



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	Chief Pharmacist
<b>Pay Band:</b>	9
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Medical
<b>Department:</b>	Medicines Management
<b>Base:</b>	To be completed on recruitment
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	Medical Director
<b>Professionally Accountable to:</b>	Chief Pharmaceutical Officer (WG)
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

**JOB SUMMARY / PURPOSE:**

This is a key leadership role for the organisation. The post holder will:

- Hold corporate responsibility for Medicines Management/Pharmacy services and will be responsible for ensuring delivery of the Pharmacy and Medicine Management Service, delivering transformational change, embracing technology, and encompassing cultural change programmes.
- Provide strategic and professional leadership within the health economy and the senior pharmacy management team, including the development of medicines related strategies, and overseeing implementation of the Health Board's agreed strategy, transformation plans and medicines management cash releasing efficiency savings.
- Responsible for, lead and manage the Primary Care, Community Services and Commissioned services/high-cost drugs pharmacy teams, including pharmacy professionals, nurses, administrative staff, project managers and support staff.

Responsible for the development of a workforce strategy and plan, which optimises skill mix, reflects the current and future needs of patients and changing needs of the service, in all sectors; this includes:

- Responsible for recruitment, development, workload allocation for pharmacy staff across the health economy.
- Ensuring appropriate arrangements are in place for succession planning, with clear links through to workforce training and personal development plans.
- Identifying and exploring the root cause of issues related to workforce capacity and/or which impact on recruitment and retention of staff; proactively taking action to address specific issues including exploring the use of innovative solutions where appropriate.
- Collaboration with HEIW and training organisations, for provision of education and training to undergraduate and post graduate students and supporting undergraduates, post registration development, pharmacist prescribing, clinical leadership and research.

This job combines the responsibilities associated with the Medicines Management/Pharmacy services within Primary Care, Community Services, Community Pharmacy and Commissioned services, to ensure the effective integration of all pharmacy services across the area. Key functions of the post can be summarised as follows:

- Responsible and accountable for the delivery of a safe, high quality, effective and efficient pharmacy, and medicines management service across the health economy.

- Responsible for ensuring robust and transparent decision-making processes are in place for decisions involving medicines.
- Responsible for the safe, effective, and economic management of medicines, ensuring that associated systems and processes are robust.
- Lead on the production, management and implementation of health economy and PTHB-wide policies, procedures, and guidance to ensure safe and effective procurement, handling, secure storage, prescribing, administration and safe disposal of medicines.
- Represent PTHB on national committees e.g. All Wales Prescribing Advisory Group, Chief Pharmacist Group.
- Accountable for the management of defined health economy operational units e.g.
  - Primary Care pharmaceutical services
  - Specialty pharmaceutical areas e.g., mental health, care homes / domiciliary care, pandemic medicines, high-cost drugs, medicines procurement and distribution
  - Community Services pharmaceutical support
  - Medicines guidance (incorporating medicines information, formulary management and prescribing advice)
  - Value based medicine
  - Service improvement, research, innovation, education, and training

Responsible for budgets relating to the Primary Care prescribing, Community Pharmacy services, high-cost drugs, and the delivery of Medicines Management/Pharmacy services within PTHB (circa 10% of the Health Board's financial allocation).

Responsible for commissioning, planning, reviewing, and developing pharmacy and medicines management services locally.

Responsible for Community Pharmacy contract management, including new contract applications and service/contractor development and review.

Controlled Drugs Accountable Officer for the Health Board and chair the health economy Local Intelligence Network.

Antimicrobial stewardship lead for the Health Board and chair the Antimicrobial Stewardship Group.

Responsible for implementation, development, monitoring and review of non-medical prescribing across the organisation.

Responsible for Patient Group Directions and shared care agreements.

Responsible for medicines safety, including the development of robust and efficient processes to respond to national and local safety alerts.

Support the procurement and implementation of Electronic Prescribing and Medicines Administration across the organisation.

Undertake research and support innovation relevant to the post.

Support and co-ordinate clinical trials involving medicines.

Responsible for audits relating to Medicines Management/Pharmacy.

Promote and undertake practice research, service improvement processes and lead innovation relating to Medicines Management and Pharmacy.

## **DUTIES & RESPONSIBILITIES**

### **Role of the Medicines Management/Pharmacy service**

The function of the Medicines Management/Pharmacy service is to develop and provide integrated patient-focused pharmaceutical care, which meets the present and anticipated needs of the population of Powys. The intention of the service is to link all branches of the profession to optimise medicines use for patients and members of the public. The focus is on active participation and contribution to multi-disciplinary, multi-professional and multi-agency teams in a fully integrated manner. The main responsibilities are:

- Development and operational delivery of medicines optimisation across the health economy of PTHB.
- Provision of expert advice on pharmaceutical matters to the Health Board at all levels: the Board, Executive Team, senior managers, clinicians, clusters, community services, independent contractors (GP & Dental practices, Community Pharmacies) and to other partner organisations.
- Implementation of robust clinical, corporate and staff governance systems to minimise risk and assure patient and staff safety, experience, and well-being.

