

Pharmacy Lead, Acute & Emergency Care job description and person specification

Department: Pharmacy

Division: Womens, Childrens and Clinical Services

Responsible to: Principal Pharmacist, Clinical Services

Accountable to: Chief Pharmacist

Band: Band 8b

Hours: 37.5

Location*: Cross-site

*To meet the needs of the Trust's services you may be required from time to time to work at different locations to your normal place of work.

Our vision and values

Our vision is quality **at our HEART**

Quality...

Delivering quality means consistently meeting requirements and exceeding expectations.

We strive to deliver quality in everything we do – from the clinical care we provide to the employment we offer to the support services and systems that underpin our care.

And in delivering high-quality clinical care, we mean services that are safe, effective, offer a good patient experience, are timely, equitable, and sustainable.

...at our HEART

By placing quality at our heart, everything we do as an organisation should further our ability to deliver quality.

This includes the people we hire, the skills our employees develop, the behaviours we celebrate, how we think and act, the investments we make, our systems and processes, and our organisational values.

Our vision also encompasses our **HEART** values, which were shaped and developed in 2017 by more than 2,500 employees as well as many patients. The values describe how we interact with each other and our patients and underpin everything we do and say to achieve our vision:

- ♥ **Honesty:** we're truthful, we're open, and we speak up
- ♥ **Equity:** we're kind and caring, we act with fairness, and we're understanding
- ♥ **Accountability:** we're professional, we strive for excellence, and we improve
- ♥ **Respect:** we're attentive and helpful, we're appreciative, and we act with empathy
- ♥ **Teamwork:** we involve others, we support our colleagues, and we set clear goals.

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Our objectives

Our objectives set out how we plan to realise our vision. They offer our employees, partners and our communities clarity about what we will do.

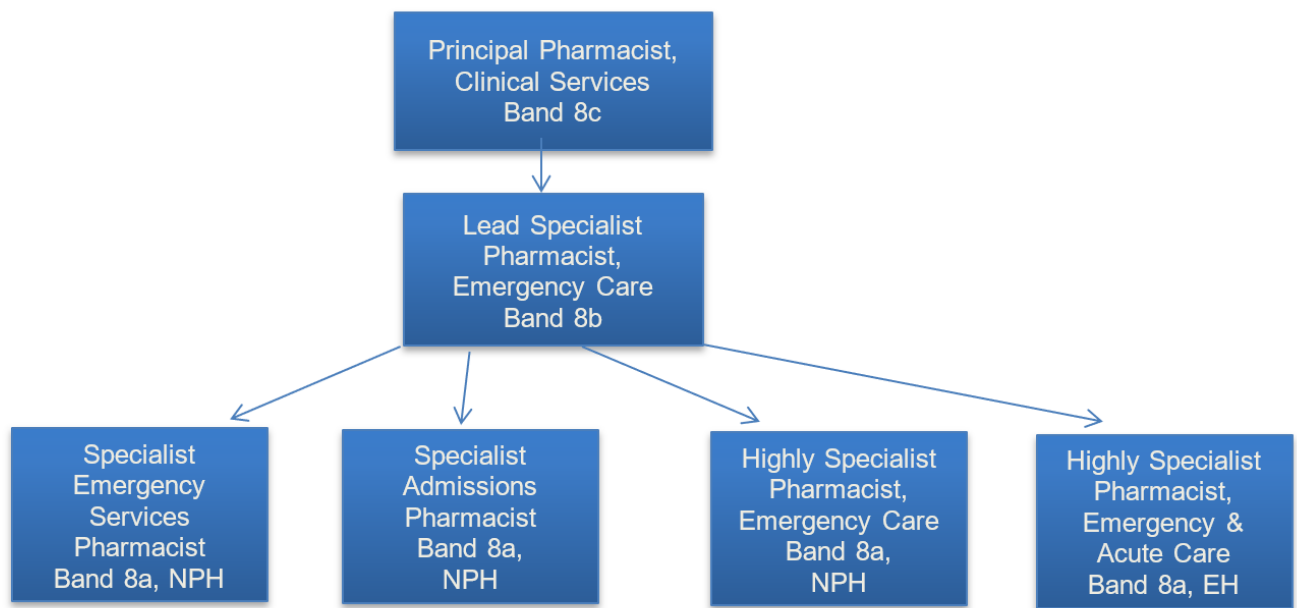
- We will provide high-quality, timely and equitable care in a sustainable way
- We will be a high-quality employer where all our people feel they belong and are empowered to provide excellent services and grow their careers
- We will base our care on high-quality, responsive, and seamless non-clinical and administrative services
- We will build high-quality, trusted ways of working with our local people and partners so that together we can improve the health of our communities

You can read more about our vision, values and objectives at lnwh.nhs.uk/OWF.

