



## JOB DESCRIPTION

<b>JOB TITLE:</b>	OOH Sessional Prescribing Pharmacist
<b>ACCOUNTABLE TO:</b>	Head of Nursing
<b>RESPONSIBLE ON SHIFT TO:</b>	Clinical Coordinator
<b>LOCATION(S):</b>	Knowle Base / Advice Hub (when established). Occasionally will be expected to work / attend meetings at additional sites.

### Job Context

This is a pilot role that will support BrisDoc scope and understand the potential of a Pharmacist role in the Control Room and Out of Hours urgent primary care service in managing repeat medication requests and routine minor illnesses

BrisDoc receives, via NHS 111, urgent cases requiring repeat medications. The target time within which urgent cases must be managed is 2hrs. Approximately 3% (220 per month) of cases received by BrisDoc are for repeat medication requests and typically they present at the weekend creating pressure within the clinicians workflow for meeting the urgent clinical needs of patients.

The Bristol, North Somerset and South Gloucestershire (BNSSG) CCGs have commissioned a repeat prescriptions LES with local pharmacies from whom patients can obtain, for a fee, sufficient supply of their medication to tide them over until their GP surgery is next open.

### Job Summary

The post holder will, as part of the BrisDoc team, support the delivery of urgent out of hours primary medical care in line with current evidence based best practice, through the provision of pharmaceutical advice/clinical management/prescribing for patients requiring repeat medicines. This will be via telephone triage.

The Post Holder will also:

- Educate patients about managing their medicines for their long term condition including managing more effectively their repeat prescriptions,
- Provide appropriate safety netting advice,
- Provide BrisDoc clinicians with advice about medicines queries e.g. end of life care,
- Support the Clinical Coordinator with prescribing queries received from community based professional,
- Scope the potential to support ECP prescribing in future and the triage of routine minor illness in the advice queue.

At all times the post holder must act in a manner consistent with the code of conduct and appearance representing BrisDoc and the NHS.

### Main duties and responsibilities:

The post holder will be responsible for:

## **MAIN DUTIES**

- a. Undertake non-medical prescribing of medications in line with service requirements, professional NMP standards, limits of professional competence and BrisDoc policies and procedures.
- b. Undertake comprehensive prescribing assessments to form appropriate clinical management plans for patients with long term conditions.
- c. Provide timely clinical care to BrisDoc patients with urgent primary care needs in the form of pharmaceutical clinical advice or management whilst on shift.
- d. Work independently in reviewing medication requests and understand boundaries of knowledge and when to refer patients for face to face assessment or that where appropriate, the patient is referred for further management with a relevant service, e.g. A&E, community services.
- e. To liaise with professional colleagues to ensure all patient related information is correct to enable appropriate prescribing and dispensing of medications to take place.
- f. Identify and discuss the clinical pharmacy issues related to the prescribing and administration of medicines with patients/carers and other clinicians where appropriate.
- g. To be responsible for maintaining accurate patient records for patients reviewed and prescribed for.
- h. Act as a source of specialist pharmaceutical knowledge to other members of the multidisciplinary team.
- i. To proactively communicate with the Shift Manager, WACCs and Clinical Coordinator to ensure the smooth running of the shift.
- j. To be responsible for prioritisation and timeliness of consultations assigned to the repeat medication workflow.
- k. Work with colleagues to maximise effective and efficient delivery of care to patients.
- l. To work within the national and BNSSG prescribing formulary, taking account of the minimum length of prescribed treatment.
- m. Provide pharmaceutical clinical advice to both internal and external professionals as required (e.g. triage nurses, GPs, District Nurses, Care Home nurses, Paramedics)
- n. Represent BrisDoc in a professional manner when in contact with the general public and other professionals.

## **PERSONAL DEVELOPMENT**

- a. Maintain appropriate professional registration and ensure working within professional competencies.
- b. To ensure all statutory and mandatory training relevant for the post is completed.
- c. Identify own training needs, in consultation and attend agreed relevant courses / study days to enhance personal development.
- d. Maintain and improve professional knowledge, skills and competence to ensure the delivery of evidence-based practice in line with the appropriate Code of Professional Conduct/other regulatory body or framework
- e. Be responsible for own professional development, identifying training needs, set objectives and attend appropriate courses
- f. To ensure that competency is maintained and can be demonstrated in any areas of

extended practice.

