JOB DESCRIPTION

**Job Title: Consultant Pharmacist, Medicines Information and Advice**

**Division/Department: Pharmacy**

**Responsible to: Chief Pharmacist**

**Accountable to: Chief Pharmacist**

**Band: 8c (Range 8b to 8d)**

**Hours: 37.5 hours / week**

 **Location: Relevant location**

In order to meet the needs of the service, you may be required from time to time to work at different locations to your normal place of work.

**JOB SUMMARY**

The Consultant Pharmacist for Medicines Information (MI) will lead the delivery and development of MI services and resources for healthcare professionals and patients, including through adoption of innovative technologies. They will lead on improving access to high quality MI across the local health economy to support optimal, safe and person-centred medicines use for patients. The Consultant Pharmacist will work across boundaries to shape local and national policy in response to developing stakeholder needs and lead research and evaluation to inform quality improvement of the MI services and outputs. They will lead the education of pharmacists in development of MI skills.

The Consultant Pharmacist for MI will therefore:

* Act as the local expert within this area of practice and provide a dynamic link between clinical practice and service development.
* Lead and develop the Medicines Information pharmacy team to ensure delivery of an expert level of medicines advice both to support health care professional colleagues to optimise the medicines patients receive, and to support patients to make informed decisions about their medicines
* Provide leadership on issues relating to the practice of Medicines Information across the local health economy, region and at a national level.
* Lead Medicines Information training programmes for MI professionals, non-MI pharmacists, and other health care professionals, at a local and regional level.
* Accept case referrals from across the local health economy, to support patient care of individual patients and patient populations requiring complex pharmaceutical care by providing medicines information and advice at an expert level.
* Work collaboratively as part of the multidisciplinary team, providing expert-level medicines information input to deliver holistic person-centred pharmaceutical care.
* Create and lead on new and innovative models for the delivery of high quality medicines information and advice that will support optimal patient care, including the use of new technological advances.
* Identify and lead on improvements in quality, safety and cost effectiveness of medicines use and support holistic management of individual patients and patient populations, influencing the wider community of practice.
* Applies an advanced level of clinical and MI knowledge, skills and experience in identification, critical evaluation and synthesis of clinical evidence to support patients to get the outcomes they desire from their medicines.
* Lead, undertake, supervise and publish research related to Medicines Information. Develop a personal practice research programme in accordance with the organisation and pharmacy strategy. Create and maintain links with higher education institutions to support undergraduate, masters and doctoral students as appropriate.

**Key Working Relationships**

**Manages**

Deputy Medicines Information Manager (B8a)

Medicines Information Pharmacists (B7)

**Supervises**

Rotational Clinical Pharmacists (B6)

Pre-registration Pharmacists (B5)

**Liaises with**

Chief Pharmacist and Trust Pharmacy staff for host organisation

Chief Pharmacists and Heads of Medicines Management for local health economy

Health Care Library Professionals

Patient Information services

Regional Medicines Information Service staff

Medicines Information teams across local health economy and nationally

Other medical, nursing/midwifery, allied health professionals and healthcare scientists that use medicines

UKMi

SPS

Regional Chief Pharmacist

Local Higher Education Institution School of Pharmacy

**RESPONSIBILITIES**

**Expert Professional Responsibilities (Domain: Professional Practice)**

To act as a leader and role model for the provision of high quality medicines information advice and resources and be recognised regionally, nationally and/or internationally for work that influences practice, policy and strategy in the field of MI.

* Demonstrate and apply an advanced level of expert knowledge and skills to support the clinical management of patients requiring complex pharmaceutical care
* Accept referrals and provide advice on complex issues relating to provision of medicines information and advice. This will occasionally include exposure to distressing situations in which people need advice about medicines (e.g. inadvertent administration of medicine in pregnancy/breastfeeding, syringe driver drug combinations in end of life care).
* Follow legal, ethical, professional and employer’s codes of conduct
* Lead on issues, policies and strategies related to MI locally
* Lead on planning, management, monitoring and review of the delivery of medicines information services across the local health economy, to a wide range of health care professionals, and in a way that is responsive to changing needs.
* Work effectively in collaboration with colleagues by anticipating and recognising potential barriers, persuading and negotiating effectively, using high levels of diplomacy and an empathetic approach.
* Demonstrate an intuitive grasp of situations based on deep tacit understanding. Utilise specialist skills to search, identify, retrieve and critically evaluate clinical information to support the effective management of individual patients, groups of patients and populations.
* Establish high standards for provision of medicines advice. Lead and motivate MI teams across the local health economy to deliver to these standards.
* Enhance the quality and effectiveness of MI services and advice across boundaries to support optimal patient care.
* Make decisions where there is a limited or conflicting evidence base
* Demonstrate an advanced level of critical thinking, clinical and professional reasoning and decision-making skills.
* Demonstrate professional accountability

