

Job Description: Clinical Pharmacist

Job Title:	Harness South PCN Clinical Pharmacist
Location:	Nominated GP Practice(s)
Hours:	37.5 hours per week
Salary:	Dependent on experience
Contract:	Permanent
Accountable to:	PCN Clinical Directors
Responsible to:	Senior Clinical Pharmacists

Background

Harness Care Ltd provides general and extended medical services to a population of 140,000 patients residing across Brent in Neasden, Harlesden, Wembley, Willesden and Kingsbury. Our 20 GP practices work across two Primary Care Networks (PCNs).

Harness South PCN provides general and extended medical services to the patients residing across Neasden, Stonebridge, Harlesden, Willesden and Park Royal. Harness South PCN consists of a team of 10 practices:

- Oxgate Medical Centre
- Forty Willows Surgery
- The Stonebridge Practice
- Hilltop Medical Practice
- Brentfield Medical Centre
- Church End Medical Centre
- Freuchen Medical Centre
- Park Royal Medical Practice
- Roundwood Park Medical Practice
- Walm Lane Surgery

Clinical Pharmacy Team Overview

The Harness South PCN Clinical Pharmacist will be joining a dynamic and innovative Clinical Pharmacy team which has been established for several years and includes trainee pharmacists and pharmacy technicians. This is an excellent opportunity to be part of a valued team within the Harness network. Whilst the post holder will be bringing their own experience to the role, they will receive support and training in their development.

The Harness South PCN Clinical Pharmacist will be supporting the PCN and practices to deliver quality improvement and practice deliverables. This will include but is not exhaustive to; population health management via long term condition reviews, SMRs and audits, medicines optimisation and reducing medicines waste.

The successful candidate will:

- receive a robust induction process and training and support along with having an aligned clinical supervisor.
- receive regular education and training sessions with the team provided internally and by external organisations.
- the opportunity to collaborate with the PCN Central Team and Clinical Directors in seeking innovative ways to improve prescribing practice and PCN development.

The Harness PCN Clinical Pharmacist will provide expertise in clinical pharmacy as part of a multi-disciplinary team supporting in the delivery of population health management for the PCN and clinical management of patients within General Practice and community sites, including care homes and patients' homes. **Experience of working in a PCN is essential.** You will need to be self-motivated, work autonomously and have excellent written and verbal communication skills.

The successful candidate will be expected to work flexibly Monday to Friday at practice sites and sometimes remotely and travel between named practices, patient residence and meetings in line with the Harness lone worker policy.

Key relationships

- Clinical Pharmacy Team
- Clinical Directors and Harness Board
- General Practices
- Harness Multidisciplinary Teams
- Integrated Care Management Team (ICM)
- Care Home teams
- Community Pharmacy PCN Leads and Teams
- Hospital Pharmacy teams (London North West University Healthcare NHS Trust, Imperial College Healthcare NHS Trust, Royal Free London NHS Foundation Trust)
- Brent CCG Medicines Optimisation Team

Job Summary

Clinical responsibilities include a variety of mediums for patient contact, engagement and support:

- Provision of professional support and clinical expertise to the PCN and wider teams with regards to medication queries, prescribing issues and systems for safer prescribing.
- Supervision and support of the CP team.
- Oversight on key PCN deliverables.
- Face to face/remote long term condition reviews, Structured Medication Reviews including Care Home Reviews.
- Lead delivery of quality improvement, population health management and clinical audit for PCN in pharmacy led clinical domains such as Impact and Investment fund (IIF), Medicines Management (MM) in the PCN Des and CQC compliance.
- To support practice teams with day-to-day practice such as medicines reconciliation, repeat prescribing practice and support with queries from patients and teams whilst utilising digital tools to support with this such as e-consults, Docman and internal tasks.
- Support key stakeholders with streamlining the CP service.
- Working closely with the Clinical Directors and key stakeholders to shape and deliver the strategy and vision for the PCN.