### **Strategic**

Accountable for the pharmaceutical care received by patients, ensuring that all legal & statutory frameworks, and relevant standards, are adhered to in relation to procurement, storage and supply of medicines and the delivery of pharmacy services, providing advice and guidance to the health economy as

required. Includes ensuring compliance with:

- All relevant legal frameworks, including the Human Medicines Regulation 2012, The Misuse of Drugs Act 1971, The Misuse of Drugs Regulations 2001, Poisons Act 1972 and any subsequent Acts or Regulations.
- HIW standards for Medicines Management.
- Royal Pharmaceutical Society Professional Standards for Hospital Pharmacy Services.
- NHS Wales and WG policy and guidelines.
- NICE technological appraisals and clinical guidelines.
- Good Manufacturing Guidelines (GMP).
- Good Distribution Practice (GDP).
- Good Clinical Trial Practice (GCP).
- Internal and external audit recommendations.

Provide leadership and expert advice on Medicines Management to ensure that processes throughout the health economy are safe, effective, legal and are supported by up-to-date policies, procedures, and guidelines. Responsible for the development of the health economy integrated pharmacy and transformation strategy for pharmacy and medicines optimisation services ensuring alignment with wider PTHB and Welsh Government objectives.

Undertake the role of Controlled Drugs Accountable Officer (CDAO) for the organisation, ensuring the safe and secure management of controlled drugs. Chair the Local Intelligence Network and provide the Board with an annual report from the CDAO. Ensure that Standard Operating Procedures (SOPs) are in place across the organisation and that systems and processes are in place to support incident reporting and investigation.

Lead the implementation, monitoring and development of the Community Pharmacy contractual framework for PTHB.

Responsible for the development, publication, and periodic review of the Pharmaceutical Needs Assessment (PNA) to meet the Health Board obligation to identify and rectify any gaps in the provision of pharmaceutical services in the community. Co-ordination of new applications for the provision of pharmaceutical services.

Provide leadership and expert pharmaceutical advice to the PTHB Area Prescribing Group and sub-groups incorporating a Health Board Formulary and associated policies and procedures to ensure medicines optimisation and value-based care.

Responsible for the development of a workforce strategy and plan, which optimises skill mix, reflects the current and future needs of patients and changing needs of the service, in all sectors; this includes:

- Responsible for recruitment, development, workload allocation for Pharmacy staff across PTHB.
- Ensuring appropriate arrangements are in place for succession planning, with clear links through to workforce training and personal development plans.
- Work collaboratively with clusters, contractors, and social care partners, providing strategic direction to support the design, and implementation of innovative, integrated medicines optimisation services with a view to ensuring quality prescribing, thereby improving patient outcomes and maximising value for money for the health economy.
- Analyse highly complex service-related issues; governance, medicines related and complaints with both a pharmacy and corporate role, required to prepare management options from conflicting information and appraise them, take decisions, or give advice.
- Modernised and redesigned pharmacy services with evidence-based practice which reduces drug wastage and improves skill mix, the quality of medicines optimisation and the health of the local population.
- Identification and implementation of new technological solutions to enable information sharing between healthcare providers to improve continuity of pharmaceutical care and to improve service efficiency.
- Leadership ensuring the promotion and encouragement of continuous professional and personal development of staff and the development of a partnership culture, to underpin services which are delivered to the required standards across the area by a competent and motivated workforce.
- Responsible for ensuring Pharmacy and Medicines Management provision for the education and training of all clinical staff and students in relation to medicines to promote a learning organisation culture.
- Effective participation of Pharmacy staff in professional and multi-disciplinary service development initiatives, including benchmarking of services, clinical audit, and clinical effectiveness activities.
- Establishment of a culture of clinical, scientific and practice research and development within pharmacy in association with academic providers to advance pharmacy practice and its contribution to patient care.

- Responsible for ensuring effective representation of PTHB Pharmacy & Medicine Management service in communication/collaboration with the Pharmaceutical Office of the Welsh Government Health and Social Care Departments, senior staff from other Health Board areas, national specialist interest groups and other national bodies and working groups.
- Responsible for identifying and implementing new solutions to enable improved medicines optimisation, health of the local population, service efficiency, skill mix and reduced wastage; these include technological or service modernisation and redesign.
- Provision of expert pharmaceutical support/advice to PTHB capital development plans.

## **Governance and Risk Management**

Ensures that health economy Pharmacy/Medicines Management services are provided with due regard to patient safety. This includes:

- Supporting the medication safety agenda both nationally and locally.
- Develop the Medicines Safety Officer (MSO) role.
- Providing the CDAO function and chairing the Controlled Drug Local Intelligence Network (CD LIN).
- Lead on the prioritisation, implementation, and development of non-medical prescribing across PTHB.
- Chair/key member of the Area Prescribing Group, Antimicrobial Stewardship Group, Clostridioides Difficile Review Panel, Medicines Safety Group, Patient Group Directions Group etc.
- Key member of PTHB groups/subgroups such as Medical Gases Governance, Learning from Experience, finance etc.
- In collaboration with the Medical Director support the development of prescribing / therapeutic guidelines.
- Establishing robust systems to identify, record, investigate and monitor trends in medication related incidents.
- Actively participate in medicines related incident reviews.
- Promoting a culture of "fair" blame and continuous learning whereby near misses and incidents are investigated through root cause analysis, with the development of corrective action plans to minimise the likelihood of re-occurrence and backed up by audit and feedback to staff.