**Communication and Collaborative Working (Domain: Communication and Collaborative Working)**

Use highly developed communication and team-working skills to lead registered pharmacy professionals to deliver an exceptional medicines information service.

* Appropriately manage complex, conflicting, difficult and ambiguous issues using high level communication and collaboration skills
* Provide expert leadership to other MI pharmacy professionals to support them to communicate complex, conflicting, difficult and ambiguous issues to others
* Support other MI pharmacy professionals to develop their collaborative and team-working skills in order to support excellent, multidisciplinary patient care across
* Demonstrate a whole-system patient-focussed approach
* Lead on establishing and working collaboratively with a network of senior pharmacy colleagues and relevant stakeholders from across the local health economy to create and embed a shared vision and a long term strategy for the delivery of effective medicines information and advice to support patient care.
* Work with senior pharmacists to identify opportunities for medicines information improvement and develop their role as leads for provision of effective and safe medicines advice within their clinical area.
* Work with senior leadership across the local health economy to achieve any structural changes that are required to achieve the joint vision for medicines information and advice.

**Leadership (Domain: Leadership and Management)**

Lead the medicines information and advice enquiry answering service and utilise specialist clinical skills to provide a safe, efficient and clinically effective service for all patients and users.

* Lead on innovation and improvement to MI services across the health economy to support improvements in patient care.
* Ensure MI services are aligned with the quality and safety agenda of organisations across the local health economy.
* Utilise highly developed clinical pharmacist and medicines information skills to influence service development within the boundaries of complex legal and ethical requirements.
* Encourage all health care professionals engaged in delivery of medicines advice across the local health economy to act as role models for the delivery of a high quality service.
* Work with colleagues across the local health economy to develop and maintain delivery of effective medicines information and advice across care settings, particularly around transitions of care. Liaise with relevant senior staff across the local health economy and in the local AHSN. Where necessary, establish and take the Chair for short life working groups to achieve shared ambitions.
* Lead on the safe and effective provision of medicines information across the local health economy through the local pharmacy clinical governance groups.
* Provide leadership to other pharmacy colleagues in the wider UK community working in medicines information and advice, e.g. through UKMi working groups.
* Ensure all MI services within the local health economy are complying with guidelines and standards established by external agencies (e.g. UKMi) and the Trust.

**Management (Domain: Leadership and Management)**

Raise the profile of medicines information and advice, and ensure a consistently robust approach to delivery of safe and effective medicines advice across the health economy. Monitor medicines information and evaluate measures to support safe practice in relation to delivery of medicines information within pharmacy and across the local health economy.