- g. To be available for meetings and appraisals from time to time as required.
- h. Actively seek out learning opportunities via networking with peers in other organisations.

### **CORPORATE RESPONSIBILITIES**

- a. To have a good understanding and follow the organisation's policies and procedures.
- b. Work as part of the Out of Hours team to ensure a positive and productive team environment is developed and maintained at all times.
- c. Work as part of a team to ensure targets are met and have primary responsibility for operational targets in real time.
- d. To contribute to any strategic developments arising from the Urgent Care agenda.
- e. Involvement in the teaching and training of other health professionals who may be attached to the OOH service.
- f. Alert BrisDoc management promptly to problems in service delivery or concerns about the competence of clinical and non-clinical colleagues.
- g. To provide relevant information and assurance regarding Working Time Directive and hours worked.
- h. To contribute and participate in the management of complaints and concerns where appropriate.
- i. Participate in audit of clinical and patient services.

### **OTHER DUTIES**

- a. Any other duties, as agreed with the Medical Director and/or Head of Nursing, to meet the needs of the organisation.

This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role.

### **General Duties**

- **The Post Holder may be asked to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

### **Flexibility**

This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

### **Confidentiality:**

Under the Data Protection Act 1998, the post holder must maintain the confidentiality of

information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of 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, practice staff and other healthcare workers. They may also have access to information relating to the practice 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 practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

#### **Equality and Diversity:**

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 BrisDoc's 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

#### **Health & 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 procedures are carried out to maintain a safe environment for patients, visitors and staff.

#### **Environment**

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

#### **Rehabilitation of Offenders Act**

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.

## **PERSON SPECIFICATION**

<b>QUALIFICATIONS AND EXPERIENCE</b>		
<b>Criteria</b>	<b>Requirement</b>	<b>Measurement/Testing Method</b>
MPharm or equivalent first degree in Pharmacy	Essential	Application and Interview
Masters Degree in relevant area	Desirable	Application and Interview
Registered as a pharmacist with the GPhC	Essential	Application and Interview
Independent Prescriber registered with GPhC	Essential	Application and Interview

Post Graduate diploma in clinical pharmacy or equivalent	Desirable	Application and Interview
Full indemnity insurance with required level of cover for OOH sessions and independent prescribing.	Essential	Application and Interview
An up to date understanding of primary care and its delivery Out of Hours	Essential	Application
Experience of working in urgent primary care	Desirable	Application and Interview
Understanding of National Quality Requirements in Out of Hours	Desirable	Application and Interview
Awareness and understanding of professional accountability. GPhC standards and other local initiatives	Essential	Application and Interview
Ability to make appropriate referral for further management	Essential	Assessment and Interview
Has an understanding of local services, pathways and OOH services	Essential	Interview

### SKILLS AND ATTRIBUTES

Criteria	Requirement	Measurement/Testing Method
Computer literacy. An ability to use the clinical systems and online decision support combined with a reasonable typing speed.	Essential	Application and Assessment
Skilled and experienced in telephone consultation with good telephone manner and clear diction.	Essential	Application
Enhanced negotiation skills	Essential	Application and Assessment
Able to demonstrate holistic patient care	Essential	Application and Interview
Flexible and able to adapt to change	Essential	Application and Interview
Good problem solving skills	Essential	Interview
Able to work within a team and take instruction as required	Essential	Application and Interview
Able to quickly establish rapport and credibility with others in the team	Essential	Application and Interview
Able to represent the organisation with internal and external stakeholders in a professional manner	Essential	Interview
Able to use own initiative, work autonomously and be self motivated	Essential	Interview

### PERSONAL QUALITIES / BEHAVIOURAL ATTRIBUTES

Criteria	Requirements	Measurement/Testing Method
Empathetic and caring	Essential	Application and Interview
Excellent communication and listening skills even in difficult situations	Essential	Application and Interview
Good team player who is able to support, value and respect the contribution of all members	Essential	Application and Interview
Good time management being able to function well under time and patient pressure	Essential	Application and Interview

Flexible approach to working pattern across the OOH period	Essential	Application and Interview
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**Created: August 2015**

**Declaration** *(to be completed by post holder):*

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

<b>Acceptance</b>
<b>Signed (job holder)</b>
<b>Please print name</b>
<b>Date</b>

Please return signed version to the HR Department, Unit 21 Osprey Court