

HERTFORDSHIRE PARTNERSHIP UNIVERSITY NHS FOUNDATION TRUST

JOB DESCRIPTION

Job Title:	Principal Clinical Pharmacist for Mental Health and Learning Disabilities – Service Line Lead
Grade/Band:	Band 8a
Department:	Corporate - Pharmacy
Responsible to:	Band 8b Pharmacist
Accountable to:	Chief Pharmacist
Base:	The post will be based with the Pharmacy and Medicines Optimisation Team at Kingsley Green in Radlett, but the post holder will be expected to travel to other sites within the remit of Hertfordshire Partnership University NHS Foundation Trust as necessary.

Hertfordshire Partnerships University NHS Foundation Trust

- Hertfordshire Partnership University NHS Foundation Trust (HPFT) is an exceptional organisation with big ambitions, our aim is to be the leading provider of mental health and specialist learning disability services in the country.
- With a workforce of around 3,500 people and an annual income of some £330million this year, the Trust provides integrated health and social care services through a network of community and inpatient settings, serving diverse communities across Buckinghamshire, Essex, Hertfordshire and Norfolk. As a university NHS foundation trust, HPFT continues to develop strong links with the University of Hertfordshire, providing excellent learning and development opportunities, as well as strengthening our clinical research capability.
- Whilst it is a challenging period for the NHS, there has never been a more exciting time to join HPFT following our CQC rating of Outstanding awarded to us in April 2019.

Our Services

We provide mental health and social care services - including Adults of Working Age, Older Adults, Children and Adolescents and Specialist Learning Disabilities services.

The Trust works in close partnership with Hertfordshire County Council and also with other NHS organisations to promote and support mental health in the community. We also provide specialist learning disability services in Norfolk and North Essex.

The Trust provides:

- Community Services including local teams for mental health.
- Acute and Rehabilitation Services including inpatient services and crisis team.
- Specialist Services such as mental health services for older people, eating disorders, and our mother and baby unit.
- Learning Disability and Forensic Services.

Our Mission

“We support people to live their lives to their full potential by enabling them to keep mentally and physically well.”

Everything we do is aimed at providing consistently high quality, joined up care, support and treatment that:

- Empowers individuals to manage their mental and physical wellbeing.
- Keeps people safe from avoidable harm.
- Is effective and ensures the very best clinical and individual recovery outcomes.
- Provides the best possible experience.

Our Vision

Our conversations with service users, carers, staff, commissioners and the wider communities we serve have informed a simple but ambitious vision:

“Delivering great care, achieving great outcomes - together”.

We will achieve our vision by:

- Putting the people who need our care, support, and treatment at the heart of everything we do – always.
- Consistently achieving the outcomes that matter to the individuals who use our services, and their families and carers, by working in partnership with them and others who support them.
- Providing the very best experience of joined-up care in line with what service users and carers have told us makes ‘Great Care’.

Great Together

Great Together, our Trust strategy for 2023 – 2028, has been developed and co-produced with our service users, carers, staff, partners and local communities and gives us a clear roadmap to achieve our vision of great care and great outcomes.

Great Together places service users and carers at the centre of what we do; commits us to addressing inequalities and achieving equity; focuses on developing our people and creating a vibrant learning organisation whilst working in strong partnerships to deliver high quality care.



Values and Behaviours

Our values and behaviours have been developed by over 800 service users, carers and members of staff. They describe how we aim to be with service users, carers and each other. By living our values, we will deliver our ambition to be a leading provider for everyone we work with.

	<i>we are...</i>	<i>you feel...</i>
Our Values	Welcoming	✔ Valued as an individual
	Kind	✔ Cared for
	Positive	✔ Supported and included
	Respectful	✔ Listened to and heard
	Professional	✔ Safe and confident

Our values set the tone for:

- The way we plan and make decisions.
- The way we behave with service users and each other.
- The kind of colleagues we recruit.
- The way we induct, appraise, and develop our staff.