- Escalating serious and critical incidents to an appropriate level in the organisation/Welsh Government.
- Leads on the development, implementation and review of Health Board policies, procedures, and guidance relevant to Medicines Management, ensuring appropriate interpretation of broad clinical or professional policies, legislation, and directives to inform and produce local policies and practice. Has freedom to act when there is a need to establish interpretation of policy within Pharmacy and Medicines Management.
- Responsible for the robust management of medicines related contract and service level agreements held with Health Boards' that provide medicines to Powys community hospitals.
- Ensure that all medicines safety alerts, Drug Safety Updates, and directives from the MHRA and MSO network, where the Chief Pharmacist is designated as the lead, are acted upon, and implemented within the set target date.
- Ensure that robust systems and processes are in place to develop, monitor and review the use of Patient Group Directions across the organisation.
- Ensure that all decision-making processes relating to medicines are robust and transparent and in line with an approved ethical framework.
- Lead on antimicrobial stewardship for the organisation. Chair the antimicrobial stewardship group; develop, update, implement and monitor the antimicrobial prescribing improvement plan and provide quarterly reports to the Infection Prevention and Control Group.
- Ensure that robust governance arrangements are in place for medical gases used across the organisation including securing access to a Quality Controlled (MGPS) at all times and ensuring that periodic audits are undertaken on all sites where medical gases are used.
- Ensure that all complaints and concerns, regarding the provision of pharmacy services from patients and other service users, are investigated objectively and communicated to the complainant in a timely manner.
- This includes undertaking root cause analysis and corrective action, where applicable, as well as fostering a culture of continuous learning to ensure that key lessons are used to strengthen systems and future service delivery and to minimise similar complaints, or concerns arising in the future.
- Responsible for maintaining standards within the pandemic room and vaccination centres to ensure that medicines receipt, storage, monitoring, and distribution requirements meet national standards.

- Encourage and support regular audit and evaluation of all aspects of the pharmacy and medicines optimisation services.
- Ensure that the pharmacy services and working practices are conducted with due regard to Health and Safety at Work legislation, COSHH and MHRA Financial and Performance Management.
- Ensures full compliance with internal and external governance procedures and benchmarks against best practice requirements for Medicines Management.

## **Medicines Optimisation and Clinical Services**

Be the area champion for medicines optimisation across locally provided Primary Care and Community Service and externally provided secondary and tertiary care and non-NHS organisations such as local authorities, private care providers, schools, and ensuring provision of specialist advice to medical, dental, optometry and nursing staff, service users and carers on the use of medicines (e.g., WAST, Air Ambulance, Mountain Rescue).

Ensure that Medicines Management advice is evidence-based to ensure the provision of effective high-quality services.

Ensure that the health economy Formularies are robustly maintained and that processes are in place to monitor compliance and challenge deviation.

Ensure that Primary Care decision support software is robustly maintained to encourage safe, evidence-based, cost-effective prescribing.

Provide Medicines Management advice and support to care homes and domiciliary care providers to ensure safe and secure handling of medicines, improve medicines optimisation and reduce medicines waste.

Ensure appropriate patient-facing clinical services are in place in community hospitals, with a view to optimising the use of medicines; ensuring standards for medicines reconciliation within 24 hours are achieved wherever possible.

Maximising the use of patients' own medicines and "one-stop" dispensing to improve value for money; and supporting discharge pharmaceutical care planning with a view to facilitating patient flows.

Responsible for addressing interface issues between primary care, secondary and tertiary care and non-NHS providers on all matters relating to medicines optimisation, including identifying opportunities for collaboration and the development of system-wide seamless services.

Establishing appropriate arrangements for antimicrobial stewardship to minimise the occurrence of hospital acquired infections by ensuring clinicians in Primary Care and Community Services adhere to up to date policies, guidelines, and systems of work. This includes:

- Supporting investigations into healthcare associated infections to establish root cause.
- Working with care homes to improve fluid and catheter management to reduce the risk of infection with the aim to reduce antimicrobial prescribing.
- Promoting the broader Public Health message around antimicrobial stewardship in schools with the e-Bug campaign.
- Supporting the delivery of national prescribing indicators to comply with national strategy to reduce antimicrobial prescribing and effective use of resources.
- Implementation and robust management of Micro Guide.
- Providing strategic leadership to the Health Board on the planning and commissioning of Community Pharmacy services to support unscheduled and planned care, allowing easy access to services closer to home.
- Provide Medicines Management strategic leadership on the planning, commissioning, and delivery of the Health Board's response to outbreak and pandemic situations.

## **Managerial**

Plan, manage and lead the Pharmacy teams in Primary Care, Community Services and Commissioned services/high-cost drugs ensuring an appropriate range of high quality and operationally efficient pharmacy and pharmacy support services are available to meet patient needs.

Take responsibility for the recruitment, development, and work of Pharmacy / Medicines Management staff, ensuring that the pharmacy staff establishment reflects the need for safe and high-quality service provision. This includes:

- Adopting rigorous recruitment and selection processes.
- Ensuring an appropriate use of skill mix and deployment of staff.
- Ensuring appropriate training, accreditation and continuing professional development of staff.
- Ensure that all staff have up to date job descriptions with clearly defined roles and responsibilities.
- Ensure that the annual appraisal process is used effectively to performance management pharmacy staff, ensuring that all staff have objectives, which support delivery of the pharmacy, medicines management and wider PTHB priorities and that these link with personal development plans.