Job Summary

- To lead, deliver, develop, manage and evaluate pharmacy services to the Emergency Care Department in accordance with appropriate Trust and Hospital objectives.
- To ensure the provision of a safe, efficient and cost-effective pharmacy service to the Emergency Care Department.
- To provide professional leadership for, and management of the pharmacy staff working within the Emergency Care Department.
- To develop and participate in the provision of a safe, effective high quality highly specialist clinical pharmacy service to the Emergency Care Department.
- To be responsible for the education and training of pharmacy staff and other healthcare professionals working within the Emergency Care Department.
- To develop and maintain consistently high-quality pharmaceutical care to all patients within the Emergency Care Department.
- To lead and be a role model, for clinical pharmacy services within the Emergency Care Department.
- To lead on the strategic development of the clinical pharmacy services within the Emergency Care Department.
- To report on the drugs budget and ensure cost-effective medicines usage within the Emergency Care Division.
- To lead on reducing risks associated with medicines within the Emergency Care Department.
- Act as an independent prescriber within the Emergency Care department
- To support the Trust with the flow of patients through the Emergency Care department
- To lead on improving medication safety within the Emergency Care department

Structure



Key responsibilities

- To lead in the development and delivery of clinical pharmacy services to the Emergency Care Department.
- To ensure the provision of a safe, efficient and cost-effective pharmacy service to the Emergency Care Department.
- To be the Pharmacy departments strategic lead for clinical pharmacy services provision to the Emergency Care Department.
- To manage the clinical service provided by a team of pharmacists and pharmacy technicians working in the Emergency Care Department.
- To identify training needs of pharmacy staff and develop strategies to meet them in order for staff to undertake the roles required within the Emergency Care Department.

Clinical Practice

- Identify and promote best practice within the Emergency Care Department and act as a clinical role model for the pharmacy team.
- Responsible for the provision of highly specialist pharmaceutical care to all patients within the Emergency Care Department, either directly or by supervision of staff.
- Advise clinicians on the optimal use of medicines for specialist complex individual patients, often where detailed written information is lacking.
- Responsible for training pharmacy staff, doctors, medical students, nurses, and other healthcare professionals on the safe and effective use of drug treatments for patients presenting to the Emergency Care Department.

- Responsible for ensuring that all patients receiving medication treatment within the Emergency Care Department are receiving appropriate therapy that is cost-effective and safe. Ensure all prescriptions are reviewed regularly and patients are monitored appropriately including requesting highly specialist blood and urine tests if required.
- Organise and plan the discharge of patients with complex treatment plans into the community using appropriate shared care plans, after discussion with the patient's GP, community pharmacist, and/or local CCG, if required, in order to promote seamless care for patients.
- Responsible for ensuring that senior medical staff within the Emergency Care Department follow appropriate Trust protocols when requesting drugs to be used for unlicensed indications and when requesting new drugs.
- Lead on the strategic development of clinical and ward pharmacy standards to the Emergency Care Department in line with RPS Hospital Pharmacy Standards.
- Develop and implement the Medicines Management strategy to Emergency Care with a view to provide pharmacy input to aide in the Emergency Care Department Key Performance Indicators (KPIs).
- Work closely with the Principal Pharmacist, Clinical Services and Trust Clinical Directors to monitor and control the drug use within the Emergency Care Department.
- Attend and contribute to the Emergency Care Divisional Clinical Governance meetings and any other relevant meetings in the Emergency Care Department such as daily bed status meetings and other multi-disciplinary meetings.
- Support the activities of the Emergency Care Department to ensure appropriate and effective reporting and evaluation of drug expenditure patterns in order to promote the cost effective use of medicines. This will include monitoring and controlling drug expenditure in the Emergency Care Department and ensuring an accurate report is produced on a monthly basis.
- Accurately identify cost pressures related to medicines for Emergency Medicine and work with Finance teams to ensure that funding follows these pressures.
- Reduce the risk associated with medicines use by contributing to the safe medication practice agenda. This will include identification and reporting of medicines related errors and leading on relevant Patient Safety Alerts (PSA). This will involve discussing all medication related incidents identified in the relevant forums e.g. Clinical Governance Meetings and working with key medical and nursing staff.
- Ensure safe and appropriate use of medicines in order to maximise benefit and minimise risk to patients. This includes regular review of prescriptions, identification of significant drug interactions, advice for clinical monitoring, compliance with legal aspects of medicine supply and compliance with the Trust formulary.
- Work closely with medical and nursing colleagues to develop and review any relevant clinical guidelines.
- Work across traditional boundaries as part of a fully integrated multidisciplinary team
- Be responsible for providing clinical pharmacy input with the view of assisting the Emergency Care Department to meet performance targets such as waiting and residence times and the reduction where possible of medication related re-attendances.
- Manage and make appropriate patient referrals to other members of the Pharmacy team and multidisciplinary team.
- Prepare any relevant Patient Group Directions for use within the Emergency Care Department and support the use of pre-packs where appropriate.