Job Summary:

The Service

- The Pharmacy and Medicines Optimisation team within HPFT provides dispensary and clinical pharmacy services to mental health, learning disability and CAMHS services on the Kingsley Green site and to other units and community-based teams across Hertfordshire and beyond, where HPFT is contracted to provide a service.
- Medicines Optimisation is a patient-focused approach to getting the best from investment in and use of medicines that requires a holistic approach, an enhanced level of patient-centred professionalism, and partnership between clinical professionals and a patient. It differs from medicines management in several ways but most importantly, it focuses on outcomes and patients rather than processes and systems.
- The post holder will contribute to the work of the Pharmacy and Medicines Optimisation Team to deliver the standards set by regulators and professional bodies such as the General Pharmaceutical Council (GPhC), Care Quality Commission (CQC), Medicines and HealthCare Agency (MHRA), Royal Pharmaceutical Society (RPS) etc.
- The service will be provided to all medical, nursing, managerial, pharmaceutical, and clinical professionals working in Mental Health and Learning Disabilities in designated units for which the post holder will be responsible.
- All staff should comply with the Trust's Anti-Discriminatory Statement, Employee Charter, Trust Policies and Procedures, Code of Conduct and Equality and Diversity.

Job Purpose

- To work with the Chief Pharmacist and a team of clinical pharmacists and technicians to provide and support the integrated delivery of pharmaceutical care initiatives to patients with mental health illness and learning disabilities in identified areas of HPFT to ensure safe, appropriate and cost-effective use of medicines.
- The job will require planning and organisation of a broad range of complex activities and ongoing programmes to support the Strategy for Pharmacy and Medicines Optimisation.
- The post holder will be required to travel to designated units to provide a clinical pharmacy service, and to other sites covered by HPFT as needed to advise and provide training in Medicines Optimisation. This may require walking some distance and carrying heavy equipment including a projector, laptop and teaching materials.
- The job will require frequent use of VDU equipment every day and intense concentration in a sometimes noisy open plan office environment. The post holder may encounter challenging/hostile service users when visiting the mental health and learning disabilities units.

Key Relationships:

- Pharmacy and Medicines Optimisation Team is accountable to the Director for Quality and Medical Leadership.

Internal	External
Medicines and Optimisation Pharmacy Team includes: <ul style="list-style-type: none"> Members of the Pharmacy Management Group Service Line Lead Specialist Pharmacists Clinical Pharmacists Foundation Pharmacists Undergraduate Pharmacy students Lead Technician for Purchasing and E&T Senior Technicians Pre-registration trainee pharmacy technicians Pharmacy Assistants 	General Pharmaceutical Council (GPhC)
Prescribers	Royal Pharmaceutical Society (RPS)
Nurses	College of Mental Health Pharmacy (CMHP)
Directors	Higher Education Institutes (e.g. University of Hertfordshire)
Human Resources	Hertfordshire and West Essex (HWE) ICB
Practice Governance leads	Local NHS Trusts
Senior managers	Area Prescribing Committee
Service users and carers	Community Pharmacies

The pharmacy and medicines optimisation organisational chart is applicable to this post.

Duties and Responsibilities:

Key Responsibilities:

- To provide highly specialist pharmaceutical advice concerning the care and treatment of service users in Mental Health (including Forensics) and Learning Disabilities Services and to promote safe, effective, and evidence-based cost-effective use of medicines within the Trust.
- To actively lead the provision and development of pharmaceutical services to a specific service line.
- To provide highly specific advice to clinical team members on the management of complex medicines related issues, such as complex drug interactions, medicines use in pregnancy, unlicensed/off-label use of medicines etc.
- To provide and receive highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathetic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding. This may also

involve presenting complex, sensitive, or contentious information to a large group of staff, service users or carers.