- Chair the PTHB Pharmacy senior management team meetings, setting the agenda and approving actions to be taken by service managers and other staff.
- Ensure systems are in place to check annually that all healthcare professionals working in the Pharmacy/Medicines Management team have up to date registration with the relevant regulatory bodies (including Pharmacists, Nurses, Pharmacy Technicians and Allied Health Professionals).
- Ensure that all pharmacy staff adhere to departmental and PTHB policies and procedures.
- Undertake appropriate disciplinary action in accordance with PTHB policy and guidance when staff do not comply with PTHB policies.
- Ensure that staff sickness absence is managed according to PTHB policies.
- Ensure that staff with poor performance at work are managed according to the PTHB policies.
- Ensure that staff employment practices within the Health Board are in line with PTHB Equality, Diversity and Human Rights Policy.
- Ensure that staff engaged in the provision of pharmacy services comply with the GPhC Code of Practice and the Royal Pharmaceutical Society Medicines, Ethics and Practice and Standards for Hospital Pharmacy and other relevant clinical pharmacy practice standards.

## **Professional**

Provides strong high-profile leadership, focussed at all times on the organisation's corporate objectives in an ethical and value driven manner. Ensure the effective engagement of all staff in order that performance and commitment is maximised and that the best decisions are made and within an environment where innovation is encouraged and celebrated.

Ensure that the Health Board's immediate and strategic needs are integrated into learning, development, and educational strategies to enhance redesign innovation and transformational change.

Work as an independent prescriber where necessary to support access to medicines (e.g., as part of the Health Board's response to outbreak and pandemic situations).

Requires highly developed physical skills where accuracy is important e.g., medicines reconstitution, dose calculations, precise preparation of doses for administration, medical gas connections/flow rates, prescription writing (independent prescriber).

There is a requirement to handle medical gases, checking connections, flow rates, stock holding, expiry dates requiring attention to detail and accuracy.

Maintains a CPD portfolio reflecting personal professional development as per professional guidelines.

## **Equipment Machinery and Systems**

Overall responsibility for equipment and machinery used throughout pharmaceutical services, including personal computers and associated equipment; photocopiers; fax machines; audio-visual equipment; cold stores; fridges and vaccine porters; and medical gases equipment.

Required to use information technology to produce reports, handle and analyse data, manage files, and communicate electronically and must have a working knowledge of Microsoft Office Programs.

## **Systems**

Responsible for ensuring robust systems are in place for the management and storage of controlled documentation including prescriptions, controlled stationery, purchase orders and production worksheets to meet legal requirements.

Responsible for ensuring that robust systems for financial management and medicines optimisation are in place. This includes optimising the use of the electronic data systems, Medicines Transcribing and E-Discharge (MTeD), Blueteq, ScriptSwitch, Optimise Rx, EMIS.

Provides and receives highly complex, sensitive, or contentious information where there may be barriers to communication e.g., cultural differences, use of interpreters, excessive noise or lack of privacy, and to ensure all members of the team do likewise.

Interprets complex activity data and uses this to inform service planning and decision-making in patient care.

Identifies key trends and changes from complex data and summarises these in a meaningful and succinct manner to inform reports and developments.

Develops and produces regular statistical reports for the relevant directorates to inform service planning and decision making, ensuring that this information is accurate, timely, relevant, and user friendly.

Responsible for maintaining information systems within specialist area.

Regularly produces reports from a variety of sources e.g., primary, and secondary care prescribing data and manipulates and interprets extracted data to produce financial and medicines use reports for specialist areas.

Provides statistical reports to inform service planning and decision making, using a range of presentation formats and data analysis tools to summarise salient points.

Responsible for ensuring the safety and confidentiality of information held both manually and electronically, encompassing both patient and staff held records on Pharmacy computer systems.

I.T. systems e.g., Intranet; Internet web sites; Web-enabled British National Formulary (WeBNF).

Formulary and Medicines Management systems (Medicines Information, Library, filing systems, medical databases, and medicines utilisation/prescribing analysis databases).

Using and allowing access to users for the prescribing data systems e.g., General Practice prescribing system for Wales (CASPA), primary care services online applications, commercial agreements etc.

Clinical risk management systems, including incident and error reporting, adverse drug reaction reporting and clinical audit: policies and procedures for pharmacy involvement.

Data and information management systems (routine and project-based).

Financial management systems, including drug budget setting and monitoring.

Managed introduction of new medicines.

Quality assurance, including SOPs.

Storage, distribution, supply, prescribing and administration of medicines.

Personnel management.

Research and development.

## **Evaluation**

Act decisively and autonomously in professional and managerial capacity, and to provide leadership to all staff in the PTHB Pharmacy/Medicines Management team. Also, to contractors and to the broader healthcare team (on medicine-related issues), being accountable for their actions, without regular need to refer to line management.

Work in a self-directed fashion within the parameters of national and local priorities and policies for health and other regulatory frameworks. This includes all legal and professional frameworks governing pharmacy practice and clinical practice in relation to the procurement, storage, handling, prescribing and use of medicines.

Expected to anticipate and resolve relevant issues using their own initiative.