- Critically appraise the relevant literature and give accurate interpretation in order to improve use of medicines, where necessary.
- Act as a clinical role model for junior members of the pharmacy team and demonstrate the ability to provide safe, clinically effective and cost-efficient use of medicines.
- Demonstrate innovation and extend the boundaries of the profession.
- To participate in the post take ward round if required as agreed with the Principal Pharmacist Clinical Services Manager
- Continually update skills and knowledge as part of Continuing Professional Development
- Implement and review the use of PGDs

Leadership and Management

- Lead in the development and provision of clinical pharmacy services for patients admitted to the Emergency Care Department. Ensure all clinical areas within the department are covered to provide the most appropriate service within the resources available.
- Line manage medicines management staff within the Emergency Care team on a day-to-day basis, in accordance with the line management structure of the team; includes objective setting, undertaking appraisal and developing Personal Development Plans.
- Manage difficult and ambiguous problems and demonstrate an advanced level of clinical reasoning and judgement.
- Manage the pharmacy service provided to the Emergency Care Department including drug distribution to the department.
- Responsible for the recruitment, induction, appraisal and performance for pharmacy staff within the Emergency Care team.
- Manage and evaluate the performance of each member of the Emergency Care pharmacy team against identified departmental competency frameworks and tools.
- Participate in the departmental mentoring scheme, mentoring staff as required.
- Assess performance of ward pharmacists as part of the departmental scheme.
- Provide support to the Chief Pharmacist in setting objectives, and the general running and development of the department.
- Provide leadership on all pharmaceutical aspects on the use of medications within the Emergency Care department.
- Be the lead pharmacist within the multidisciplinary Emergency Care team.
- Motivate and inspire others (both within the pharmacy and the division) in order to create and maintain a good working environment and facilitate staff retention.
- Provide specialist training to all members of the multidisciplinary team both within the Trust and nationally in the field of Emergency Medicine and Medicines Management.
- Represent the Trust at external meetings in order to network and share knowledge and experience with other Emergency Care Pharmacists at a national level. Provide an education and training programme for pharmacy staff in order for them to carry out their duties in a safe, cost effective and competent manner against written procedures and guidelines.
- Proactively innovate and develop clinical pharmacy services within the Emergency Care Department in line with local and national priorities.
- Lead on the reconciliation of national priorities with local realities, e.g. the implementation of NICE guidance within local guidelines and budgets of the Emergency Care Division.