- To work as part of a multidisciplinary team to provide clinical pharmaceutical support to designated areas to maximise benefits and minimise risk to service users. This will include medicines reconciliation, prescription review, medication reviews, identification and management of drug interactions and adverse effects, advice on clinical monitoring, medicines information, advising on supply problems, compliance with legislation, compliance with Trust policies and guidelines and participation in multidisciplinary team meetings where appropriate.
- Participate in relevant quality improvement (QI) projects to support service improvements and learning and development.
- To support on updating, reviewing, and maintaining Trust Policies and Guidance in relation to medicines.
- To develop and implement new policies, protocols, standard operating procedures, and guidelines.
- To support and participate in medication incident investigation.
- To review medication incident reports and contribute to systems learning from the analysis of these adverse events and to translate this into training packages to reduce the risk of events such as these recurring.
- To attend relevant team meetings / committees relevant to the area assigned to you.
- To be responsible for the teaching/delivery of education and training in Medicines Optimisation for all healthcare professionals working in HPFT
- To support the clinical pharmacists and medicines management technicians in their delivery of the clinical service.
- To deputise for the senior pharmacists in their absence and when requested.
- To line manage and supervise team members.

Clinical Responsibility

- To provide highly specific advice to clinical team members on the management of complex medicines related issues, such as complex drug interactions, medicines use in pregnancy, unlicensed/off-label use of medicines etc.
- To work as part of a multidisciplinary team to provide clinical pharmaceutical support to designated areas to maximise benefits and minimise risk to service users. This will include medicines reconciliation, prescription review, medication reviews, identification and management of drug interactions and adverse effects, advice on clinical monitoring, medicines information, advising on supply problems, compliance with Medicines legislation, compliance with Trust policies and guidelines and participation in multidisciplinary team meetings where appropriate.
- Accurately and efficiently screen, dispense, and check prescription for in patients, leave and discharge medication in order to facilitate and ensure the safe and effective administration and use of medication.
- To carry out medication reviews and provide a clinical pharmacy service and pharmaceutical advice and support to designated mental health or learning disabilities units or teams within the remit of HPFT. These reviews will support clinicians preparing care plans for individual service users.
- To act as an autonomous, registered practitioner who is legally and professionally accountable for own unsupervised actions guided by the professional code of conduct and Trust guidelines and protocols. Where prescribing medicines as part of the role, to adhere to the trust Non-Medical Prescribing policy within area of competence.

- To have current effective status on the General Pharmaceutical Council.
- To have gained further professional and clinical knowledge through accredited courses workshops, study and in house training programmes.
- Provides clinical supervision and training to junior clinical pharmacists and pharmacy technicians.
- To ensure appropriate medicines optimisation, clinical review and risk assessment as deemed necessary when prescribing, reviewing, or advising on medicines related issues to service users and the wider multi-disciplinary team in a range of settings, inpatient or community.
- To provide service users and relatives with medicines information and education, ensuring they have meaningful choices that promote dignity, independence, and quality of life.
- To ensure practice is supported by research, evidence-based practice, literature, and peer review.
- To supervise the competence of pharmacy staff in clinical service provision in line with the Clinical Pharmacy Standards.
- To deal effectively with situations where medication errors have occurred, including liaising directly with the service users and staff concerned.
- To manage and advise on complex medicines related queries, issues and risks ensuring clinical and professional accountability, ethical and legal considerations and operational boundaries are considered as part of the decision-making process.
- To be able to critically appraise the literature and give accurate interpretation to improve use of medicines.
- To demonstrate an advanced level of clinical reasoning and judgement when making difficult or complex decisions impacting on patient care.
- To provide and receive highly complex, sensitive, or contentious information where agreement or co-operation is required.
- To work closely with Trust and pharmacy clinical leads to develop and deliver on key performance indicators.
- To be a qualified NMP or working towards it and to adhere to the trust Non-Medical Prescribing policy if practicing as a non-medical prescriber.
- Actively participate and support clinical pharmacy leads in the delivery of trust-wide prescribing-related clinical audit ensuring engagement at Trust level.
- Be proactive in risk management ensuring that all clinical incidents are reported, appropriate action taken and learning shared.
- To support junior staff in analysing highly complex service users and situation and developing solutions.
- To be responsible for developing and reviewing policies, procedures, and standards in collaboration with other healthcare professionals, for the safe, effective, and economic use of medicines.
- To support on effective operation, monitoring and feedback of the Trust Medicines Policy, Strategy for Pharmacy and Medicines Optimisation, Trust Medicines Formulary, NICE Guidance and other policies and guidelines approved by the Drugs & Therapeutics Committee, including those agreed across the wider health economy by the Area Prescribing Committee (APC).
- To support the pharmacy service for clinical trials. To ensure that all pharmacy activities comply with medicines legislation and are in line with departmental and patient needs, to ensure the delivery of a high quality, patient centred and effective clinical pharmacy service.