Key Priorities for the role

- Make the Clinical Pharmacist a principle in the delivery of high-quality, patient-centred multidisciplinary care.
- Utilise the Clinical Pharmacist skill set to allow General Practitioner appointments to be reserved for appropriate caseload, reduce waiting times for appointments, increase access to healthcare, improve screening and diagnosis of chronic and common ailments and reduce A&E admissions and attendances.
- Provide direct care to patients with long-term conditions, minor ailments and other clinical areas within scope of practice.
- Provide professional input to practice teams working to improve patient outcomes and reduce avoidable admission to hospital.
- Liaise with providers including pharmacists in the community and hospital settings to ensure accurate and effective medication management.
- Provide pharmaceutical support to practices so that medication related processes are reviewed, best practice principles applied and evidence-based values are embedded in all activities.
- Utilise the Clinical Pharmacist skill set to directly assist patients in the safe, effective use of medicines to improve outcomes and quality of life.
- Ensure optimum benefit for prescribed medication through high levels of concordance achieved by support for patients and carers.
- Support the care of complex patients in their own homes or in nursing or residential accommodation as part of a multidisciplinary team.
- Utilise the Clinical Pharmacist skill set to ensure NHS resources are used in a cost-effective manner to maximise outcomes whilst reducing wastage.
- Provide professional leadership on matters relating to medicine optimisation and quality improvement.

Responsible for:

Clinical duties including but not limited to:

- Apply clinical expertise in Medication Reviews/ Structured Medication Reviews (SMR) face-to-face, remotely or within a patient's place of residence, to deliver high quality patient facing services that are centred on and tailored to each individual patient's needs
- Manage and deliver clinics in long term conditions in collaboration with and support from allied healthcare professionals.
- Deliver clinics in specialist areas appropriate to clinical competence which may include minor ailments, frailty, elderly, renal/hepatic impairment, high-risk medications, frequent attenders in secondary care.
- Prescribe medication within the limits of the individual professional competence.
- Pro-actively and prospectively reduce inappropriate polypharmacy and over-diagnosis through systematic, evidence-based de-prescribing.
- Promote the principles of public health; educate and motivate patients to make healthy lifestyle choices and access services designed to assist health improvement (e.g., smoking cessation, dietetics, rehabilitation)
- Discuss patients with complex needs at local MDT meetings and refer to the ICPT in line with recommendations.
- Provide professional telephone/ email advice and support to patients and their carers
- Reconcile the medications of patients whose care is transferred back to primary care in a timely and effective manner, liaising with patients and community pharmacies to ensure patients receive appropriate medication post-discharge.

- Interface between community, hospital and primary care pharmacy colleagues as patients move between care settings developing local effective communication, referral practices and procedures.
- Proactively engage with patients whose care has been transferred to reduce potential readmission.
- Maintain full and complete records of all patient contacts using appropriate clinical templates and SNOMED coding.
- Provide feedback and seek advice from the primary care team for patients where the post holder has clinical concerns around competence to safely manage their medications.
- Support the effective utilisation of the practice workforce.

Medicine management and repeat prescribing

- Review the ongoing need for medication and make suitable recommendations to the GPs and Clinical Pharmacists.
- Manage acute requests for medication in line with Brent CCG formulary and local agreed standard operating procedures.
- Work with practices to ensure safe and effective systems for the repeat prescribing of medication making recommendations on the reduction of potential wastage.
- Set up systems to ensure the effective and continuous supply of medication to high-risk patients.
- Implement changes to medicines in line with MHRA alerts and other local or national guidance.
- Support practices with the implementation of appropriate NICE guidance in line with local agreements.
- Support practices to comply with local medicine management guidelines.
- Assess and counsel patients on effective techniques required for the use of medication delivered by devices.
- Ensuring medication records are kept up to date with records of interventions from within and from outside the practice.
- Administer agreed immunisations/ vaccines in line with local and national guidelines.
- Take monitoring observations such as blood pressure, peak flow rate, urine dip stick and record in patient notes.

