

NHS Knowledge and Skills Framework – Outline for Post

Title of post: **Specialist clinical pharmacist**

Responsible to: **Principal pharmacist clinical services**

Pay Band: **7**

Job Purpose: Supporting the development of pharmaceutical service in the LHB and progressing the integrated medicine management agenda

The post holder will be a clinical pharmacy practitioner supporting the Directorate lead Pharmacists and will provide highly specialist pharmaceutical advice

NHS KSF DIMENSIONS	Required for post?	Level for the post				Level Indicators	Examples of application
Core		1	2	3	4		
1. Communication	Y			X		<p>a) identifies the range of people likely to be involved in the communication, any potential communication differences and relevant contextual factors</p> <p>b) communicates with people in a form and</p>	<p>a) Communicates with patients, the public and other health care professionals (doctors, nurses, GPs, directorate managers, external clinical groups etc.) regarding clinical information which requires a level of knowledge and skill. Communication has to be clear to avoid confusion.</p> <p>b) Communication of complex drug dosage information at the appropriate level. Counselling would also include explaining</p>

					<p>manner that:</p> <ul style="list-style-type: none"> - is consistent with their level of understanding, culture, background and preferred ways of communicating - is appropriate to the purpose of the communication and the context in which it is taking place - encourages the effective participation of all involved <p>c) recognises and reflects on barriers to effective communication and modifies communication in response</p> <p>d) provides feedback to other workers on their communication at appropriate times</p> <p>e) keeps accurate and complete records of activities and communications consistent with legislation, policies and procedures.</p>	<p>potential side effects and how to respond.</p> <ul style="list-style-type: none"> • Advising junior doctors as to the best choice of drug therapy for patient and indication. Often include complex clinical decisions where current evidence is conflicting. • Preparing and undertaking presentation to both staff and the public. Offer an interactive forum whereby discussion and feedback can be carried out. Teaching also involves one-to-one tutoring of junior staff. • Communication can be verbal (counselling of patients), written (production of policies, procedures and directorate reports) or using IT equipment (clinical presentation). <p>c) Communication of important drug information to the public carried out in a manner which is easy to understand, avoiding medical 'jargon' (both during counselling and educating lay people)</p> <p>Clear and legible written information to patients (medication cards) and to GPs (instructions to check INRs, renal and hepatic function etc.)</p> <p>Answers medical questions comprehensively in form of drug information queries.</p> <p>Identification of risk at a ward level whereby conveyance of information to patient who has</p>
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						<p>f) communicates in a manner that is consistent with relevant legislation, policies and procedures.</p>	<p>understanding difficulties (confused patients, elderly, demented patients) would cause undue harm.</p> <p>d) Feedback provided to other workers when tutoring pharmacy students (pre-reg and diploma), to pharmacy staff members (on their presentations during team meetings) and to nursing staff when clinical drug mistakes occur at a ward level (correct choice of solutions for drug dissolution, infusion rates etc.)</p> <p>e) Records kept of quarterly financial drug reports, records of prescriptions kept, records of drug information queries kept once documentation is appropriately completed. Also, records of drug interventions made at a ward level kept (via green pads and in ward files). Confidential patient information kept when undertaking drug specific audits.</p> <p>f) Conveyance of information consistent with drug protocols (antimicrobial guidelines) to other healthcare professionals. Also demonstrates ability to access appropriate drug protocols from intranet in everyday practice. Continually aware of risk management issues regarding information relating to patient confidentiality and data protection.</p>
2. Personal and people development	Y			X		<p>a) reflects on and evaluates how well s/he is applying knowledge and skills to meet current and emerging</p>	<p>Routinely identify learning needs and gaps in knowledge through reflection on daily practice</p> <p>- often obtain feedback on advice given</p>