Leadership and Staff Management Responsibility

- To provide leadership and guidance to all pharmacy staff.
- To act as a role model for staff, motivating and inspiring others to achieve the aims of the service.
- To support/develop, implement and maintain the education and training plan for pharmacy workforce that includes mental health and community services.
- To provide experiential learning for undergraduate students and work experience students and promote pharmacy as a career.
- To support Band 6 and 7 pharmacists in management/leadership roles via identifying or developing relevant training programmes.
- To support rotations for rotational pharmacists, trainee pharmacists and undergraduate students.
- To manage trainee pharmacists and undergraduate students to make the best use of their abilities and experience.
- To act as a supervisor for diploma pharmacists.
- To act as a designated supervisor for trainee pharmacists.
- To be responsible for the teaching/delivery of education and training in Medicines Optimisation for all healthcare professionals and staff working in HPFT.
- To directly line manage Band 6/7 Clinical Pharmacists and other pharmacy staff and ensure they receive an annual performance appraisal review and a personal development plan, and work with them to implement effective and sustained change. This includes managing leave requests, sickness, and regular supervision.
- To ensure mandatory and essential training, continuing professional development and personal development plans are up to date for any directly managed staff.
- To support directly reporting staff in the management and development of their own staff.
- To be responsible for recruitment of direct and indirect reports and explore recruitment /workforce development opportunities to support and expand effective clinical service delivery.
- Motivate and inspire staff within the team and wider to develop a learning culture.
- To participate in the recruitment, selection, and retention of specialist pharmacists within pharmacy, to maintain and further develop a high-quality pharmacy workforce.
- To be responsible for planning and organising own workload for their clinical areas in accordance with the requirements of the job.
- To be competent in the use of Electronic Prescribing and Administration System (EPMA) and other relevant hospital IT systems.
- To ensure all staff have access to and are competent in the use of e-learning facilities.
- Managers have a duty to promote and support staff's personal health and wellbeing at all times, this includes both physical and mental health and wellbeing.
- Managers have a responsibility to support staff by directing employees to services that are available to everyone to help in managing health and wellbeing.
- They should be open and approachable as well as proactive in discussing and agreeing a process to monitor an employee's mental and physical health.

Financial Responsibility

- To participate in recruitment and retention of pharmacy staff.
- To approve direct reports travel expenses.
- To contribute to business plans for the expansion of pharmacy services.
- To participate in other pharmacy related cost improvement programmes.
- To identify and develop plans to support the Quality, Innovation, Productivity and Prevention (QIPP) agenda.
- The post holder will ensure that medicines are prescribed in cost effective and evidence-based manner and according to the Trust Formulary and investigate any anomalies identified in your service line.

Service Development and Improvement

- Work alongside service users, carers/relatives, and other key stakeholders to continually improve quality and safety of care and maintain high standards, using quality improvement methodology.
- To have a clear vision for developing new ways of working and improving service delivery in line with Trust strategic outcomes.
- To support on effective operation, monitoring and feedback of the Trust Medicines Policy, Strategy for Pharmacy and Medicines Optimisation, Trust Medicines Formulary, NICE Guidance and other policies and guidelines approved by the Drugs & Therapeutics Committee, including those agreed across the wider health economy by the Area Prescribing Committee (APC).
- To provide input on Trust Medicine's policies and decisions and attend the Trust Drugs and Therapeutics Committee as required.
- To have input into the writing of Trust wide clinical guidelines and standards.
- To manage local implementation of HPFT Medicines Policies within own service line.
- To identify, implement and undertake project work within the service line to improve and maintain standards of medicines use.
- To proactively develop the clinical pharmacy service in line with local and national objectives.
- Be responsible for ensuring medicines are handled safe and securely.
- To participate in the HPFT pharmacy audit programme. This includes assisting with identification of audit topics and supporting collection and analysis of data and completing the audit cycle.
- To identify and undertake medicines audit in accordance with clinical governance requirements and re-audit where appropriate.
- Promote and facilitate pharmacy practice related research within mental health pharmacy services.
- To integrate research into practice and to implement changes required as a result of the audit cycle.
- To Participate in POMH-UK audits and feedback results to all relevant clinical teams.
- To be a designated or educational supervisor for trainee pharmacists and post registration pharmacists as appropriate and when required.

