant experience with specific experience of primary care. Specifically to include: <ul style="list-style-type: none"> ○ Medicine Information Skills (i.e. analysing and abstracting complex clinical and scientific information from primary, secondary and tertiary sources) • Audit experience • Project management • Independent prescriber or willing to work towards 	Experience of the following: <ul style="list-style-type: none"> • Change Management • Financial Budgetary Control 	CV Interview Portfolio	
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Excellent communication skills both verbal and written • Ability to work on own initiative and as part of a team • Computer skills • Self-motivating with an ability to manage own time • Evidence of personal insight and sound judgment 		Interview CV	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Positive and optimistic • Ability to work in challenging, emotionally charged situations • Well organised • Ability to achieve demanding tasks and objectives against deadlines 		Interview CV	



	<ul style="list-style-type: none">• Committed to the delivery of high quality service and patient care• Confident and adaptable approach to work			
OTHER RELEVANT REQUIREMENTS	<ul style="list-style-type: none">• Satisfactory Police check• Full, valid driving licence and access to own vehicle	Isle of Man Worker	Application form Pre-employment Checks	