					<p>work demands and the requirements of the KSF outline for his/her post</p> <p>b) identifies own development needs and sets own personal development objectives in discussion with his/her reviewer</p> <p>c) takes responsibility for own personal development and maintains own personal development portfolio</p> <p>d) makes effective use of learning opportunities within and outside the workplace evaluating their effectiveness and feeding back relevant information</p> <p>e) enables others to develop and apply their knowledge and skills in practice</p> <p>f) contributes to the development of others in a manner that is consistent with legislation, policies and procedures</p>	<p>through discussion with doctors, nursing staff and through reviewing patients' clinical response on daily ward visits</p> <ul style="list-style-type: none"> - keep abreast with new developments and evidence based medicine - critically appraise clinical trials, guidance, practice to obtain best practice - continuously updating existing knowledge and developing new skills - maintain a CPD record - take own initiative to attend day/evening courses run by WCPPE, UKCPA, distant learning and nationally run courses. - Contribute to electronic discussion forums of specialist clinical groups - enrolling in relevant courses run by the LHB - attend journal clubs and post graduate education meetings - often feed back information through clinical pharmacist meetings, discuss and evaluate guidelines, protocols to obtain a uniform best practice - assist in the development of technicians undertaking the Accredited Checking & Medicine management - tutor and supervise diploma, pre-reg pharmacists and technicians - present in audit meetings to disseminate local guidelines and best practice <p>- provide education/training that meets the</p>
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						g) contributes to developing the workplace as a learning environment.	needs of peers, diploma & pre registration pharmacists, technicians, nurses and junior doctors in line with LHB protocols
3. Health, safety and security	Y		X			<p>a) identifies and assesses the potential risks involved in work activities and processes for self and others</p> <p>b) identifies how best to manage the risks</p> <p>c) undertakes work activities consistent with:</p> <ul style="list-style-type: none"> - legislation, policies and procedures - the assessment and management of risk <p>d) takes the appropriate action to manage an emergency summoning assistance immediately when this is necessary</p> <p>e) reports actual or potential problems that may put health, safety and security at risk and suggests how they might be addressed</p>	<p>a) Risk assess dispensary processes and reviews SOP's</p> <p>Others include</p> <ul style="list-style-type: none"> • Colleagues in immediate work team • other colleagues internal and external to the LHB • visitors to the organisation • workers from other agencies <p>b) Attending mandatory Health & Safety & Data Protection training</p> <ul style="list-style-type: none"> • attending risk assessment training workshops • adhering to Health and Safety at Work Act • providing advice and information on relevant Health and Safety issues to colleagues and delegates • Undertake departmental risk assessments and adhere to LHB processes - Adhere to relevant risk policies - Manage staffing in the dispensary <p>c) Providing support and advice to team on risk and how to manage risk</p> <ul style="list-style-type: none"> • Ensuring department environment is safe and that the department complies with Health and Safety policy • Ensuring department complies with Data Protection policy • Giving advice to colleagues on risk • Adherence and up to date training in the

						<p>f) supports others in maintaining health, safety and security.</p>	<p>following policies;</p> <ul style="list-style-type: none"> • Minimal handling • Display screen Equipment • Health and safety • Risk management • Advises ACT panel <p>d) Being responsible for ensuring that help is summoned during emergencies</p> <ul style="list-style-type: none"> • ensuring that fire procedures are adhered to during fire alerts in own area or other areas of the building • Emergencies might relate to ; - The environment – Health – Information(breaches of confidentiality) – Security – Lost or stolen health records <p>e) Assist in carrying out risk assessment</p> <ul style="list-style-type: none"> • Complete relevant reporting documents e.g. incident reports, accident forms/book • Report any safety or security issues to the relevant areas and discussing any urgency to the situation e.g. problems with faulty equipment <p>f) alert others to risks or potential risks</p> <ul style="list-style-type: none"> • take appropriate action when receiving information from others on identified risks • Knowledge of relevant policies and procedures e.g. SOP's • Compliance with all LHB and governmental Health and Safety policies and procedures including; <ul style="list-style-type: none"> ◦ COSHH
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						<ul style="list-style-type: none"> ○ Manual Handling ○ Display Screen Equipment ○ Fire Safety Awareness <p>Health & Safety Risk Assessment</p>
4. Service improvement	Y		X			<p>a) discusses and agrees with the work team</p> <ul style="list-style-type: none"> - the implications of direction, policies and strategies on their current practice - the changes that they can make as a team - the changes s/he can make as an individual -how to take the changes forward <p>b) constructively makes agreed changes to own work in the agreed timescale seeking support as and when necessary</p> <p>c) supports others in understanding the need for and making agreed changes</p> <p>d) evaluates own and other's work when required to do so completing relevant documentation</p> <p>e) makes constructive</p>

