

JOB DESCRIPTION

Job Title: Pharmacy Advisor

Reporting To: Regional Pharmacy Advisor – East, North or West

Department(s)/Location: Medical Directorate / All Contact Centres

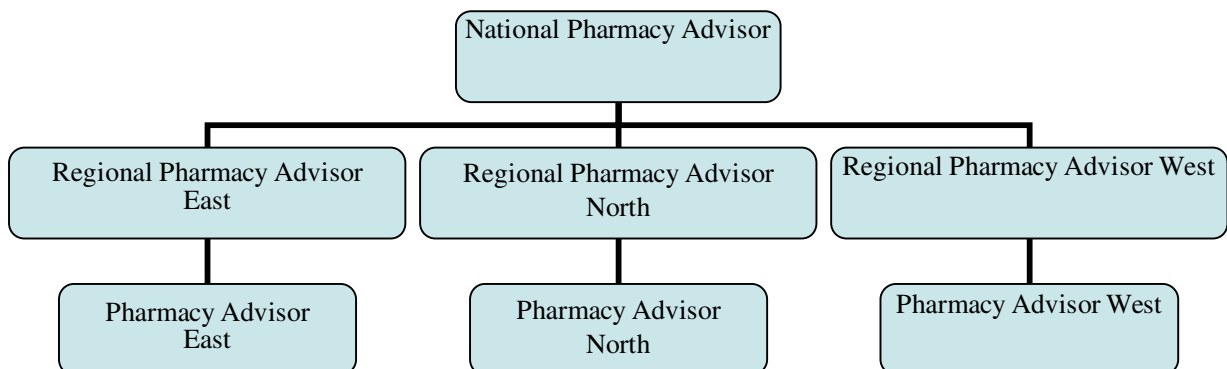
NHS Job ID: Sco5/HSS/M/M/PA1

1. JOB PURPOSE

The post holder will form part of NHS 24's front line staff and will work as part of a multi-disciplinary team of professional and administrative colleagues, speaking directly to patients and handling, on behalf of the service, identified pharmacy related calls.

The post holder will also give advice and training to nurse advisor, call handler and health information advisor colleagues who require specialist pharmacy input during their consultations and interactions with patients. They will maintain high quality standards and work to ensure the most appropriate patient journey.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The Pharmacy Advisor role involves directly consulting and advising the patients of Scotland and their NHS 24 frontline colleagues on a wide range of access to medicines, self care advice and medicines related enquiries. This could be on any clinical topic and involve the use of available electronic and manual reference sources.

The role will also involve training frontline staff in the pharmacy related elements of identified clinical areas for colleague continuing professional development purposes.

5. MAIN DUTIES/RESPONSIBILITIES

- To provide robust pharmaceutical advice and support to patients or their carer / relative through participation in direct patient / carer contact over the phone or through advice to nurse advisors & call handlers when required whilst walking the floor in the live clinical environment.
- To provide a robust and accurate pharmaceutical advisory service, for the respective contact centre's frontline staff and senior management.
- To deliver the pharmaceutical elements, for the Contact Centre, of clinical governance & quality through participation, when requested, in front line staff performance management review procedures such as call review and partner feedback to ensure safe, efficient and effective calls are being delivered.
- To deliver through personal involvement and where identified by the Regional Pharmacy Advisor through external pharmacy tutor deployment, the pharmaceutical aspects of training and Continuing Professional Development for front line staff (Nurse Advisors, Health Information Advisors, Call handlers, Team Leaders) in the respective Contact Centre to ensure these staff members are competent to deliver the service.
- To deliver the pharmaceutical elements of the NHS 24 induction programme to a high standard, ensuring a robust understanding of the pharmacy service.
- To engage with front line staff, creating opportunities for coaching in the live environment and establishing clear mechanisms to ensure staff feedback is effectively utilised for continuous improvement within NHS 24.
- To provide feedback from front line staff and operations to the Regional Pharmacy Advisor to inform the strategy for pharmacy related research, audit, training, CPD and interface development.
- When operating in the live clinical environment ensure the pharmacy reference materials are utilised to ensure front line staff are accessing up to date information to deliver the service.
- To work in a collaborative manner in the service remaining within the Royal Pharmaceutical Society of Great Britain's Code of Ethics to ensure the pharmacy profession is well represented within NHS 24.
- To support & develop a cohesive, effective and progressive pharmacy interface, which reflects national and local priorities, with NHS 24 to ensure that community pharmacy is seen as a clinical care provider and an appropriate referral route.