- To network and work with the ED pharmacy team in the NWL sector and nationally to share best practice and promote research and development

Communication

- Communicate with patients/relatives on highly specialist individual issues relating to medicines use including methods of use, adverse effects and any issues affecting concordance. Barriers to communication include hearing, language difficulties, medical conditions affecting cognitive states, time constraints
- Communicate with pharmacy colleagues on issues relating to specific patients, work flow, managerial issues including teaching, service provision and development, policies and strategy
- Communicate with the multidisciplinary health care professionals in primary and secondary care on aspects relating to individual patient's management whilst providing a clinical pharmacy service resolving any pharmaceutical problems
- Communicate with all prescribers on aspects of individual patient management whilst providing a clinical pharmacy service during working hours and at weekends resolving any pharmaceutical care problems
- Communicate and liaise with GPs, Community Pharmacists, CCGs and other healthcare providers on the discharge of patients from the hospital to home on highly complex treatment regimens to support medicines related issues and facilitate discharge where possible for complex patients. Communicate with the Clinical Director, hospital manager and staff on pharmaceutical matters relating to the Emergency Care Department, e.g. service development, financial issues.
- Communicate with the Trust Finance department regarding the Emergency Care Divisional drugs budget.
- Communicate with other members of the Emergency Care team regarding service development, education and training and policy/guideline development.
- Communicate with the Emergency Care pharmacy team regarding service developments, education and training needs, and policy issues.
- Provide highly specialist pharmaceutical advice to the medical and pharmaceutical profession locally, nationally and internationally.
- Communicate with other Emergency Care specialist pharmacists to share knowledge, skills and experience to improve the pharmaceutical service for the Trust.
- Use a variety of methods of communication including verbal, written, electronic written telephone, fax, face-to-face and presentations (including PowerPoint). Able to present information in a suitable format (e.g. written and/or verbal) and style for the target audience.
- Aware of commonly used Trust and departmental computer software programmes, to allow analysis of data and production of reports and provision of services to patients.
- Identify and respond to the specialist pharmaceutical information needs of patients, carers, doctors, nurses, and other members of the healthcare team.
- Ensure information is provided in a timely manner, to the appropriate individual (in accordance with the degree of urgency of the request or issue identified). Advice and responses may be challenged, and information will be required to be presented on an individual case basis.

- Responsible for communicating and interpreting relevant Trust decisions and policies relating to medicines.
- Ensure e-handover is used effectively to communicate patient information and document clinical issues.

Service Development

- Responsible for planning and organising the provision of a pharmacy service to the Emergency Care Department.
- Proactively develop pharmaceutical services within the Emergency Care Department in line with local and national objectives.
- Identify through the business planning cycle, new pharmacy-related service developments within the Emergency Care Department and, where appropriate, implement and monitor these developments.
- Responsible for advising on, developing, and monitoring local guidelines, procedures, legislations, and policies for the appropriate, safe and effective use of pharmaceuticals within the Emergency Care Department.
- Follow national protocols, legislations, Trust policies and guidelines, and the Drug Formulary.
- Demonstrate professional accountability to service users, stakeholders and the profession. Actions and professionalism to be guided by the professional code of ethics set by the General Pharmaceutical Council.
- Develop, plan, organise, and participate in clinical audit and research activities and integrate research evidence into practice.
- Provide advice, guidance and support to staff undertaking research within the Trust in accordance with the appropriate protocols and guidance.
- Actively present pharmacy practice based research findings at local, national and international levels.
- Actively seek to improve the Emergency Care Department and clinical pharmacy services provided.
- Support junior pharmacists with Quality improvement Projects as part of their post graduate diploma
- Assist the Principal Pharmacist with operations and facilitate the implementation of new technology within the Emergency Care Department.

Clinical Governance

- Work closely with the Principal Pharmacist, Clinical Services to deliver clinical governance strategies and manage the risks associated with medication use within the Emergency Care Division including Urgent Care Centre.
- Promote the safe, economic and effective use of medicines within the Emergency Care Department.
- Identify and promotes best practice, participating in medicines related clinical audit and practice research within the Emergency Care Department.
- Support the delivery and ensure the implementation of risk management and other Trust medicines related policies.

- Practice at all times in accordance with the Code of Ethics of the General Pharmaceutical Council and within the Medicines Act and subsequent legislation
- Ensure medicines-related complaints and queries are managed appropriately and in a timely manner; manage highly complex facts or situations requiring analysis, interpretation and comparison of options.
- Develop, implement, monitor and evaluate protocols, guidelines and policies and co-ordinates the access of medicine related guidelines
- Accurately dispense and check medication, and counsel patients regarding their medication as required.
- Ensure medicines, including Controlled Drugs, are stored appropriately within the Emergency Care Department, performing stock checks and audits when required.