Audit, research and risk stratification

- Engage with the Brent Care/Harness risk stratification procedure to identify high risk patients and those at risk of non-elective admission to hospital.
- Participate in the effective care planning and management of high-risk patients as part of the multidisciplinary team.
- Participate in audit activities in practices and with groups of practices to optimise the use of prescribing resource. Feedback results of clinical audit activities in areas agreed with GPs, implement recommendations and complete full audit/PDSA cycle.
- Engage with research activities being undertaken in the Harness Education and Research Hub.
- Proactively identify and recall patients due for medication review ensuring all appropriate monitoring tests are performed.

- Analyse, interpret and present prescribing information at practice and population level to support effective decision-making and change in evidence-based clinical practice.

PCN and Practice deliverables includes but is not exhaustive to:

- IIF indicators
- MM indicators
- Practice monitoring (MHRA alerts, Prescribing safety alerts, emergency drugs compliance, potential missed diagnosis)
- Support practices with achievement of QOF and CQC compliance
- Assist with review of pathology results, discharge communications, letters, scans, emails and other correspondence in a timely manner.

General Expectations

- Support the development of integrated care in Brent
- Adhere to relevant Harness policies and procedures including:
 - Information governance
 - Equal opportunities and diversity
 - Safeguarding
 - Communications
 - Lone worker
 - Health and safety
 - Infection control
- Provide training and education on therapeutic and medicine optimisation.
- Support public health campaigns at national, Brent and local levels.
- Engage with patient participation groups in line with Harness community engagement activities.
- Work with practices to ensure full compliance with Care Quality Commission standards for safe and effective care.
- Contribute to the primary care transformation and service redesign activities of Harness, Brent Care and Brent CCG in line with the NWL STP.
- Participate as a member of the Harness multidisciplinary team.
- Participate in professional development activities.

Person Specification

	Criteria	Essential or Desirable
Qualifications & Experience	Pharmacy Degree	E
	Registration with the General Pharmaceutical Council (GPhC)	E
	Centre for Pharmacy Postgraduate Education primary care Pharmacy Education Pathway (PCPEP)	E
	At least 12 months experience working in a PCN/practice	E
	Registered non-medical prescriber	E
	Experience of working with clinical management systems, especially Emis & System One	E
	Postgraduate diploma in Clinical Pharmacy or equivalent	D
Knowledge, Understanding & Skills	Relevant theoretical and practical knowledge of Primary Care Networks, General Practice and evidence-based medicine	E
	An appreciation of NHS agenda, national policies and government targets and quality improvement indicators	E
	An understanding of the current PCN DES specifications	E
	A wide range of IT skills especially Microsoft 365 software	E
	Awareness of business intelligence systems to support management of patients in primary care settings, delivering pharmaceutical input and support in the context of pathways of care and the business of the organisation	E
	Ability to work under pressure and deal with unpredictable issues arising on a daily basis	E
	Can plan, manage, monitor, advise and prescribe medication for patients in core areas, including long term conditions.	E
	Be able to organise workload, multi-task and work under pressure to achieve tight deadlines	E
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	Awareness of PCN budget management and funding systems	D
Relationships	Work autonomously and within a team	E
	The post-holder will support the equality, diversity and rights of patients, carers and colleagues.	E
	Training practice staff to ensure efficient prescribing and medicines management procedures	E
	Ability to influence, motivate and persuade prescribers to comply with the recommendations or agreed course of action where there may be significant barriers	E

D

	Ability to lead on quality improvement work stream(s) and delivering quality outcomes	E
	Ability to support Foundation, Entry, Trainee pharmacists and Pharmacy Technicians with their development and day to day practice	E
	Ability to support Senior CP team and proactively seeking innovative ways to improve prescribing practice and PCN development	E
	Ability to provide education and training to PCN teams	D
Communication & Information	Excellent interpersonal and communication skills, both written and verbal.	E
	Clear, concise record keeping and report writing skills	E
	Demonstrate the ability to communicate complex and sensitive information in an understandable form to a variety of audiences	E
Personal Development	The post-holder will participate in any training programme implemented by the Practice/PCN as part of this employment	E
	Self- motivated and proactive	E
Confidentiality	As per both Government legislation and Practice Policies ensure that all confidentiality, data protection and information governance policies and guidelines are followed and strictly adhered to	E
	Reporting any infringements to the Operations Office immediately.	E
Health & Safety	The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy	E
Other	Flexible approach to working patterns and ability to adapt to changing priorities	E
	Able to commute between different sites	E
	Available of occasional working outside of normal working hours	D

Ethos

The concept of Primary Care, the organisation of General Practice and the roles played by other members needs to be understood.