Communications

- To provide and receive highly complex, highly sensitive or highly contentious information, where developed persuasive, motivational, negotiating, training, empathetic or re-assurance skills are required. This may be because agreement or co-operation is required or because there are barriers to understanding. This may also involve presenting complex, sensitive, or contentious information to a large group of staff, service users or carers.
- To communicate complex information about medicines regarding individual service users within own organisation and across other organisations. This may be multi-professional and there may be barriers to overcome in effective communication. Where there is a clinical need for the information to be shared there must be due regard to information governance.
- To identify and respond effectively to the specialist medicines information needs of service users, carers, prescribers, nurses and other members of the healthcare team.
- To be responsible for the teaching/delivery of education and training in Medicines Optimisation for all healthcare professionals, (prescribers, nurses and pharmacists) working in HPFT.
- To communicate with, and form working relationships with pharmacists and technicians working within Mental Health and Learning Disabilities Units under a Service Level Agreement with the Acute Trust.
- To provide medicines information advice when appropriate to the designated areas, or to refer to the Medicines Information Pharmacist employed under the Service Level Agreement with the Acute Trust.
- To be able to present information in a suitable format (e.g. written or verbal) and style to suit the target audience. To overcome barriers to effective communication such as mental impairment, learning disability, non-consent/non-adherence, service users detained under the Mental Health Act who may be aggressive or violent.
- Methods of communication will require excellent written and verbal skills.
- To assist senior pharmacy colleagues in communicating relevant Trust decisions and medicines related policies to local clinicians.

Computer / Administration

- To be computer literate and encourage implementation of the Trust's IM&T Strategy.
- To ensure accurate recording of actions, and updating of service records, always maintaining confidentiality.

Physical Working Conditions and Environment

- The post will be based with the Pharmacy team at Kingfisher Court but will be expected to travel within Hertfordshire or to our Learning Disability sites at Little Plumstead in Norfolk or Lexden in North Essex and other services that HPFT may be commissioned.
- The post holder will be required to travel across Trust sites. This may require walking some distance and carrying heavy equipment including a projector, laptop and teaching materials.
- During their duties the post-holder may be:
 - frequently exposed to distressed service users due to the nature of their illness, i.e. suicide, deliberate self-harm, overdose, abuse and the undesirable adverse

- effects of specific complex drug treatments e.g. sexual side effects, weight gain and lack of insight for the need for treatment.
- occasionally exposed to unpleasant smells and body fluids on the wards
- occasionally exposed to verbal aggression from service users on wards and in the community, and potential risk of physical aggression from service users.
- The post holder must be adaptable and able to cope with changing requirements of service users and healthcare professionals who may need advice/information at short notice, resulting in disruption to planned work.
- Dispensary duties will require the post holder to ensure accurate and timely dispensing of medicines using the Ascribe Pharmacy software.
- The post holder will have to operate in a variety of different settings e.g. dispensary, ward, clinic, crisis teams and home visits.
- The job will require frequent use of VDU equipment every day and intense concentration in a sometimes-noisy open plan office environment. The post holder may encounter challenging/hostile service users when visiting the mental health units.
- The post holder will be responsible for destruction of controlled drugs in designated containers on the wards and units within Hertfordshire Partnership University NHS Foundation Trust.

Information Resources

- The post holder will be responsible for maintaining records of medicines optimisation activities for example site audit inspection reports, medication error incidents, clinical pharmacist interventions, medicines information enquiries, education and training programmes.
- The post holder will have a good knowledge of sources of information on medicines to answer enquiries and provide advice on clinical cases.