Direct accountability for the health economy Pharmacy/Medicines Management service to the population of PTHB.

Responsible for advising the Executive Team on pharmaceutical matters and for contributing to local, regional, and national planning, formulating long-term strategic plans which involve uncertainty, and which may impact across the organisation.

Make judgements involving highly complex facts or situations which require the analysis, interpretation, and comparison of a range of options. This includes:-

- Interprets overall health service policy and strategy and develops plans for PTHB Pharmacy/Medicines Management Service in accordance with these and to meet national and professional standards.
- Make decisions on Individual Patient Funding Requests from consultants for the use of non-formulary medicines costing in excess of £2,000 per patient (some new evidence-based drug therapies cost in excess of £25,000 per patient per year).
- Forecasting and negotiating the annual Medicines Management budgets; prioritising and risk managing drug developments within available resource in collaboration with clinicians.
- Balancing clinical and financial risk management considerations in relation to cost and service pressures and specific clinical requirements associated both with the Prescribing Budget, and the Pharmacy Budget. Monitoring and meeting targets and creating efficiency savings.
- Clinical and management decisions involving highly complex facts, analysis, and option.
- Clinical risk management judgements on safe systems and appropriate procedures to deal with medicine or device supply or preparation problems, drug alerts, immediate messages, drug withdrawals and safety hazard notices across the PTHB area.
- Prioritising the level and provision of pharmaceutical care to meet the needs of different patient groups.
- Prioritising business cases each designed to meet increasing clinical demands and/or developments within different aspects of pharmacy services across the PTHB area.
- Identifying and prioritising against available resource the training needs of Pharmacy/Medicines Management staff.

- Investigating and resolving complaints and complex and sensitive personnel management problems, including disciplinary investigations and interviews.
- Taking appropriate action to ensure that safe systems of working are sustained to meet clinical demand for pharmacy services during difficult periods.
- Making judgements on sustaining or withdrawing pharmacy services when faced with problems of staff retention and recruitment (national shortage of Pharmacists and Pharmacy Technicians).
- Development and review of business continuity plans relating to Medicines Management and Pharmacy services.
- Identifying the pharmaceutical needs of the area population to formulate the plan. Dealing with gaps or failures in service provision against the plan.
- Decisions to conduct clinical audit, benchmarking or research and development studies to inform service developments. Design of studies and analysis and application of results.
- Judgement on the need for redesign of services to improve skill mix utilisation and efficiency.
- Anticipating, planning to meet the requirements of, and responding to emergencies.
- Planning and implementing medicines-related policies and service developments throughout the area.

## **Service Development**

Responsible for embracing technology to support service development and improvement.

Responsible for the promotion and to develop the contribution of all NHS managed Pharmacists, NHS contracted Pharmacists and other Pharmacy staff, medical and nursing staff to the health of the local population.

Build effective multi-disciplinary and multi-agency relationships to modernise, integrate and develop all aspects of the Pharmacy service across PTHB for the demonstrable benefit of patients and other users of the service.

Manage and effect change, and to ensure equity of access and the quality of pharmaceutical care across PTHB.

Contribute to ethical decision making within an ever-challenging environment of financial constraint.

## Communication

Highly developed interpersonal and communication skills, written, oral and electronic, (formal and informal) is essential for the level of communication and networking demanded by this post. Required to communicate, consult, negotiate, facilitate, and influence effectively to plan and deliver the strategic agenda and establish and maintain good working relationships. Diplomacy, tact, and empathy need to be used as well as an ability to convey highly complex and highly sensitive information in a form readily understood by a variety of target audiences including The Board, staff, staff representatives, contractors, local and national committees, the Welsh Government, senior executives / managers, professionals, patients, members of the public and the Press.

Ensure a high visibility and profile within the Health Board, with effective liaison on pharmaceutical matters with Welsh Health Boards, Community Pharmacists, NHS Wales, Welsh Government and GPs. This includes working across organisational boundaries with colleagues in other Health Boards in response to regional/national issues relating to medicines use.

Provide expert advice to the Board on how Pharmacy services are performing and how they should be developed to ensure that they are responsive to local needs and provided in accordance with NHS and WG strategies and guidance for the provision of Pharmacy services in primary and secondary care. In addition, ensure the Health Board complies with new Pharmacy directives as they arise where medicinal products are involved.

Some examples of challenging & emotional situations requiring highly developed interpersonal & communication skills:

- Presenting reports, including the annual Medicines Management / Pharmacy Assurance Report and the Annual Controlled Drugs Accountable Officer Report to the Board, which may include sensitive and complex information on prescribing, administration and dispensing, security breaches of controlled drugs, Ombudsman and Coroner reports where medicines use has been implicated in a death or complaint.
- Raising concerns regarding individual prescriber's therapeutic practices which can lead to potentially confrontational discussions.
- Refusal to authorise the use of new medicines for clinicians who may use inappropriate behaviour to change the decision.
- Dealing with medication errors including interviewing, counselling & supporting staff who have made a serious medication error.
- Counselling distressed patients and relatives.
- Dealing with grievance & disciplinary procedures.
- Supporting staff dealing with serious illness or bereavement.