6. SYSTEMS AND EQUIPMENT

The post holder is required to operate a personal computer and telephone for the majority of their working day. This includes extended periods of VDU usage. They are also required to follow NHS 24's Clinical & Operational Processes and operate the current clinical software application as defined by the organisation. On a regular basis they will operate a digital projector whilst delivering training to NHS 24 front line colleagues.

7. DECISIONS AND JUDGEMENTS

The Pharmacy Advisor post requires a high level of concentration to be exhibited whilst undertaking direct patient or carer contact and whilst advising NHS 24 colleagues to ensure the most appropriate outcome is reached for the patient. The post holder may be asked to make decisions on limited information available to them at that time. They then have to divorce themselves from that decision to allow an unbiased assessment to be made on the most suitable treatment for the following patient they deal with.

The post holder will be called upon to analyse and interpret information from a series of varying reference sources when considering complex medication enquiries and draw safe conclusions to respond to patient symptoms and ensure no drug interactions occur.

Objectives for the Pharmacy Advisor will be agreed with the Regional Pharmacy Advisor, in line with organisational priorities and the Senior Management Team within the respective Contact Centre.

The post holder will be expected to operate with minimal supervision in meeting these objectives and to prioritise their own workload on a daily basis.

A system of regular informal monthly and formal six monthly appraisals will be conducted by the Regional Pharmacy Advisor and a personal development plan produced in conjunction. The post holder will also receive support and coaching from operational line management within the contact centres on an ongoing basis.

These timeframes can be amended to meet the needs of the individual / service.

8. COMMUNICATIONS AND RELATIONSHIPS

Internal

Colleagues at all levels and from all disciplines working within NHS24, and particularly at regional level with Associate Medical Director, Associate Director of Operations & Nursing, Regional Pharmacy Advisors, Clinical Services Managers, Quality Leads, Practice Educators, Team Leaders, front line staff and Service Support.

External

Patients, carers and other Healthcare professionals.

This communication must be delivered in an empathetic and caring manner.

All communication, both internally and externally, must be delivered to ensure potentially complex medicines advice is easily understood and free from clinical jargon.

9. PHYSICAL DEMANDS OF THE JOB

The post holder will be sitting for the majority of their working day and be required to type information, via a computer keyboard, into the patient record.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

The ability to advise seamlessly on a wide variety of medicines and clinical conditions without prior knowledge of the enquiry topic, resulting in robust, safe and effective handling of calls, supporting partner and patient satisfaction.

Ensuring that the pharmacy interface develops appropriately and that pharmaceutical advice is provided at the correct levels, within this multidisciplinary service. This includes building assertive, robust communications within the Contact Centre, to deliver effective working relationships and establish the Pharmacy Advisors role. This must be achieved whilst maintaining patient contact and ensuring competency of clinical skills to meet the Royal Pharmaceutical Society's of Great Britain's professional requirements.

The post holder may be exposed to abusive calls and may on occasion have to deliver unwelcome and potentially distressing news to patients and their carers. The Pharmacy Advisor is involved in consultation review and has to feedback to nurse advisors regarding their handling of pharmacy related calls. This may involve delivering or investigating uncomfortable and disputed issues.

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Professional Qualities required for the job

Essential

- Vocational Masters Degree in Pharmacy
- Member of the Royal Pharmaceutical Society of Great Britain
- 3 years experience of pharmaceutical practice.
- Demonstrated thorough knowledge/ experience of community pharmacy
- Experience of working in multidisciplinary environments.
- Experience of delivering training
- Demonstrated knowledge/ experience of medicines information provision
- Up to date knowledge of clinical pharmacy

Desirable

- Postgraduate qualification in clinical pharmacy
- Wide ranging experience in several branches of pharmacy.

Personal Qualities required for the job

- Ability to plan and manage own workload to ensure delivery of agreed target performance levels.
- Proactive, self-motivated individual able to act autonomously.
- Effective interpersonal and influencing skills.
- Excellent oral and written communication skills.
- Team building and team working skills.
- Ability to work as part of a multidisciplinary team.
- Presence and credibility within the pharmacy community.

12. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date: