Job Description

Title: **Pharmacy Digital & Informatics Community Specialist (Nurse/AHP/Pharmacist/Technician)**

Grade: Band 7

Annual Leave: 27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service

Department: Pharmacy/Adult Community Services

Responsible to: Pharmacy Digital & Informatics Lead

Accountable to: Chief Pharmacist

POST SUMMARY

This role is open to both nursing and pharmacy professionals.

This is an exciting opportunity for anyone with a passion for digital systems and the dynamic environment of community services. The Whittington is an integrated care organisation and delivers a huge range of both acute and community services, this provides a platform for innovative and creative thinking when delivering services. A key priority of the trust is to roll out digital medicines management in the community (including EPMA), delivering significant improvements in patient safety and allowing a redesign of all medication pathways.

The post holder will be initially based at the Whittington Hospital but will be expected to visit community sites across Haringey and Islington. Collaboration with community staff may mean extended periods away from the hospital where required. On occasions the post holder may complete joint home visits in the community and attend community clinics.

The trust has an experience Pharmacy Digital and Informatics team which manages a portfolio of digital medicines management systems within the hospital who will support this post holder in scoping the deployment of these existing and managed systems to the community setting.

The post holder will not be expected to complete weekends or on-calls.

Organisational Chart
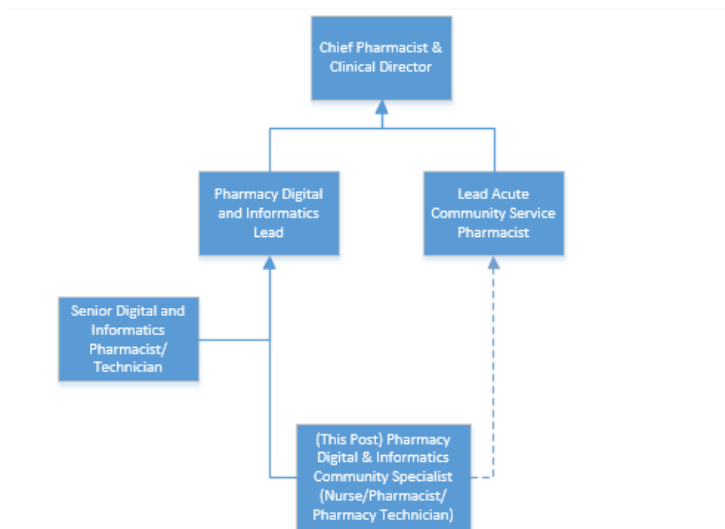
Key Duties

- To be responsible for the scoping the application of the trusts EPMA system (CMM) and other medicines related digital systems to community-based healthcare settings
- To undertake initial project set up (process mapping, baseline auditing, stake holder engagement, training documentation, application testing, KPI agreements etc.) in preparation for deploying the CMM EPMA system to community.
- To undertake appropriate investigations and solution designs to facilitate the implementation of medicines related digital systems within the community setting (e.g. interfaces, bespoke enhancements etc.)
- To undertake an active role in the continued implementation and maintenance of the hospitals electronic EPMA system (CMM) and other medicines related systems alongside the existing Pharmacy Digital and Informatics team
- To lead regular project review meetings with relevant stakeholders from the community and acute site
- To develop, maintain and deliver an agreed programme of training to medical, nursing, pharmacy and associated staff to use EPMA and other medication related systems in a safe manner, optimising all aspects of the system.
- To provide front-line user support in-hours for the EPMA and other medication related systems.
- To project manage upgrades of the EPMA or other medication related systems.
- To be the Trust liaison with relevant software suppliers.
- To lead and undertake clinical audits involving the medicines related digital systems
- To present medicines related digital systems related issues at various forums as required.

- To manage the continued development and roll-out of the EPMA system and any other medication related system used in the Trust.
- To be the main interface between the Pharmacy Digital and Informatics team, IT, and Community
- To provide clinical input into the maintenance and continued development of the EPMA system and other medication related systems ensuring optimal and clinically appropriate configuration of the system
- To undertake an active role in testing of Medicines related systems (including EPMA) on different hardware (Ipad / Desktop etc.)
- To promote the roll out of medicines related digital systems in an effective and positive manner to appropriate clinical groups.
- To continue to develop and facilitate an agreed programme of training for medical, nursing, pharmacy and associated staff to use medicines related digital systems system in a safe manner, optimising all aspects of the system. This may involve out of hours training to these groups of staff.
- To provide front-line user support in-hours for the medicines related digital system.
- To represent Pharmacy, and where appropriate the Trust, in all internal and external forums concerning medicines related digital systems
- To liaise with the IT department and internal Pharmacy stakeholders on any interface issues concerning medicines related digital systems
- To maintain any protocols and decision support information required on the medicines related digital systems with input from the appropriate clinical lead pharmacists.
- To update and maintain medicines related digital systems related standard operating procedures (SOPs) and EPMA content in the medicines policies.
- To support the Pharmacy Digital and Informatics Lead in investigate errors and datix incidents providing feedback as appropriate and to adjust the system or training where necessary.
- To update and maintain a live risk register, and project workbook in relation to the deployment of medicines related digital systems in community._
- To organise and co-ordinate medicines related digital systems related audits as appropriate.
- To measure qualitative and quantitative benefits.
- To report to the Medicines Safety Group on EPMA related issues or progress in times of absence of other team members
- To lead on user acceptance testing of software upgrades of the EPMA system in relation to community based processes
- To deputise for senior Pharmacy Digital and Informatics team members in meetings during times of absence
- To develop and lead staff training required for medicines related digital systems within the community sector.

- To be the Trust liaison with the EPMA software supplier on behalf of the community sector
- To organise and host site visits where appropriate
- To attend and participate in the local and national CMM user/focus groups.
- To log hazards and enhancement requests on medicines related digital systems recognised portals where appropriate

LEADERSHIP

- To identify and promote best practice with medication management across Adult Community Services
- To ensure the input of pharmacy is recognised and skills are used appropriately.
- To link in with the wider pharmacy department and ensure strategic direction includes recognition of the digital requirements of Adult Community Services.
- Provide leadership and guidance, in collaboration with Digital Pharmacy Lead, Adult Community Services Pharmacy Leads and Senior Leadership across Adult Community Services.

MANAGEMENT

- To support the work of Adult Community Services in relation to digital medicines management.
- To line manage junior staff were requested

EDUCATION AND TRAINING

- To maintain a CPD portfolio, linked to the your professional body requirements.
- To support any identified training needs of staff from all professions
- To participate in education and training of other health and social care professionals and participate in any MDT teaching or professional development opportunities.
- Provide educational and developmental opportunities.
- Support Students and trainees where requested.

OTHER DUTIES

- To undertake any other duties linked to the grade of the role or as requested by the Digital Pharmacy Lead and Adult Community Services senior team
- To be an active champion of Equality, Inclusion and Diversity and acting as an ally when appropriate

PROFESSIONAL RESPONSIBILITIES

- To always behave in a manner that is professional, positive and polite.

- To be accountable for own professional actions.
- To be responsible for ensuring that they remain aware of current developments in relevant specialist areas.
- To be responsible for their own professional development and participate in own 'Performance and Development planning'.
- At all times to practice in accordance with the Code of Ethics of the Registration Authority

Equal Opportunities

It is the aim of the Trust to ensure that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable. To this end the Trust has an equal opportunities policy and it is for each employee to contribute to its success. The hospital has a single equality scheme, which underpins its duty to promote equality. You can access a copy of the scheme on the trust's website.

Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Safeguarding children and child protection, Safeguarding Adult and adult protection

To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols.   All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection

  Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Confidentiality & Data Protection

The post holder has a responsibility to comply with the Data Protection Act 1998 and maintain confidentiality of staff, patients and Trust business.

If you are required to process information, you should do so in a fair and lawful way, ensuring accuracy is maintained. You should hold information only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose.

You should disclose information only to authorised persons or organisations as instructed. Breaches of confidentiality in relation to information will result in disciplinary action, which may include dismissal. Employees are expected to comply with all Trust policies and procedures and to work in accordance of the Data Protection Act 1998. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receives appropriate training.

Whittington Promise to Patients

Whittington Health expects its employees to communicate with colleagues, patients and visitors in a polite and courteous manner at all times. You are expected to contribute to improving our patients' experiences by delivering the Whittington Promise:

- We will be clean
- We will be welcoming and caring
- We will be well organised
- We will offer the best possible treatment
- We will give you information and listen to what you tell us

Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6 month probationary period for all staff with the exception of GMC Registered Doctors.

Person Specification

Post:	Pharmacy Digital & Informatics Community Specialist (Nurse/AHP/Pharmacist/Technician)	Grade:	7		
Department	Pharmacy / ACS	**Candidate Name**			**Notes**
Attribute	**Description**	**Essential**	**Desirable**	**How Assessed**	
Education / Qualifications	• **Pharmacy Degree – MPharm** Or • **Diploma/Degree in Nursing** Or • **BTEC in Pharmaceutical Sciences and NVQ Level 3 in Pharmacy Services or equivalent OR** • **Equivalent to one of the above through experience and professional development.**	✓		**Application Interview References**	
	• **Member of the General Pharmaceutical Council or NMC**	✓			
	• **Post registration Diploma/MSc in Clinical Pharmacy or equivalent qualification based on discipline.**		✓		
Skills & Abilities	• **Good time management skills and organisational skills-self and others.**	✓		**Application Interview References**	
	• **Good communication skills-verbal and written**	✓			
	• **Appreciation of audit methods**	✓			

	• **Ability to work under pressure and prioritise work**	✓			
	• **Evidence of problem solving skills**	✓			
	• **Good negotiation & interpersonal skills**	✓			
	• **Leadership skills**	✓			
	• **Ability to motivate self and others**	✓			
	• **Good IT skills, including familiarity with Clinical Systems as a user and experience with Office type software packages**	✓			
	• **Good presentation skills**	✓			
	• **Proven teaching ability**	✓			
	• **Able to articulate benefits of IT solutions for health care**	✓			
	• **Demonstrate initiative**	✓			
	• **System configuration skills**	✓			

		Essential	Desirable	Method
Knowledge & Experience	• **Significant post registration hospital or community service experience.**	✓		Application Interview References
	• **Knowledge of community based healthcare processes**		✓	
	• **Previous experience of project management and ability to implement and manage change.**		✓	
	• **Experience of medicines related digital systems (including EPMA systems)**		✓	
	• **Knowledge of pharmacy computer systems for both stock management and electronic prescribing and administration.**	✓		
		✓		
	• **Previous experience in delivering education and training.**		✓	
	• **Service development**			
PERSONAL QUALITIES	• **Professional**	✓		Interview Reference
	• **Sets high standards**	✓		
	• **Reliable work record**	✓		
	• **Able to work under pressure**	✓		

Other							

Completed by:………………………………………………..

Date:……………………………………………………

Offer post Yes/ No

Comments …………………………………………………..