* Identify, prioritise and lead on solutions to issues relating to medicines information and advice through regular review and analysis of trends of medicines-related enquiries received.
* Manage information resources effectively to optimise the impact of medicines information advice on patient care. Review usage of subscribed medicines information resources to ensure continued cost-effective use of NHS resources to provide safe and effective medicines advice.
* Manage the use of an enquiry recording system (e.g. MiDatabank®) across the organisations under the remit of the role. Ensure data are managed in line with Information Governance rules and with relevant legislation.
* Regularly review data relating to medicines information (e.g. MiDatabank®) for issues relating to safe and effective provision of medicines information.
* Facilitate, co-ordinate, and where necessary conduct, audit across areas of medicines information provision concern, and evaluate medicines information solutions, across the Trust
* Develop and maintain a communication strategy to inform practitioners of resources available to support them to deliver safe and effective medicines advice to clinicians and patients.
* Establish processes to ensure evidence-based standards for safe medication enquiry answering (reactive and proactive provision of medicines information). Investigate any complaints or risk management issues that arise from the service. Provide assurance to the ICS Chief Pharmacist that risks are managed appropriately.
* Develop, implement, monitor and evaluate protocols and guidelines related to safe and clinically effective medicines use.
* Reconcile national priorities with local realities. Provide assurance to the ICS Chief Pharmacist (or senior pharmacy leadership) that the service is meeting national priorities.
* Work with Pharmacy section heads on strategies to facilitate delivery of safe and effective medicines advice across the STP/ICS. This will include ensuring medicines advice is covered in organisational strategies relating to Medicines Optimisation and delivery of the Long Term Plan for subsequent years.
* Delegate authority for particular projects to relevant colleagues, and evaluate their performance against identified criteria. Provide assurance to the ICS Chief Pharmacist that projects are being delivered to plan.
* Line manage, train and appraise the Medicines Information team to deliver safe and effective advice about medicines to patients and healthcare professionals using the service, including ensuring they comply with medicines legislation and local policies.
* Motivate and manage the performance of individuals and the team. Act as the lead across the local health economy for the overall performance of the Medicines Information and Advice teams.
* Demonstrate professional accountability to service users, stakeholders and the profession
* Identify resources required to improve provision of medicines information and advice, within the Pharmacy, across the Trust, and within local health economy organisations.
* Produce and implement business plans for improving provision of safe and effective advice about medicines to patients and clinicians.
* Demonstrate awareness of and adhere to Standing Financial Instructions and the Trust’s Corporate Governance commitments.
* Contribute to pharmacy department budget setting across all organisations in the remit of the role to ensure adequate access to the information resources (e.g. books and online databases) required to run the Medicines Information/Advice service. Manage element of budget allocated to purchasing these resources.
* Provide an annual report demonstrating value of delivery the service across organisational boundaries.

**Education & training (Domain: Education)**

Lead on the development and delivery of education and training in the field of medicines information and advice to support pharmacy staff across the local health economy.

* Support the professional development of individuals working in the MI team.
* Identify the training needs of pharmacy staff in order to embed safe medicines information and advice within everyday practice, whatever the practice area.
* Develop strategies to meet these identified training needs.
* Work with colleagues and their respective divisions and/or directorates to identify the training needs of staff across the Trust in order to embed safe medicines information and advice within everyday practice.
* Contribute to the UKMi Workforce Development Group to ensure that workforce planning and educational delivery meets the needs of the system.
* Lead or support initiatives to develop and introduce appropriate central or local strategies to meet these needs.
* Develop and deliver education solutions that address medicines information issues seen consistently across different organisations, for use within organisations across the local health economy.
* Support pharmacists undertaking postgraduate qualifications to develop skills and knowledge related to provision of safe and effective information and advice about medicines.
* Participate in junior doctor and other multi-professional induction and annual update training to meet the effective medicines information needs of the Trust.
* Establish and maintain formal links with the local Higher Education Institution School of Pharmacy, and, where appropriate, other Higher Education Institutions.
* Evaluate training provided, and act to ensure it develops in order to continue to meet the needs of the profession and patients.
* Identify personal training and development needs, and maintain a Personal Development Plan (PDP)
* Actively seek novel opportunities to meet personal training and development needs.
* Act as a mentor to colleagues within the service. Provide mentorship to individuals from outside your immediate service.
* Maintain a portfolio of practice.

**Research & development (Domain: Research)**

Lead, undertake and support research related to medicines information that could inform improvements or innovation in the field, and ensure that the findings of research are acted upon, and shared with the wider healthcare community (e.g. via publication in peer reviewed journals, presentations at appropriate fora, or other appropriate means).

* Demonstrate a critical approach towards safe and effective medicines information and advice practice.
* Identify gaps in the current evidence base
* Design research protocols to generate new evidence to address the gaps identified.
* Undertake and supervise research in the medicines information setting.
* Use existing and newly generated research evidence to inform and develop practice and services at organisational level and beyond.
* Submit research findings for dissemination including at conferences (poster or oral presentations) and publication in appropriate peer reviewed journals.
* Guide and support others undertaking research and service evaluation in medicines information.
* Collaborate with multidisciplinary team or colleagues outside the organisation to conduct research projects
* Establish research partnerships with Higher Education Institutes (HEIs), other NHS Trusts, and external agencies, where there is a shared interest in provision of information and advice about medicines.
* Work with research partners to develop and deliver against a research strategy for medicines information and advice.
* Work with UKMi Exec and other relevant national partners to enable research findings to be incorporated into practice across the country.
* Review and evaluate research protocols for medicines information issues, as required
* Work with a local HEI to provide clinical pharmacist practitioner input into relevant courses and research, including at MPharm, Diploma, MSc, and PhD level.
* Undertake evaluations of medicines advice services across the local health economy and lead on introduction of innovative developments. Build in structures to evaluate impact of innovations.

