

JOB DESCRIPTION

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|-----------------------|---|--------------------------|------|
| Job Title: | Advanced Pharmacist (Electronic Prescribing) | Job Reference No. | |
| Department: | Trust Pharmacy Directorate | Band: | 8a |
| Location/Base: | Agile Worker, based Sceptre | Hours: | 37.5 |

JOB SUMMARY

The post holder's main responsibility will be to lead a multidisciplinary team of clinicians tasked with implementing the Lancashire Care Trust's (LCFT) electronic prescribing and medicines administration (ePMA) solution. As the lead of this team the post holder will be expected to provide clinical services to patients on the wards during ePMA implementation to provide additional cover during the transformation.

The post holder will deliver specialist training to Registered Nurses, Consultants and Junior Doctor colleagues, Non-Medical Prescribers and Pharmacy Staff across the trust, demonstrating the system to a range of forums and acting as an 'ambassador' for the project throughout LCFT services.

The post holder will plan and direct activities working closely with the project manager to ensure that the roll out is effectively implemented in a safe manner. The post holder will exercise professional accountability and responsibility using professional skills, knowledge and expertise in changing inpatient environments, across professional boundaries and in unfamiliar situations.

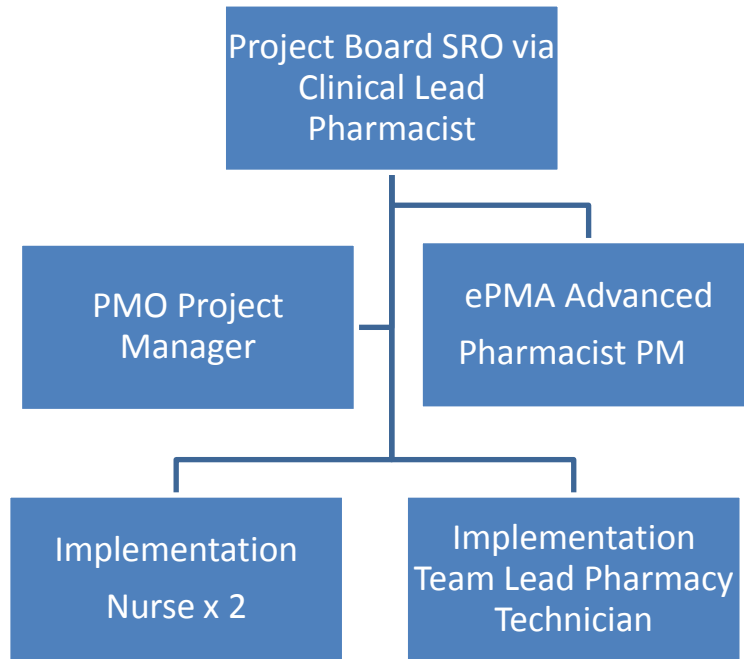
The post holder will take a lead in developing new ways of working utilising the Trust's electronic prescribing and medicines management solution. This will include identification of benefits and designing ways in which benefits measurements can be undertaken in close liaison with medical and nursing staff.

The post holder will have responsibility for providing project update reports on progress, risks, successes and any issues arising from the programme. This will involve communicating sensitive information and using a high level of judgement and analysis of presenting facts and situations.

Responsible to: Amanda Parkinson, Clinical Lead Pharmacist ePMA /Lead Pharmacist
 North Lancashire

Accountable to: Catherine Fewster, Chief Pharmacist

Department Chart



Key Relationships

Bullet point list of key contacts

- Chief Pharmacist, Lead Pharmacist, Project Manager, Project Implementation Team and Project Board.
- Ascribe Limited, Third party software suppliers
- Ward Multi Disciplinary Teams across LCFT
- Network Management Teams
- Medical Management Teams and Lead Consultants
- Practice Development Nurses
- IM&T Department staff including Helpdesk, Disaster Recovery Team
- IT Training Department

The following bullet points should be used as sub-headings

- **Communication and Relationship Skills**

- To lead and direct the implementation team in the roll out of specialist clinical software.
- To contribute to the provision of an environment for effective implementation of new working practices, complying with all health and safety requirements and CQC standards.
- To co-ordinate, strategically plan and deliver specialist training and teaching sessions to the ward based team, checking understanding and adapting training methods where necessary.
- To establish and maintain relationships with the external software suppliers and internal IM&T department in order to communicate issues and risks as they are foreseen and/or arise.
- To liaise with IT Services/Estates to ensure the procurement and installation of project related new IT equipment.
- The post holder will support staff who are distressed or who challenge the changes to service as a result of ePMA.
- To convey information from experiences and complex clinical situations to the multi-disciplinary implementation team, contributing in all its' meetings and maintaining open communication.
- To remain a lead for the pharmacy department in the development of electronic medicines management systems; providing specialist advice and maintaining a current understanding of market and product developments.