- Dealing with highly contentious issues such as service redesign and staff redeployment.
- Provide clinical pharmaceutical advice to patients and/or their carers in response to specific enquiries relating to medicines, adopting an empathetic approach when communicating with patients with respect to funding decisions.
- Provide expert pharmaceutical advice to the Chief Executive with respect to enquiries from AMs and MPs.
- Take a lead role in partnership working within Pharmacy, to negotiate with managers, clinicians, and contractors, to provide highly specialised advice to motivate their team and persuade and influence behaviour change, to address staff performance and disciplinary issues, as well as dealing sensitively with staff, patients and carers. Direct, chair, brief, and/or work as a member of Committees, Groups, and Project Teams both within and outside PTHB.
- A member of key organisational operational management and professional committees where advice may be challenged, including the Area Prescribing Group and sub-groups, Medical Gases Governance Group, and other committees and sub-groups as appropriate.
- Attend relevant meetings of the Corporate Teams, the post holder will also communicate directly with colleagues from all disciplines and professions within the NHS both locally and nationally.
- Communicate with individuals across health and social care, including presenting to the local authority, which may be highly contentious, to ensure that working practices adhere to the highest standards to safeguard patients from medication-related harm.
- Communicate with individuals or audiences (for example, respectively on issues concerning employment or service delivery) where there are barriers to acceptance, which may result in a hostile, antagonistic or highly emotive atmosphere.
- Organisational change and redesign of services will involve the post-holder in challenging and controversial situations where staff may have to be persuaded to change their practice or agree to compromise.
- Provide and receive expert highly complex information on the use of medicines and service-related issues to the Health Board via the Area Prescribing Group and directly to Senior Manager and medical staff at all grades.
- Negotiates and signs Pharmacy SLAs content and value on behalf of the Health Board.

## **Policy and Strategic Service Development**

Identify areas for service improvement and modernisation, including implementing new ways of working to ensure best benefit for patients and the corporate business.

Works with partners across the health and social care spectrum to ensure that patient services are managed seamlessly, particularly when transferring care from one provider to another or receiving patients from other areas and or organisations.

Participates actively in the planning of services for the future with colleagues, partners, and stakeholders.

Accountable for developing and implementing service improvements and transformational change to improve patient care and experience and enhance the performance and reputation of the organisation.

Understand, assess, and manage strategic, reputational, and operational risk.

Ensures that Health economy Pharmacy services are provided with due regard to patient safety. This includes:

- Supporting the medication safety agenda both nationally and locally.
- Carrying out the role of the Controlled Drugs Accountable Officer for PTHB and chairing the health economy Local Intelligence Network.
- Chair/key member of the Medication Safety Group, the Medicines Safety and Governance Group, the Area Prescribing Group, the Patient Group Directions Group, the Antimicrobial Stewardship Group, the national finance/medicines management group etc.
- In collaboration with the Medical Director support the development of prescribing / therapeutic guidelines.
- Establishing robust systems to identify, record, investigate and monitor trends in medication related incidents.
- Participate in medication safety and security reviews.
- Promoting a culture of "fair" blame and continuous learning whereby near misses and incidents are investigated through root cause analysis, with the development of corrective action plans to minimise the likelihood of re-occurrence and backed up by audit and feedback to staff.
- Escalating serious and critical incidents to an appropriate level in the Area/ Secondary Care Divisions.

- Leads on the development, implementation and review of Health Board policies, procedures, and guidance relevant to Medicines Management, ensuring appropriate interpretation of broad clinical or professional policies, legislation, and directives to inform and produce local policies and practice.
- Has freedom to act when there is a need to establish interpretation of policy within Pharmacy and Medicines Management.
- Ensure that all medicines safety alerts, Drug Safety Updates, and directives from the MHRA and MSO network, where the Chief Pharmacist is designated as the lead, are acted upon, and implemented within the set target date.
- Ensure that all complaints and concerns, regarding the provision of Pharmacy services from patients and other service users, are investigated objectively and communicated to the complainant in a timely manner.

The Chief Pharmacist has corporate responsibility for Medicines policy development and Medicines/Pharmacy strategic service development.

The Chief of Pharmacy has overall accountability for leading, developing and implementing a transformative vision of the Pharmacy and Medicines optimisation services.

The Chief Pharmacist is managerially and professionally accountable for ensuring that staff and medicines are managed in line with relevant legislation and regulations, and that national and professional guidance on medicines governance are implemented and followed across the organisation.

The Chief Pharmacist is responsible for shaping and managing the Medicines governance agenda.

This includes undertaking root cause analysis and corrective action, where applicable, as well as fostering a culture of continuous learning to ensure that key lessons are used to strengthen systems and future service delivery and to minimise similar complaints, or concerns arising in the future.

- Responsible for maintaining standards within the pandemic room to ensure that medicines receipt, storage, monitoring, and distribution requirements meet national standards.
- Where relevant, ensure that the requirements of Good Clinical Practice are complied with such that the Health Board retains all statutory licenses it requires to support clinical trials.
- Encourage, and support, regular audit, and evaluation of all aspects of the Pharmacy and Medicines optimisation services.

- Ensure that the pharmacy services and working practices are conducted with due regard to Health and Safety at Work legislation, COSHH and MHRA Financial and Performance Management.
- Ensures full compliance with internal and external governance procedures and benchmarks against best practice requirements for Medicines Management.