General Duties

- The post holder will attend meetings and participate in audit according to the needs of the service.
- The post holder will be required to undertake any other duties which may from time to time be allocated by their line manager and which may be reasonably expected to be performed by the post holder.
- The post holder may be expected to deputise for senior management at both internal and/or external meetings in their absence or request.
- To be a member of the HPFT Senior Pharmacists Group and attend relevant meetings within and external to the department as necessary.
- To participate in the supervision and appraisals of staff.
- To provide dispensary cover as required.
- To take part in weekend, bank holiday and on-call rotas, as required.
- To participate with the annual stock take.
- To carry out other duties with the agreement of the post holder and the line manager.
- Where the post holder holds a professional qualification, they will be required to:
 - Maintain their own professional status and registration where appropriate.
 - Work within the professional regulations set by the relevant Professional Body
- The post holder must have a valid driving license and be a car owner and user.

Additional Information:

Health and Safety

The post holder has a duty of care to themselves and to others with whom they come into contact in the course of their work as laid down in the Health and Safety at Work Act 1974 and any subsequent amendment or legislation.

Infection Control

All Trust staff will:

Act as a role model and champion for the highest standard of all aspects of infection prevention and control and implementation of all Infection Prevention and Control Trust policies and guidelines.

Demonstrate respect for the roles and endeavours of others, in implementing good standards of hand hygiene.

Value and recognise the ideas and contributions of colleagues in their endeavours to reduce the incidence of healthcare associated infection.

Equality and Diversity

Hertfordshire Partnership University NHS Foundation Trust is committed to providing an environment where all staff, service users and carers enjoy equality of access, provision, opportunity and outcomes.

The Trust works to eliminate all forms of discrimination and recognise that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

Providing equality of opportunity means understanding and appreciating the diversity of our staff, service users & carers and ensuring a supportive environment free from harassment. As a result Hertfordshire Partnership University NHS Foundation Trust actively encourages its staff to challenge discrimination and promote equality of opportunity for all.

Confidentiality

Employees must maintain confidentiality of staff, patients and Trust business and have a responsibility to comply with the General Data Protection Regulations (GDPR) 2018 and be aware of the Caldicott principles. 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 General Data Protection Regulations (GDPR) 2018. For those posts where there is management or supervision of other staff it is the responsibility of that employee to ensure that their staff receive appropriate training.

Standards of Business Conduct and Conflicts of Interest

The Trust has adopted a Standards of Conduct Policy, which reflects NHS Management Executive Guidelines. It is the responsibility of all staff to ensure that they act as a role model, by upholding the principle of a leading mental Trust. Staff should be informing their line manager if they are working for any other organisation to ensure that this Trust complies with the Working Time Regulations.

Information and Records Management

The post holder must be competent in using IT and have the relevant skills to carry out the activities required for the post.

To comply with the Data Protection Act 1998, Freedom of Information Act 2000 and Department of Health Code of Confidentiality in line with Trust procedures.

To adhere to the Trust's policies on records management including creation, use, storing and retention and disposal of records.

Adhere to the Trust's Corporate Identity (using the standard templates – available on the Trust intranet 'HIVE').

Safeguarding Adults and Children

The Trust is committed to ensuring adults and children are protected and come to no harm from abuse. All employees have a responsibility to be aware of national and local policies, their individual responsibilities with regards to the protection and safeguarding of both adults and children, and must adhere to them at all times.

Organisational Change

As services develop and change, the post holder may be required to undertake other responsibilities within the Trust.

Flexible Working

The Trust believes that its staff members are its most valuable asset and is committed to attracting and retaining the very best, and utilising all the talent and experience available. The Trust recognises the importance of helping its employees balance their work and home life by offering flexible working arrangements that enable them to balance their working life with other priorities, including parental and other caring responsibilities, life-long learning, charity work, leisure activities and other interests.

Health and Safety

Health and Safety at Work In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, staff have a duty to take responsible care to avoid injury to themselves and others by their work activities, to maintain a safe working environment for patients, visitors and employees and to co-operate in meeting statutory requirements

Review:

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post holder.