Financial Responsibilities

- Provide financial information to the Emergency Care Division, by analysing the drugs used and advising on more appropriate drugs where appropriate to ensure resources are used effectively.
- Effectively monitor and report on changes in prescribing practices that may impact on the drugs budget and provide feedback to service managers, clinicians and the Finance team at a divisional level.
- Identify new prescription practices that may impact on the drugs budget (horizon scanning) and advise the service managers and Finance Director accordingly.
- Advise local management and the Trust's Finance team on the use of high-cost drugs and those used for unlicensed indications.
- Monitor the use of drugs (particularly high cost drugs) that have been approved by NICE and challenges the prescriber if used inappropriately.
- Monitor drug expenditure within the Emergency Care Division and participates in the negotiation of contracts as appropriate with the aim of saving agreed targets each year.
- Provide information and advice on the cost effective use of medicines within the Emergency Care Division including the implementation of prescribing guidelines in this area.

Education and Training

- Demonstrate an expert clinical knowledge within the area of Emergency Medicine.
- Implement an advanced level of pharmaceutical care through effective medication reconciliation and documentation, review of patient medication, evaluating efficacy and toxicity of medication used, observing and reporting risks issues relating to the use of medication.
- Regularly undertakes the relevant education and training in the relevant specialist field.
- Keep abreast of and disseminates pharmaceutically driven clinical, professional and organisational developments to the benefit of patient care and the Emergency Care team.
- Demonstrate extensive pharmaceutical knowledge, training and competence in medicines management to ensure the Emergency Care Department uses the most appropriate medicines in a cost-effective way and to ensure individual patients receive the most appropriate medicines, which are tailored to meet their specific pharmaceutical needs.

- Demonstrate extensive teaching skills to train all grades of pharmacy, medical, and nursing staff, as well as other healthcare professionals.
- Train pharmacists at pre-registration, post-graduate diploma level on university awarded schemes and nurses post qualification on university awarded schemes.
- Experience in negotiation skills.
- Demonstrate extensive highly specialist pharmaceutical knowledge needed to answer queries from other healthcare professionals on the pharmaceutical aspects of drugs used in Emergency Medicine.
- Responsible for own continuing professional development CPD, in order to continue to update clinical knowledge and skills. Identifies own training and development needs and undertakes appropriate training/education as required by regular PDP.
- Work closely with the Principal Pharmacist, Education and Training to help deliver the departmental education and training strategy.
- Identify the training needs of pharmacy staff within the Emergency Care team and develop strategies to meet them in order to undertake the roles required.
- Evaluate the training provided.
- Responsible for training of junior staff at ward level.
- Provide education and training to Pharmacy and other healthcare professionals.
- Act as a pre-registration pharmacist/diploma tutor, as required.

General

- Maintain a broad level of Pharmacy practice, skills, and knowledge.
- Competent in the use of The Pharmacy computer system to meet the requirements of the job e.g. the generation of medication labels, stock control and the generation of financial medicine expenditure for directorates.
- Ability to use relevant medical and pharmaceutical online databases e.g. Embase, Medline, DoH websites and other medically useful web pages.
- Ability to use EPRO, Symphony, and other systems reporting patient specific data likely to support decision making with regards to the use of medicines.

ON-CALL, WEEKEND and OUT-OF-HOURS DUTIES

Participate in on-call back-up, weekend working, statutory holiday, out-of-hours and late duty rota's with pharmacists.

Additional responsibilities

Information governance

In accordance with the Trust's privacy notice for employees, the Trust will hold computer records and personnel files relating to you which contain personal data.

The Trust will comply with its obligations under the General Data Protection Regulation and all other data protection legislation. The data the Trust holds will include employment application details, references, bank details, performance

appraisals, holiday and sickness records, salary reviews and remuneration details and other records, (which may, where necessary, include special category data and criminal offence data relating to your health, data held for ethnic monitoring purposes, and regarding DBS checks).

The Trust requires such personal data for personnel administration and management purposes and to comply with its obligations regarding the keeping of employee records. The privacy notice sets out the Trust's legal basis for processing your personal data. Your rights of access to this data are prescribed by law.

You will familiarise yourself with the Trust's data protection policy which sets out its obligations under the General Data Protection Regulation and all other data protection legislation.