## **Professional Role**

Work with operational and workforce colleagues to develop a workforce strategy to ensure the provision of a workforce that is fit for purpose, responsive to evolving business needs and delivers real productivity and service delivery improvement. Contribute to the development of new models of working to meet current and future business needs looking at skill mix, role redesign and new ways of working, all linked to the delivery of the Transformational Strategy.

Provide strong, high-profile leadership, focussed at all times to the delivery of the organisation's corporate objectives in an ethical and value driven manner.

Work with the Executive Team to ensure that the organisational structure enables effective engagement of all staff in order that performance and commitment is maximised, that the best decisions are made and that the organisation can develop positively and proactively, within an environment where innovation is encouraged and celebrated.

Ensure that the organisation's immediate and strategic needs are integrated into learning, development, and educational strategies, to enhance redesign, innovation, and transformational change.

Work in partnership with all stakeholders both within the organisation and across the local health community to create and sustain positive working relationships, opportunities for redesign and innovative thinking to create an environment where transformation to improve service provision becomes the norm.

Work with the Executive Team to ensure transformational change and cost reduction, benefit patients and improve quality.

## **Finance and Physical Resources**

Responsible for budgets relating to the Primary Care prescribing, Community Pharmacy services and the delivery of Medicines Management/Pharmacy services within PTHB (circa 10% of the Health Board's financial allocation).

Accountable for ensuring the achievement of agreed contractual, financial, and key quality targets, including performance management of the health economy Pharmacy, Primary Care prescribing, Community, and Community Pharmacy lines.

Agree annual budgets for the health economy Pharmacy services, ensuring that all expenditure incurred through the provision of the Pharmacy services is kept within budget, taking corrective action when overspends occur.

Agree annual budget for the health economy Primary Care prescribing including any (Cash Releasing Efficiency Savings) CRES scheme targets.

Co-ordinate budget setting and monthly monitoring in liaison with Finance, the Pharmacy senior team, investigating any variance from budget.

Provide advice to Finance, service leads, members of the Executive Team etc., leading on the development and implementation of subsequent action plans to address forecast overspends.

Responsible for ensuring that services are provided with regular drug usage reports and trends and that senior pharmacists regularly meet with their services to identify opportunities to improve cost effective and quality of prescribing.

Accountable for the development, review, and implementation of the PTHB Medicines Management CRES and for ensuring that appropriate support is provided for wider PTHB CRES and Transformation plans where Pharmacy and medicines optimisation may be a key enabler to delivery.

Responsible for ensuring robust systems are in place for the economical purchasing of medicines, maximising the use of contracts and prices negotiated by the All-Wales Drug Contracting Committee, as applicable; and ensuring the appropriate storage and distribution of pharmaceuticals in accordance with good medicines management practice and PTHB Standing Financial Instructions (SFIs).

Responsible for ensuring that robust systems for financial management are in place. This includes optimising the use of electronic pharmacy systems and ensuring that external sales and creditor invoices are processed efficiently and in a timely manner and in accordance with Health Board SFIs..

Responsible for ensuring that that the pharmacy workforce establishment is kept within the agreed budgets by rigorous adherence to the PTHB recruitment and establishment control systems. A hierarchy of line management is in place across the workforce.

Ensure that pharmacy-initiated projects are supported by well-constructed business cases and that they are effectively managed and kept within agreed costs and timescales.

Responsible for ensuring robust systems are in place for the management and storage of controlled documentation including prescriptions, controlled stationery, purchase orders and production worksheets to meet legal requirements.

Responsible for ensuring that robust systems for financial management and medicines optimisation are in place. This includes optimising the use of electronic prescribing and medicines administration (EPMA) systems, primary care decision support software (e.g. ScriptSwitch), GP prescribing systems (e.g. EMIS) etc.

Interpret complex activity data and, where appropriate, use the information to inform service planning and decision-making in-patient care.

Identify key trends and changes from complex data and summarise in a meaningful and succinct manner to inform reports and developments.

Develop and produce regular statistical reports for the relevant services to inform service planning and decision making, ensuring that this information is accurate, timely, relevant, and user friendly.

Responsible for maintaining information systems within specialist area (e.g., high-cost drugs, medicines safety, controlled drugs).

Responsible for development of financial and medicines use reports using complex information, evidence, and data from a variety of sources.

Responsible for the development of statistical reports to inform service planning and decision making, using a range of presentation formats and data analysis tools to summarise salient points.

Responsible for ensuring the safety and confidentiality of information held both manually and electronically, encompassing both patient and staff held records.

## **Workforce**

Plan, manage and lead the Pharmacy teams in Community Services, Primary Care and Commissioned services ensuring an appropriate range of high quality and operationally efficient pharmacy and pharmacy support services are available to meet patient needs.

Responsibility for the recruitment, development, and work of Pharmacy / Medicines Management staff, ensuring that the establishment reflects the need for safe and high-quality service provision. This includes:

- Ensure that all staff have up to date job descriptions with clearly defined roles and responsibilities.
- Work as part of the PTHB senior management team ensuring that there is effective communication and ownership of decisions which impact on service delivery within PTHB and externally.