- a) Discuss with team members e.g. Pharmacist meetings changes in role via regular team meetings to discuss any recommendations or changes initiated by changes in the organisations objectives.
- Discuss what support the team and the individual requires to implement any necessary changes by providing advice, guidance or practical help e.g. dispensary/ward issues
 - Discuss and agree allocated targets and objectives continually working to fulfil and improve the service provided e.g. dispensary
 - What resources /training /development is required to take ideas forward. Participate in pharmacist meetings
 - Participates in team meetings and works with others to ensure opportunities are developed into procedures which improve the service provided
- b) In agreement with line manager and needs and objectives of the department service
- react to immediate issues communicating best practice based on experience
 - make immediate decisions based on experience and knowledge, but without acting outside of own capability
 - inform manager when appropriate
 - Makes changes to work as discussed with Line Manager in the agreed timescale

					<p>suggestions as to how services can be improved for users and the public</p> <p>f) constructively identifies issues with direction, policies and strategies in the interests of users and the public.</p>	<ul style="list-style-type: none"> • c) supports others by sharing ideas and information regarding any change and the change process e.g. SOP, policies • flexible & supportive of changing priorities • As part of team briefing, 1 to 1 meetings, KSF review • Via coaching and mentoring, team meetings and one to one meetings <p>d) Evaluating own and other' work through</p> <ul style="list-style-type: none"> • Audits • appraising own and team practice in the light of research findings • comparisons of own service against those of others • following benchmarking exercises • complaints • praise • one to one and team feedback • Participate in 360 degree feedback and peer evaluation • Dispensary sub-group meetings <p>e) Continually review and audit, services and suggest methods of improvement where necessary</p> <ul style="list-style-type: none"> • Constructive suggestions might be related to: <ul style="list-style-type: none"> - Bright ideas - Feedback from others - Team discussions - Own reflections and observations - Good practice elsewhere
5. Quality	Y			X	<p>a) acts consistently with legislation, policies, procedures and other quality</p>	<p>a)</p> <ul style="list-style-type: none"> • Adheres at all times to legislation relating to practice as a registered pharmacist e.g

						<p>approaches and promotes the value of quality approaches to others</p> <p>b) understands own role in the organisation and its scope and identifies how this may develop over time</p> <p>c) works as an effective and responsible team member and enables others to do so</p> <p>d) prioritises own workload and organises and carries out own work in a manner that maintains and promotes quality</p> <p>e) evaluates the quality of own and others' work and raises quality issues and related risks with the relevant people</p> <p>f) supports the introduction and maintenance of quality systems and processes in own work area</p> <p>g) takes the appropriate action when there are persistent quality problems.</p>	<p>Medicines Act 1968, Misuse of drugs act.</p> <ul style="list-style-type: none"> Adheres at all times to the code of ethics as set out by The Royal Pharmaceutical Society of Great Britain. Development of Departmental policies, procedures and guidelines e.g. Dispensing SOP's. Self adherence and constant monitoring of colleagues adherence to such policies and procedures. Adhering to LHB policies and procedures. e.g. risk management, accident/incident reporting, equality and diversity, whistle blowing policy Promoting the organisation and its mission statement Ensuring that own behaviour upholds the quality image of the organisation promotes the service ensures that own behaviour and personal hygiene and appearance upholds the quality image of the organisation Promotes the organisation and its mission statement whenever possible. Always promoting health and safety issues. <p>b) Ensuring own behaviour upholds the quality image of the organisation</p> <ul style="list-style-type: none"> Understanding own role and responsibilities in Departmental/Organisational Structure Seeking and implementing opportunities
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							<p>for improvement through continuing professional development.</p> <ul style="list-style-type: none"> • Understands own role and responsibilities in Departmental/Organisational structure and where and from whom to seek advise if needed • Able to recognise own strengths and weaknesses and seek opportunities for improvement e.g. recognises own training requirements through continuing professional development <p>c)</p> <ul style="list-style-type: none"> • Shares knowledge and advice and information with pharmacists from other LHBs throughout Wales. • Shares knowledge and advice and information with own departmental team • Liases with staff at all levels throughout the LHB in the collation and dissemination of information. • Liases with members of team in relation to project work. • Shares knowledge and advice and information with own departmental team and members of support team. • Delegates tasks to staff members in order that they may learn and develop new skills <p>d)</p> <ul style="list-style-type: none"> • Organises and prioritises the work load of others within the dispensary to ensure
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						<p>that time scales are met and that work is carried out in a safe and efficient manner adhering to relevant SOP's at all times</p> <ul style="list-style-type: none"> • prioritises own workload to ensure that time scales and deadlines are met effectively e.g. in relation to project work • Communicating with team and others to ensure deadlines and priorities do not conflict e.g. weekly production of dispensary pharmacist rota. • Using effective time management skills <p>e) This will include;</p> <ul style="list-style-type: none"> • Evaluating the feedback of own training programmes and making changes where necessary e.g. Through continuing professional development • Evaluate through complaints, suggestions, evaluation forms, emails and questionnaires • Seeking feedback from line manager and peers with regards to the quality of own work • Discussing any issues relating to quality of others work with line manager • Review documents and produce associated action plans. • Identifying risk and areas for concern in relation to performance. • Undertake ad hoc service development projects and activities.
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						<p>f)</p> <ul style="list-style-type: none"> • have a positive attitude to any quality improvements/initiatives introduced into the work area and promote and maintain as necessary. • supportive of change, using effective team management skills • embracing new and changing methods and ways of work. E.g. Automation <p>g) making any necessary adjustments and improvements as necessary to maintain quality</p> <ul style="list-style-type: none"> • risk assessing • alerting others to any problems with quality and discussing and seeking solutions where necessary • using whistle blowing policy • investigating incidents/complaints <p>Work effectively as a team, fully optimising available resources. Use of internal verification processes as a tool to maintain and improve quality.</p>
6. Equality and diversity	Y		X			<p>a) recognises the importance of people's rights and acts in accordance with legislation, policies and procedures</p> <p>b) acts in ways that:</p> <ul style="list-style-type: none"> - acknowledge and recognise people's <p>a)</p> <ul style="list-style-type: none"> • Attending local, mandatory and statutory training, and acting accordingly with relevant policies and procedures • Ensure that people's rights are taken into consideration when undertaking training sessions <p>b)</p> <ul style="list-style-type: none"> • Recognising and respecting other peoples culture, age, religion, political beliefs, ability