**General & operational**

* Maintain a broad range of pharmacy practice skills
* Participate in any designated rota cover for late duties, on-call, weekend and bank holiday duties, as required
* Undertake other duties as specified by the Chief Pharmacist

**Physical Working Conditions & Environment**

* Physical effort: mostly sitting, combined with standing, walking and occasional light physical effort.
* Required to use a PC for majority of work activities. In order to carry out all tasks in their job, this person needs to have highly developed physical skills to allow them to quickly and accurately type information into the computer; this includes typing whilst listening as someone provides information about an enquiry.
* Advanced listening, data assimilation and documentation skills required for enquiry handling using paperless enquiry management system whilst listening to caller.
* Frequently maintain concentration for long periods of time, while writing, checking or evaluating information for in-depth enquiries, new drug reviews, business cases, frequently asked questions or critical appraisals of major trials.
* Required to frequently travel to venues and other Trusts within the local health economy for meetings and training events. Occasional travel within the UK for UKMi activities. This may require transportation of light loads e.g. laptop, projector, papers etc.

**ADDITIONAL RESPONSIBILITIES**

## INFORMATION GOVERNANCE

All NHS workers must abide at all times by the Confidentiality: NHS Code of Practice document issued by the Department of Health, and follow the relevant confidentiality and privacy policies specifically adopted by the Trust. Information relating to patients, employees and business of the Trust must be treated in the strictest confidence and under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All information collected, stored and used must be done so in compliance with the Data Protection Act, the Freedom of Information Act (2000) and all relevant Trust Policy. Breaches of confidentiality or information governance protocol may lead to disciplinary action.

**INFORMATION SECURITY**

All staff must adhere to the requirements of the Trust’s Information Security Policy, which covers the deployment and use of all of the Trust’s electronic information systems (i.e. all computers, peripheral equipment, software and data). In serious cases, failure to comply with the Policy may result in disciplinary action and could also result in a criminal offence.

**HEALTH AND SAFETY AT WORK Act (1974)**

You are required to take reasonable care for your health, safety and welfare and that of other people who may be affected by your actions or omissions.  These responsibilities apply at all times whilst you are at work or on duty and apply to all Trust premises and also whilst working in the community or on any other Trust business.

**EQUAL OPPORTUNITIES AND EQUALITIES LEGISLATION**

It is the policy of this NHS Trust that no user of service, present or future employee or job applicant receives less favourable treatment on the grounds of their sex, perceived or actual sexual orientation, marital status, race, religion or belief, age, creed, colour, nationality, national origin, ethnic origin, or disability, or on the grounds of their association with someone in one of these groups; nor is disadvantaged by any conditions or requirements which cannot be shown to be justified.

**PATIENT & PUBLIC INVOLVEMENT**

Section 11 of the Health & Social Care Act 2001, places a duty on NHS organisations to involve and consult patients, the public and other stakeholders in the planning and ongoing development of services. It is the responsibility of each member of staff, clinical and non-clinical to appropriately involve and consult patients, the public and other stakeholders.

## RISK MANAGEMENT

You are required to contribute to the control of risk and use the incident reporting system to alert the Trust of incidents or near misses that may compromise the quality of services.

## CORPORATE / CLINICAL GOVERNANCE

It is the duty of every employee to fulfil their individual clinical governance responsibilities and their expected contribution to ensuring that the Trust complies with benchmarked standards for quality of clinical care.

**INFECTION CONTROL AND HOSPITAL-ACQUIRED INFECTION**

Infection Control is everyone’s responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust’s Infection Prevention and Control Policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA. In particular all staff have the following key responsibilities:

* Staff must wash their hands or use alcohol hand rub on entry to or exit from all clinical areas and between each patient contact.
* Staff members have a duty to attend infection control training provided for them by the Trust.
* Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.

**Safeguarding children and vulnerable adults**

We all have a personal and a professional responsibility within the Trust to identify and report abuse.  The abuse may be known, suspected, witnessed or be limited to raised concerns.  Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk.  The Trust’s procedures must be implemented, working in partnership with the relevant authorities.  The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults. As an employee of the Trust you have a responsibility to ensure that:

* 1. you are familiar with and adhere to the Trusts procedures and guidelines for safeguarding children and vulnerable adults
	2. you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

**STAFF COMMITMENT TO PATIENT CARE**

You are expected to ensure that patients’ needs, experience and safety come first and to treat patients, carers, visitors, and colleagues with dignity and respect.