- Ensure systems are in place to check annually that all healthcare professionals working in the Pharmacy/Medicines Management team have up to date registration with the relevant regulatory bodies (including Pharmacists, Nurses, Pharmacy Technicians and Allied Health Professionals).
- Develop close working relationships with TUs and professional bodies to enable the Health Board to deliver on business objectives and financial targets.
- Provide training, presentations, and information to a range of groups comprising staff, members of the public, senior staff, and colleagues from partner organizations. The subject matter may include service changes or financial targets requiring negotiation of agreement.
- Work in partnership with Staff Side organisations to develop new services and new ways of working. Attend Partnership meetings and consult with Staff Side over organisational change and other staff related matters.
- Required to be a key member of any team involved in Trade Unions negotiations relating to terms and conditions of service or other staffing issues.
- Demonstrates leadership, support, and robust line management of the team.
- Promoting effective working relations and communications with staff to ensure that staff are motivated, developed, supported, and respected.
- Required to utilise advanced conflict resolution and mediation skills to arbitrate between different departments and staff when differences of professional or personal opinions occur.
- Build and develop leadership and organisational capacity at all levels, to ensure that there is clear, effective, and high-quality management in place.
- Provides advice and constructive challenge to colleagues on professional matters as appropriate.
- Ensures effective deployment of staff to ensure the best use of skill mix and talent.

## **Research and Development**

Ensure that audit and review processes are in place and that there is participation in multidisciplinary audits.

Ensure that the safe and secure handling of medicines' practices throughout PTHB are regularly audited and plans to address shortfalls are actioned.

Ensure co-operation with the Health Board's internal and external auditors and participation in the delivery of any resulting action plan.

Contribute to service improvement projects and to multi-disciplinary audit programmes, coordinating Medicine Managements audit programmes and the continuous development of evidence based pharmaceutical practice within the Health Board and across the wider health economy.

Promotes and develops Medicines Management in the Health Board's local and national projects as necessary.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Master's degree in Pharmacy (or BPharm with evidence of higher level training, and appropriate experience)</p> <p>Registered as a Pharmacist with the General Pharmaceutical Council</p> <p>Membership of the RPSGB</p> <p>Post-graduate qualification relevant to therapeutics or pharmacy practice</p> <p>Leadership or Management qualification relevant to the NHS at post graduate level Diploma or master's level</p> <p>Significant knowledge of all regulatory frameworks and governance arrangements for medicines &amp; Risk Management</p> <p>Significant evidence of commitment to CPD</p>	<p>Research Methodology Training</p> <p>Independent Prescriber</p>	<p>Pre-employment checks</p> <p>Application Form</p>
<b>Experience</b>	<p>Significant experience of working in a variety of pharmaceutical settings</p> <p>Significant and recent senior Pharmacy Leadership experience</p> <p>Significant experience of delivering pharmacy services both to hospital based, and to primary care areas</p> <p>Significant recent experience of planning and of making drug efficiencies</p> <p>Significant recent experience of planning and improving quality of pharmacy services provided</p>	<p>Relevant experience at NHS Band 8c or equivalent, or above</p> <p>Experience of working within a GP Practice / Primary Care</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Experience cont'd</b>	<p>Significant experience in business planning and constructing business cases for service developments</p> <p>Significant experience in setting and managing pay and non-pay budgets for pharmacy services</p> <p>Significant knowledge and understanding of recruitment, retention and staff development strategies and experience of deploying these successfully</p> <p>Significant experience of managing and deploying resources effectively and economically</p>		
<b>Aptitude and Abilities</b>	<p>Strategic and operational leadership skills to lead change through people</p> <p>Self-motivated to transform services for patients</p> <p>Able to achieve demanding tasks and objectives against deadlines</p> <p>Team worker who builds effective working relationships, as well as individual achiever</p> <p>Highly developed interpersonal and communications skills necessary to establish and maintain effective working relationships across and between a variety of diverse interest groups, and the ability to communicate highly complex information and negotiate effectively where there may be significant barriers to acceptance</p> <p>Ability to set out a clear vision for services, to persuade others of the benefits and requirements of the plan for the future and overcome obstacles</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities cont'd</b>	<p>Demonstrate tact and diplomacy when working with others, and to communicate complex information with skills to ensure understanding has been achieved, including to communicate sensitively distressing information to staff or patients and staff</p> <p>Able to make effective, prompt decisions when faced with variable, complex information and situations</p> <p>Demonstrable skills in the following areas:</p> <ul style="list-style-type: none"> <li>• Recruiting and selection</li> <li>• Management performance</li> <li>• Financial and Risk management</li> <li>• Workforce planning</li> <li>• Coaching and Mentoring</li> </ul>		
<b>Values</b>	<p>Commitment to living the Health Board Values at work:-</p> <ul style="list-style-type: none"> <li>- Respect for all;</li> <li>- Collaborative working;</li> <li>- Trust and Integrity;</li> <li>- Kindness and Caring;</li> <li>- Fairness and Equality</li> </ul>		Interview Application Form
<b>Other</b>	<p>Ability to travel within geographical area, and wider Wales</p> <p>Able to work hours flexibly</p> <p>Intermediate computer skills</p> <p>Evidence of publishing (posters at conferences or editorials or peer reviewed papers)</p>		Application Form and Interview

## **GENERAL REQUIREMENTS**

Include those relevant to the post requirements

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **direct contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

## Organisational Chart