- **Analytical and Judgmental Skills**

- To participate in complex process mapping days and use professional experience and knowledge of medicines management standards to design clinical practice in all aspects of medicines management to inform configuration of the software and ways of working.
- To conduct structured interviews and process observation with prescribers to contribute to the benefits measurement process and to design best practice.
- To analyse, monitor and review the team's training approach ensuring that any lessons learned are incorporated into future training plans.
- To remain vigilant at all times when using the ePMA system to identify faults, errors or risks to safety generated by the use of the system and to report these.
- To contribute to the critical decision making process with other senior clinicians in respect of the electronic system configuration.

- **Planning and Organisational Skills**

- To monitor the quality and planning of training sessions to the ward staff within specified timeframes and to deadlines.
- To ensure a system for incident/issue recording is established during the implementation phase to enable the project to confidently report on change impact.
- To monitor the quality of training materials and ensure that the training environment is suitable and adequately equipped with training aids.

- To design and evaluate changes in clinical and administrative working practices as a result of moving to electronic medicines management processes.
- To work with the ward management staff to identify champions' who will be coached to provide local support.
- To project manage all upgrades of the electronic prescribing and medicines administration systems to ensure all software functions have been fully tested before going live and to advise the Chief Pharmacist on the potential impacts of upgrades on the medicines management processes.
- To proactively manage the ePMA system to provide ongoing design and development of processes and reports to establish the effectiveness of the implementation and ongoing use of the system.

- **Patient/Client Care**
- To provide pharmacy services to the wards during their implementation phase to ensure that pharmacy staff can be released for training.
- To enhance patient care by determining how the electronic system functionality can improve services and care given; particularly around information on medications and the clinical checking of prescribed medication.
- To ensure that patient safety and service delivery are maintained in the event of failure of the electronic prescribing system and facilitate system recovery.

- **Responsibilities for Policy and Service Development**
- To review existing policies, protocols and procedures to identify those that require review specifically as a result of the introduction of ePMA.
- To provide specialist clinical input to the development of LCFT medicine management policies, protocols and standard operational procedures to ensure all practice is compliant with the NMC code of professional conduct and standards for medicines management.

- **Responsibilities for Finance**
- To use and manage training resources in a cost effective way.
- To maximise the functionality of the ePMA and eMM system to be able to provide reports in respect of drug spends and to contribute this information into the benefits management process.

- **Responsibilities for HR**
- Responsible for own interactions with staff who are going through a major change process within the sphere of responsibilities, ie training and adjustment.
- To provide motivation to staff as well as re-assurance and positive influencing skills to ensure agreement and co-operation in change.
- To provide supervision to the implementation team and to contribute to the clinical supervision framework in respect of ePMA for pharmacy staff.

- **Responsibility for Information Resources**
- To manage the maintenance of contemporaneous training records.

- To manage the design and generation of training materials such as training guides, manuals, crib sheets working with the IT Training Lead to ensure version control.
- To update the project sharepoint site as and when required with information on progress, quality and benefits realisation.

- **Research and Development**

- The post holder will use research, academic enquiry and audit skills, to plan, implement and evaluate concepts and strategies leading to improvements in medicines management processes using electronic solutions.

- **Freedom to Act**

- The postholder will be expected use their own judgement, experience and clinical expertise in achieving work to predefined results. They will be guided by principles and organisation policies but in the system development phase they will be expected to establish the way in which these should be interpreted and implemented.

- **Other**

- Keep updated of advances in relevant technologies, new techniques and developments that occur undertaking any additional training and attending national and local conference events.
- To provide cover for other pharmacists and at all times to practice in accordance with the Code of Ethics of the Pharmaceutical Society of Great Britain.

- **The above indicates the main duties of the post which may be reviewed in the light of experience and development within the service. Any review will be undertaken in conjunction with the postholder.**

Special Conditions:

This section is applicable to all employees of the Trust and needs to include the following points as standard.

As a member of staff you have:

- Legal duties and responsibilities under Health & Safety legislation, plus a general duty to work safely and not to put others at risk i.e. colleagues, patients, visitors, as a result of any activity or omission at work.
- A duty to report any practice that you consider compromises standards of risk and health & safety. The Whistle-blowing Policy gives effect to the Public Interest Disclosure Act under which an individual who raises such concerns for unfair treatment is protected.

All Lancashire Care NHS Foundation Trust staff employed within all Environments that have contact with service users, their families or systems to support them have a responsibility to safeguard and promote the welfare of children, adults and vulnerable families.

Staff must

- All Lancashire Care NHS Foundation Trust staff employed within Clinical Environments and have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to Local Safeguarding Children's Board, Local Safeguarding Adult Board and LCFT Procedures for Safeguarding and Protecting Children.
- "The Trust places great emphasis on the need for the strictest confidentiality in respect of personal data - both that of service users and staff. All information about people will be treated in the strictest confidence at all times. Breaches of confidentiality will be investigated and may lead to Disciplinary action being taken.
- The Trust view its responsibility under the Data Protection Act and the Caldicott Principles as central to all activities that are carried out in its name. Staff are therefore expected to acquaint themselves with the principles of Information Governance, and to complete the mandated training modules that have been agreed."