- Good communication and relationships must be established and maintained with patients, colleagues, and employers.
- Take reasonable care of his/her own safety and that of other persons who may be affected by his/her act or omission.
- Co-operation with Harness Care Ltd to ensure all members of the team adhere to statutory regulations/policies and codes of practice and departments safety rules.
- Offer innovative ways of working and opportunities to facilitate learning.
- Facilitates a learning and quality improvement environment within the team.
- Maintains a caring environment through the support of colleagues.

Our Vision

To create healthier communities

Our Mission Statement

We are committed to our vision of: “Creating Healthier Communities”.

Our mission is to revolutionise primary care delivery in a sustainable manner. We are committed to excellence in all aspects of our work and collaborate closely with our patients and local communities. Together, we strive to make a positive impact on their health and well-being.

Our Values

Our values underpin our work and reflect:

- Working in collaboration and partnership
- Seeing continuous improvement
- Valuing people
- Professionalism in all we do
- Communicating at all levels
- Building positive relationships

Equality, Diversity, and Inclusion (ED&I)

- The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include acting in a way that recognises the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers, and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities, and rights.
- A good attitude and positive action towards ED&I, creating an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.
- Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.
- Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race.

Safety, Health, Environment and Fire

Harness Care Ltd is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

Sustainability

The post holder will be aware of Harness Care's impact on the environment and be vigilant and pro-active in ensuring they adhere to the sustainability strategy i.e. recycling, waste management, use of vehicles etc.

Learning and Development

- Training will be provided on all relevant policies and procedures related to the role including mandatory training in basic life support, safeguarding and infection control.
- The post holder should be passionate about achieving excellence in care where their role is essential to improving the quality of care of patients and the productive management of workload in practices and across the PCN.
- The successful candidate if not already completed would be enrolled onto the CPPE PCPEP pathway and will be supported to fulfil their job description including utilising independent prescribing skills.

Collaborative Working

All staff must recognise the importance of collaborative working with all stakeholders. Teamwork is vital in multidisciplinary environments, and effective, clear, and appropriate communication is crucial.

Security

The security of Harness Care Ltd and its services is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

- The post holder will fully comply with the GMC Good Medical Practice professional standards.
- The post holder will demonstrate the same duty of care towards other clinical and non-clinical staff as they do towards patients.
- Punctuality and reliability are expected.
- Staff are required to dress appropriately for their role.

Confidentiality

While seeking treatment, patients entrust us with or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately. In the performance of the duties outlined in this job description the post-holder may have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to Harness Care Ltd as a business organisation. All such information from any source is to be regarded as strictly confidential information relating to patients, carers, colleagues, other healthcare workers or the business of the Federation may only be divulged to authorised persons in accordance with Harness Care Ltd policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Disclosure and Barring Service Check

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

This job description is not exhaustive and will be subject to change from time to time in discussion with the post holder

Equal Opportunities Statement

Harness Care Ltd is an equal opportunities employer and is committed to creating an inclusive and diverse working environment. We believe that every individual has the right to be treated fairly and with respect and dignity. We welcome applications from people of all backgrounds, cultures, and experiences.

We ensure that recruitment decisions are made without regard to race, ethnicity, religion, gender, sexual orientation, disability, age, or any other protected characteristic as defined by the Equality Act 2010. Our recruitment processes are designed to promote equality, eliminate discrimination, and provide equal opportunities for all, and we continue to review them to ensure that they are meeting modern standards in this regard.

If you require any reasonable adjustments to support your application or during an interview, or assessment process please let us know in advance.