**HEALTH RECORDS**

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy. For further information refer to; Department of Health website-*Records Management; NHS Code of Practice- 2006*

**NHS CONSTITUTION AND CODE OF CONDUCT FOR MANAGERS**

Staff are required to act in accordance with the legal duties and expectations relating to their responsibilities to the public, their patients and colleagues set out in section 3b of the NHS Constitution and pages 98-109 of the Handbook to the NHS Constitution. For Managerial staff, including anyone with supervisory responsibility, the core standards of conduct set out in the NHS Code of Conduct for NHS Managers (2002) or any subsequent amendments.

**This list is only an indication of the main tasks required to be performed. It is not an exhaustive list of duties and responsibilities and may be subject to amendments to take account of changing circumstances.**

**The Trust reserves the right that you may be required to undertake such other duties and/or hours of work as may reasonably be required of you commensurate with your grade at your normal place of work or from another location within the Trust.**

**PERSON SPECIFICATION**

**Job Title: Consultant Pharmacist, Medicines Information and Advice**

**Division/department: Pharmacy**

| **REQUIREMENT** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| **Education/ Qualifications** | * 4 year master’s degree course in Pharmacy
* Full Pharmacist registration with the GPhC
* Current membership of the Royal Pharmaceutical Society
* Postgraduate clinical qualification
* Masters level post-graduate qualification in pharmacy, public health or health policy
 | * Recognised research qualification
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| **Knowledge & Experience** | * Meets or exceeds Consultant Pharmacist Framework competencies
* Experience managing and providing accountability to senior pharmacy management for a medicines information team and its budget
* Extensive medicines information experience
* Participation in formal clinical governance arrangements
* Experience acting as a referral point for highly complex medicines information enquiries, particularly where there is rapidly changing, conflicting, ambiguous or no information
* Broad clinical or directorate pharmacy provision in a number of different areas
* Proven experience of implementing evidence-based service development initiatives aimed at meeting strategic priorities
* Experience developing and implementing medicines policy
* Experience managing multi-stakeholder projects and providing appropriate updates to relevant stakeholders
* Experience training others as a clinical tutor
* Uses quality improvement principles, e.g. audit, to evaluate and improve service provision
* Experienced at service-level research with demonstrable evidence of research output.
* Supports others’ research through evaluation of protocols and providing supervision
* Actively contributed to a national strategy or working group focussed on medicines information
* Experience chairing a cross-sector committee or short-life working group to achieve shared service development needs
 | * Experience as a clinical tutor for a HEI
* Experience designing and evaluating training solutions for a HEI that contribute to medicines information and advice strategy
* Formal management qualification
* Recognised as an expert nationally through publications, presentations or as officer of a national group
* Able to interpret national/regional policy and strategy to identify, implement and deliver against a vision for medicines information and advice initiatives
* Evidence of actively seeking to improve safety of services
* Published in peer reviewed journals
* Actively participated in development of national strategy related to medicines information and advice
* Providing advice to services that you do not directly manage, but which have an impact on your own service delivery, to ensure effective resource utilisation.
* Works with research partners, and informs the strategic direction of relevant research groups
* Delivers against a research strategy through individual and group objectives
* Supervisor for post-graduate researcher(s)
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| **Skills, Abilities and Attributes** | * Able to motivate and inspire others to recognise the importance of excellent medicines information and advice throughout an organisation.
* Demonstrates innovation and ability to manage change.
* Delegates authority appropriately.
* Excellent negotiation and influencing skills
* Excellent problem identification, prioritisation and solving skills
* Flexible organisational and time management skills
* Excellent communication skills (oral and written)
* Proven facilitative leadership skills
* Evaluation skills
* Ability to prioritise
* Assertiveness
* Professional and personal integrity
* Recognised equitable approach
* Analytical ability
* Demonstrable mentoring skills
 | * Can co-ordinate and motivate staff to achieve desired outcomes in the face of diverse unavoidable pressures
* Training skills
* Signed up to professional mentor register (e.g. RPS)
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**Job description and person specification drafted / amended by:**

**Name: John Minshull**

**Designation: Deputy Director London Medicines Information Service**

**Date: 6/8/20**