Date: Date the job description was drawn up and agreed needs to feature here

Associate Director: _____

Manager's Signature: _____

Postholder's Signature: _____

PERSON SPECIFICATION

Job Title: ePMA Specialist Pharmacy Lead
Band: 8a

| Attributes | Essential | Desirable | Method of Assessment |
|------------------------------|--|--|---------------------------|
| Education/ Qualifications | <ul style="list-style-type: none"> • Vocational Masters Degree in Pharmacy • Postgraduate Diploma in Clinical Pharmacy/Pharmacy practice or equivalent or relevant experience. • Registration with the General Pharmaceutical Council • Evidence of continuing professional development | <ul style="list-style-type: none"> • Leadership or management qualification • NVQ assessors certificate • Preparing to Teach in the Lifelong Learning Sector Qualification • IT or project management qualification • Evidence of post registration education • Previous supervisory experience • NMP qualification | Interview and application |
| Knowledge | <ul style="list-style-type: none"> • Knowledge of the benefits of computer programs in NHS healthcare delivery. • Understanding change management challenges and how change can impact on staff and performance • In depth knowledge of medicines administration processes and medicines management issues | <ul style="list-style-type: none"> • Knowledge of the principles of project management. • Knowledge of ePMA systems. | Interview and application |
| Experience | <ul style="list-style-type: none"> • Significant experience of working in hospital pharmacy in a clinical role • Experience of delivering on the job training/coaching using computer systems. • Experience of team building and practice development. • Recent experience of practical application of medicines | <ul style="list-style-type: none"> • Previous experience of working in mental health services. • Previous experience of working with clinical IT systems • Experience of working to deliver discrete pieces of work to deadlines. | |

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| | <p>administration policy and procedure in complex regimes.</p> <ul style="list-style-type: none"> • Experience of prioritising work and setting deadlines. • Experience of troubleshooting and problem solving. • Report writing experience | | |
| Skills and Abilities | <ul style="list-style-type: none"> • Excellent communication skills including presentation of facts and negotiating skills • Ability to work as part of a team, sharing skills and abilities. • Ability to understand different learning styles and attitudes to change in the workplace • Computer literate with clinical systems. • Advanced level of clinical reasoning and strict attention to detail. • Remain calm under pressure • Ability to realise when to escalate issues within the appropriate management structure. | <ul style="list-style-type: none"> • Computer literate with ePMA solutions. | |
| Work Related Circumstances | <ul style="list-style-type: none"> • Car owner/driver with essential requirement to travel across Lancashire to inpatient units and to transport training equipment. • Flexibility and willingness to work outside of office hours to deliver ad hoc training sessions. • Projection of a positive and professional image. • Demonstration of enthusiasm for service change and improvements | | |

Date: 11 June 2014

EFFORT FACTORS

PHYSICAL EFFORT

| What physical effort is required for the job? | How often? | For how long? | What weight is involved? | Any mechanical aids? |
|--|--|-------------------|----------------------------|----------------------|
| <ul style="list-style-type: none"> The post holder will be expected to drive to different sites across Lancashire Care's geographical footprint. The post holder will be required to handle and carry laptops and mobile devices in administering medications with the new software. | Daily | Up to 40 mins | n/a | n/a |
| | Daily | Minutes in set up | Less than 3Kg | Use of trolley |
| Is the job holder expected to sit / stand in a restricted position? | How often? | For how long? | What activity is involved? | |
| No | Every shift Weekly Monthly Less Often | | | |

MENTAL EFFORT

| Are there any duties requiring particular concentration? – Please detail. | How often? | For how long? |
|--|------------|---------------|
| <ul style="list-style-type: none"> The post holder will be expected to deliver training on a busy ward environment requiring above average levels of concentration and during interruptions. The post holder will be expected to become a part of the clinical ward team during the implementation period, helping to ensure that medicines administration runs smoothly | Daily | Up to 7 hours |
| | Daily | Shift |
| Are there any duties of an unpredictable nature? – Please detail. | How often? | For how long? |
| | Not know | 1-2 hours |

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| <ul style="list-style-type: none"> The post holder may be required to work evenings and weekends if required to ensure training coverage | | |
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EMOTIONAL EFFORT

| Does the job involve dealing with any distressing or emotional circumstances? – Please detail. | Direct / Indirect exposure | How often? |
|---|----------------------------|------------|
| <ul style="list-style-type: none"> Working in a mental health inpatient environment. | Direct | Daily |
| <ul style="list-style-type: none"> Training staff in the use of a computerised clinical system who may be resistant to change and who may express negativity. | Direct | Daily |
| <ul style="list-style-type: none"> Working with a team to develop a newly configured computerised clinical system requiring patience and understanding of the team members' roles. | Direct | Daily |

WORKING CONDITIONS

| Does the job involve exposure to unpleasant working conditions? – Please detail. | How often? |
|--|------------|
| Nothing anticipated, over and above exposure to situations in a inpatient mental health ward environment | Daily |