You must always comply with the Trust's data protection policy, and you agree that you will only access the systems, databases or networks to which you have been given authorisation.

The Trust will consider a breach of its data protection policy by you to be a disciplinary matter which may lead to disciplinary action up to and including summary dismissal.

You should also be aware that you could be criminally liable if you disclose personal data outside the Trust's policies and procedures. If you have any queries about your responsibilities in respect of data protection you should contact the Trust's Data Protection Officer.

Information security

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

Health and Safety at Work Act (1974)

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

Equal opportunities and equalities legislation

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

Patient and public involvement

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

Risk management

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

Corporate/clinical governance

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

Infection control and hospital-acquired infection

Infection control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trust's infection prevention and control policies and make every effort to maintain high standards to infection control at all times thereby reducing the burden of healthcare associated infections including MRSA. All staff have the following key responsibilities:

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

Safeguarding children and vulnerable adults

Everyone has a personal and a professional responsibility to identify and report abuse. The abuse may be known, suspected, witnessed or be limited to raised concerns.

Early recognition is vital to ensuring the patient is safeguarded and any other people (children and vulnerable adults) who may be at risk.

The Trust's procedures must be implemented, working in partnership with the relevant authorities. The sharing of information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust, you have a responsibility to ensure that:

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

Staff commitment to patient care

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

Health records

Clinical staff must keep accurate and clear information which is essential for the proper care of patients. Clinical and non-clinical staff who handle or use, case notes are individually responsible for the confidentiality, tracking, filing and good order of the case note at all times as outlined in the Medical Records Policy and the Information Lifecycle Management Policy.

For further information refer to Records Management Code of Practice via gov.uk.

NHS constitution and code of conduct for managers

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

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

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

Person specification

Job title: Pharmacy Lead, Acute & Emergency Care

Division/department: Pharmacy

Requirement	Essential	Desirable
Education/ qualifications	<ul style="list-style-type: none"> • Master's degree in Pharmacy • Registered as a Pharmacist with the General Pharmaceutical Council • Diploma Pharmacy Practice • Mandatory CPD to maintain fitness to practice • Independent prescriber 	<ul style="list-style-type: none"> • MSc in Clinical Pharmacy Practice • Recognised management qualification • Evidence of formal management training
Knowledge and experience	<ul style="list-style-type: none"> • Significant clinical pharmacy experience in an acute setting • Experience of managing a small team • Demonstrates high level clinical knowledge, reasoning and judgment, manages difficult and ambiguous problems • Demonstrates strategic thinking. • Experience of identifying training needs and delivering education and training programmes for all clinical staff groups. • Evidence of evaluating own and pharmacy staff's work to drive and deliver improvements in service quality. • Excellent ability to manage change within the pharmacy department and within medical and nursing teams to drive service improvements. • Experience of working as a specialist pharmacist 	<ul style="list-style-type: none"> • Evidence of publishing in a peer reviewed journal. • Evidence of collaborative regional work. • Experience of delivering research projects and influencing changes in practice. • Evidence of managing and developing a pharmacy service or section. • Experience with drug expenditure reporting

Requirement	Essential	Desirable
Skills, abilities and attributes	<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to liaise, persuade and influence the executive team, senior managers, and senior clinical staff. • The ability to identify and manage risks. • Demonstrate excellent communication skills (oral and written). • Demonstrate excellent problem solving skills. • Demonstrates the integration of research evidence into practice. • Able to guide and supports others undertaking research within the trust. • Actively seeks to improve the ward and clinical services provided to enhance quality of patient care. • Ability to manage time and the service across 3 sites. • IT literate, including use of spreadsheets to capture and manipulate data, search for evidence-based practice. • Excellent ability to prioritize a complex workload and work accurately under pressure. • Ability to identify and prioritise service needs. • Demonstrate excellent writing skills. 	
HEART values	<p>Demonstrate commitment to Trust HEART values: honesty, equity, accountability, respect, and teamwork.</p> <p>Demonstrate commitment to place Quality at our HEART</p>	<p>Click or tap here to enter text.</p>

Job description and person specification drafted / amended by

- Name: Sabina Islam
- Designation: Principal Pharmacist, Clinical Services
- Date: 06/10/2023