						<p>expressed beliefs, preferences and choices</p> <ul style="list-style-type: none"> - respect diversity - value people as individuals <p>c) takes account of own behaviour and its effect on others</p> <p>d) identifies and takes action when own or others' behaviour undermines equality and diversity</p>	<ul style="list-style-type: none"> • Being fair and respecting everyone's individuality and equal rights • Respect for team members. • Ensure that everyone is treated equally and not made to feel different because of their culture, age, religion or ability <p>c)</p> <ul style="list-style-type: none"> • Understanding and taking in to consideration how own actions can have an affect on others <p>d)</p> <ul style="list-style-type: none"> • Taking action when recognising behaviour that undermines diversity and equality <p>Follow policies/procedures/good practice</p>
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Health And Well-being		1	2	3	4	Level Indicators	Examples of application
HWB10 Products to meet health and wellbeing needs					X	<p>a) obtains, collates and evaluates relevant information on health and wellbeing needs</p> <p>b) evaluates product options and their methods of delivery and determines those which will best meet assessed needs, taking account of all relevant factors</p> <p>c) provides information, advice and support on products and methods of delivery, explaining clearly</p>	<p>a) Continuous evaluation of current medication in line with NICE guidelines, and new research information as it becomes available. Liase with medical staff when a new drug/formulation is requested in order to identify need, also patient's specific details in order to assess risk / benefit of product.</p> <p>b) Investigate the product availability, the manufacturer, in terms of negative and positive outcomes which may be expected. Investigate possible side effects, and need for close monitoring.</p> <p>c) Feed back information to medical staff involved, and to directorate staff where</p>

						<p>the associated benefits and risks</p> <p>d) confirms the validity, accuracy, safety and appropriateness of requests for products and takes the appropriate action if there are concerns</p> <p>e) monitors the quantity and quality of supplied products to confirm that they meet specified requirements and all relevant legislation, policies and procedures</p> <p>gathers feedback on the effectiveness of products in meeting identified needs and takes the appropriate action in response.</p>	<p>finance may be an issue. Disseminate information to patients, nursing staff, other health care professionals as appropriate.</p> <p>d) Check that the request for the product is likely to make a positive contribution to patient care, and that it is the best option available. Communicate with the clinician involved regarding any areas of concern.</p> <p>e) Request supply chain to obtain product from reputable source, and ensure that quality control procedures are in place. Ensure that product is stored appropriately, and that all legislative requirements are met. Communicate necessary information to clinician, ward staff, patient as appropriate. Monitor the patient, ensure all parameters necessary are checked. Refer to clinician any abnormal outcomes, discuss options.</p> <p>Inform manufacturers of any product defect identified</p>
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Comments:

Developed by:

Ratified on: