



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

ABERTAWE BRO MORGANNWG UNIVERSITY LOCAL HEALTH BOARD

JOB DESCRIPTION

1. JOB DETAILS

Job Title: ABMU Head of Pharmacy & Medicines Management

Pay Band:

Contract type: Permanent

Hours of work: 37.5 hours

Accountable to: Director of Primary Care, Community & Mental Health

Reports to: Medical Director (Professionally For medicines management)

Professionally accountable to: Chief pharmaceutical officer Welsh Assembly Government

Responsible for: Pharmacy and medicine management in ABMU

Location/Site/Base: tbc

2. JOB PURPOSE

Reporting to the Director of Primary care, Community and Mental Health, the post holder will have corporate and professional responsibility for all pharmacy, medicines management and prescribing matters within the Health Board. They will:

- Provide strong and effective leadership for the planning, co-ordination, management, development and delivery of integrated medicines management and pharmaceutical services across the Health Board ensuring high quality medicines management in and across all settings, within allocated resources through the delivery of an integrated governance approach to medicines management.

- Ensure that the Health Board pharmaceutical service satisfies the requirements of relevant legislation and recognised professional standards together with Corporate Clinical Governance arrangements
- Provide expert pharmaceutical advice to ABMU Board and other statutory bodies, in accordance with legislation and best practice and support the Medical Director and Director of Primary Care, Community and Mental Health Services in developing medicines management and therapeutics across ABM.
- Develop and maintain key relationships with colleagues within the Health Board and its partners and contribute to All Wales networks and working groups.
- Undertake the roles and responsibilities of the Superintendent Pharmacist as required by the Medicines Act 1968 and the Royal Pharmaceutical Society and as described in the RPSGB Code of Ethics.
- Required to formulate long term strategic plans related to the clinical and cost - effective use of medicines, within pharmacy, prescribing and across the broader health and social care agenda.
- Develops and implements strategies, policies, procedures and guidance to assure the safe, effective and efficient procurement, handling, prescribing and use of medicines across the ABMU Health Board. This will include the interpretation & delivery of National strategy and policy for local implementation.
- Accountable for the management of the defined pharmacy operational unit/s and medicines management teams.

Accountable for the Health Board's prescribing and pharmacy budgets for designated operational units and medicine management teams.

3. DUTIES AND RESPONSIBILITIES

STRATEGY, LEADERSHIP AND PLANNING

Provide the Health Board with high-level strategic advice on all matters relating to medicines use, including prescribing and provision of pharmaceutical services

Lead on the development of a long term integrated pharmacy and medicines management strategy within the wider local and national strategic context to ensure that the pharmaceutical needs of the population are identified and addressed and to maintain a high standard of professional practice.

Lead an integrated medicines management service ensuring service improvements, financial and performance targets are delivered and maintained.

Lead on implementation of the Controlled Drugs regulations requirements, working closely with the ABMU Accountable Officer.

Develop and implement policies, procedures and guidance for Pharmacy Services to assure the safe, effective and efficient procurement, handling, prescription and use of medicines, across the Health Board

Take a lead role in partnership working across health and social care, negotiating with managers, clinicians, contractors, local authority, patients etc to influence necessary change.

Lead on and ensure that the medicines management and pharmaceutical services aspects of the Annual Operating Framework and Healthcare Standards are met or improved.

Provide expert advice and reports to the Health Board, and other decision makers on various aspects of pharmaceutical services and medicines management, including clinical and financial risk management.

Lead on improving medicines management at the interface between primary and secondary care through ensuring there are clear interface objectives which are monitored, reported and evaluated through a Board-wide Medicines Management Group.

Advise the Health Board on potential developments and innovations in health care involving medicines management.

Interpret a range of broad clinical/professional policies relating to medicines management and to advise the Health Board on how these should be interpreted and implemented.

Provide advice on GP and Community Pharmacy contract implementation with respect to medicines management.

Represent the Health Board, as appropriate, within the relevant professional advisory structures and specialist interest groups.

Plan, prepare and lead the pharmacy and medicines management response to the declaration of a Major Incident.

Provide professional advice and leadership on matters relating to Justice Dept Prison Pharmaceutical Services within the ABMU boundary.

COMMUNICATION & RELATIONSHIPS

Ensure effective communication systems are in place across Pharmacy Services.

Ensure effective communication systems are in place between the Pharmacy Services and all other departments within the Health Board that reflect the highly complex and multiple involvements of Pharmacy Services with primary and secondary care specialties and non clinical departments.

Build and maintain strong influential relationships with colleagues, staff and internal and external stakeholders including The Welsh Assembly Government, other Health Boards and Trusts, Local Authorities, Community Health Councils, Voluntary Organisations, Universities, Professional Bodies, the Royal Pharmaceutical Society, national Public Health, Community Pharmacy Wales and Local Medical Committees.

Receive, analyse and communicate across the Pharmacy Services and other departments highly complex multi factorial information, often from a national policy source, ensuring each service evaluates their individual service implications and operational requirements.

Exercise the highest level of interpersonal and communication skills in engaging with internal and external stakeholder where this is critical to deliver alternative service models and new ways of working.

Communicate effectively with service users and a wide range of staff employed within the Health Board and in external organisations where strongly opposing views and objections to service change is highly likely to be met.

Provide leadership and direction across situations where highly complex ideas or concepts need to be conveyed and implemented across the organisation in easily understood language.

Provide and receive highly complex, highly sensitive or highly contentious information where there are significant barriers to acceptance overcome using the highest level of interpersonal and communication skills, such as would be required when communicating in a hostile, antagonistic or highly emotive atmosphere.

Work with National Public Health Service in ensuring the Health Board meets its Pharmaceutical Public Health requirements.

Develop and maintain a policy for partnership arrangements with private industry (in particular the pharmaceutical industry) that is compliant with national guidance.

Liaise with the Business Services Centre in contractual matters relating to medicines management.

HUMAN RESOURCES AND MANAGEMENT DUTIES.

Accountable for the management of all ABMU pharmacy staff for designated operational units and medicines management teams in accordance with appropriate NHS Wales Human Resources policies, staff governance frameworks and all health and safety requirements.

Responsible for the professional line management and performance appraisal of the Locality Heads of Medicines Management and ABM interface pharmacists.

Accountable for maintaining the strategic workforce plan for Medicines Management and adapting and developing it in response to changing workforce needs, technological, legislative and other factors.

Accountable for retention and maintenance of a competent and motivated workforce

Provides strategic leadership and agrees the work programmes and development of line managed staff.

Actioning of ABM disciplinary and grievance policies as required.

Investigate and resolve complaints and complex and sensitive personnel management problems, including disciplinary investigations and interviews.

SERVICE DEVELOPMENT

Develop a Medicines Management Modernisation plan that identifies potential for joint working between acute and community pharmacy services to secure better quality, better value for money and innovative ways of delivering effective, patient-focussed medicines management.

Lead on strategy to support modernisation and redesign of pharmacy services with evidence-based practice which reduces drug wastage and improves skill mix, the quality of pharmaceutical care and the health of the local population.

Monitor activity and review services on an ongoing basis against agreed strategy and Health Board improvement programmes.

Generate, co-ordinate and prioritise business plans relating to medicines management and pharmacy services.

To lead the development of the role of Health Board pharmacists in chronic disease management and patient medication review.

Lead on development and review of enhanced local services relating to medicines management and/or pharmacy services, including negotiation with Community Pharmacy Wales and the Local Medical Committee.

Work with external agencies, third sector and primary care in collaborative schemes to deliver service development and improvement and share best practice.

To develop services that allow access to medicines Out-of-Hours in line with local and national guidance.

Explore opportunities to develop the role of non-medical prescribers across the health board.

GOVERNANCE AND PATIENT SAFETY

Accountable for clinical and corporate governance relating to medicines management and pharmaceutical services across ABM.

Lead on systems to assure the management of risk and compliance of pharmaceutical services with Health and Safety legislation and with security policies.

Lead on the promotion of quality prescribing and medicines management in all care settings to ensure patients have access to evidence-based, high quality, cost-effective medicines.

Lead on the effective programme of clinical audit relating to medicines management and pharmaceutical services.

Lead on the contribution of medicines management teams to improving safety and effectiveness via initiatives such as the 1000 patient lives campaign.

Provide lead professional advice on poor performance issues in relation to pharmacy contractor services and directly managed practices including the development and implementation of agreed corrective action plans.

Lead on the management of the Health Boards responses to the Pharmaceutical Hazard Warning System, the Medical Devices Alert system and Urgent Pharmaceutical Drug Information Alerts.

Lead on improvements to Patient Safety through the development of systems and processes to reduce avoidable harm, errors or omissions.

Lead the development and monitoring of integrated care pathways, shared care arrangements, horizon scanning, formularies and other clinical guidelines which promote best practice.

Lead on the ongoing development of incident reporting systems relating to medicines management and pharmaceutical services.

Interpret, plan and apply the Royal Pharmaceutical Society's/General Pharmaceutical Council's Code of Ethics and Professional Standards.

Ensure the development of systems which measure performance management, including prescribing indicators and incentives

Lead on adherence with local/national medicines related guidance and best practice, including NICE, NSFs, MHRA, NPSA, AWMSG etc

Ensure appropriate inspection arrangements are in place in accordance with the Controlled Drug regulations.

Lead on and co-ordinate appropriate systems, to develop and maintain Patient Group Directions and Patient Specific Directions.

Ensure appropriate arrangements are in place with respect to the licensing required by the Medicines Act and the Medicines and Healthcare Products Regulatory Authority.

Ensure appropriate arrangements for safe systems of work for those drugs requiring specific and special arrangements for their safe and secure use.

Accountable for the pharmacy compliance with Health & Safety and C.O.S.H.H. requirements.

To be professionally responsible for own actions and omissions and those of pharmacy staff employed by the Health Board and registered with the Royal Pharmaceutical Society of Great Britain.

CLINICAL AND PATIENT CARE

Lead on prioritisation of the level and provision of pharmaceutical care to meet the needs of different patient groups.

Develop long term plans to improve and protect the health of the population and the quality of health care.

Lead on developments to effectively educate and involve patients in medicines management.

Lead on the development of appropriate medication review services to patients including specialist groups of patients such as in care homes and intermediate care or those with particular needs e.g. cultural, linguistic.

Accountable for high quality ward-based pharmaceutical care through provision of highly skilled and specialist pharmacy staff.

Use highly specialist pharmaceutical expertise, underpinned by theoretical knowledge, to undertake critical appraisal of drug information and health promotion literature and effectively communicate this to decision makers.

Lead on the development of evidence based guidelines, appropriate treatment protocols and care pathways for primary care and develop and implement plans to facilitate changes in prescribing.

Deal with and advise on patient specific queries or complaints relating to medicines management or availability of medicines, with the requirement to deal with occasional distressing or emotional circumstances.

EDUCATION, TRAINING

Formulate, develop and maintain professional leadership within medicines management to ensure an environment of continuous professional development and personal development of staff.

Further the development of a learning organisation culture with effective pharmacy collaboration on and contribution to the education and training of all clinical staff and students in relation to medicines.

Establish a culture of clinical, scientific and practice research and development within pharmacy in association with academic providers to advance pharmacy practice and its contribution to patient care.

Lead on effective dissemination of good medicines management and pharmacy practice across ABM Health Board.

Ensure effective contribution of the pharmacy profession to multidisciplinary education, training and working, including schools of medicine, pharmacy and nursing, managed clinical networks and to regional professional networks in all relevant care environments.

Lead on the development of educational material and awareness programmes for the public on medicines management and prescribing.

Lead on the provision of prescribing advice to primary care contractors and other health professionals.

Establish a culture of open sharing in order to support best practice e.g. sharing of prescribing data.

Ensure mechanisms are in place to ensure that prescribers and those that advise prescribers, have access to appropriate advice on best practice including high quality, cost effective, evidence based medicine.

Be responsible for maintaining own competency and expert practice through continuous professional development (CPD) activities and ensuring these activities are recorded correctly.

To promote and encourage continuous professional and personal development of staff via a partnership culture, to ensure that services are delivered by a competent and motivated workforce in line with staff governance requirements.

RESEARCH AND DEVELOPMENT

Lead, co-ordinate and implement research and development programmes in the fields of medicines management, primary care pharmacy, acute care pharmacy practice and other areas of interest, across the Health Board.

Identify, prioritise and initiate audit and R & D for prescribing, medicines management and pharmacy practice, ensuring robust project management.

Ensure that pharmacy practice is evidence based.

Foster, encourage and enable pharmacy staff to undertake practice research and development, including mentoring and supervision of staff through post graduate qualifications.

FINANCIAL RESOURCES

Provide a strategic lead and aid in the implementation of measures to ensure cost effectiveness of prescribing and reduce wastage through effective medicines management.

To advise and make recommendations to the Health Board on present, projected and developmental budgetary and expenditure issues concerning pharmacy services and medicines management.

Forecast and negotiate the locality drugs and medicines expenditure allocation prioritising and risk managing drug developments within available resource in collaboration with clinicians.

Accountable for pharmacy pay, non-pay and capital budgets for designated operational units and medicine management teams, ensuring they are managed within current resource.

Accountable for acute care non-devolved drug budgets

Accountable for ABM primary care prescribing budget

Contribute to the financial plans of the HB to support the statutory responsibility to achieve financial balance.

Lead the setting of pharmacy budgets, practice based prescribing budgets and monitor expenditure against these budgets, including provision of action plans to improve cost effectiveness where appropriate.

Lead on the development, coordination and delivery of cost improvement plans including prescribing savings targets.

Responsible for the provision of regular financial reports on the ABM position with respect to pharmaceutical services, prescribing allocations and medicines management projects.

Lead on development and evaluation of the prescribing incentive scheme.

Provide advice and recommendations on financial planning and resource allocation with respect to competing demands for medicines expenditure within a finite budget.

Ensure that all income due to the pharmacy and drug budgets is realised.

Provide lead professional advice on the implementation of NICE guidance as appropriate including the identification of financial consequences.

IT RESOURCES

Advise on new technological solutions to enable information sharing between healthcare providers to improve continuity of pharmaceutical care and to improve service efficiency.

Ensure effective data and information management systems for locality medicines management and pharmaceutical services.

Lead on appropriate use of data management systems and prescribing information sources including the development of appropriate policies and procedures.

Analyse and interpret highly complex specialised clinical and prescribing data.

Handle confidential and patient sensitive information in an appropriate manner.

Using computer software create specific reports on medicines management issues

FREEDOM TO ACT

Work independently guided by broad health and social care strategies and organisational policies and specific local and national guidelines, leading or advising on how these should be interpreted and implemented.

Accountable for the strategic development of programmes of work within the Pharmacy Services, balancing the need for strategic leadership and proactive service development against the reactive demand of stakeholders and operational responsibilities.

Assimilate and interpret highly complex documents, compare multi faceted information and analyse situational data from a range of sources, where expert opinion differ, in order to develop options and assess risks and opportunities to the organisation and facilitate consensus building and decision making within and beyond the Pharmacy Service.

Maintain proactive communication links with key All Wales and UK national bodies, organisations and committees including the Welsh Assembly Governments Pharmacy Strategic Delivery Group.

Effort, Working conditions & Environment Factors:

- Required to drive between various locations within the HB geographical area.
- Required to have developed keyboard skills and be able to use IT and Pharmacy equipment with prolonged use of VDU most days.
- Required to concentrate intensely for long periods in a variety of situations, analysing varied and complex data and information, both clinical and managerial eg. board, committee and other meetings, interpreting prescribing data, writing reports, developing and implementing policy documents and working under pressure and to tight deadlines.
- Workload is frequently subject to interruptions and the need to respond to changing, and sometimes conflicting priorities, often at very short notice within the working day. Requests for formal and informal advice are frequent and may be highly complex from a number of different perspectives (eg. clinical, scientific, technical, legal, ethical or pharmacoeconomic).
- Frequent prolonged concentration and making judgements connected with handling patient complaints, dealing with critical incidents and discussing unwelcome/contentious issues with staff and patients (e.g. related to pay and conditions of service, complaints, grievances or disputes/incidents between staff, capability and disciplinary issues) and contractors (e.g. prescribing budgets, required service developments or changes in practice).
- Occasional work within the prison environment when required.
- Exposure to unpleasant working conditions or hazards is rare.



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Person Specification

Job Title: Head of Pharmacy and Medicines Management		Band:
Department: Pharmacy Director / Medical Director		Responsible to: Primary Care, Community & Mental Health
Area	Essential at recruitment	Desirable
1. Education / Qualifications / Training	<p>Masters degree in Pharmacy (or equivalent degree)</p> <p>Member of the Royal Pharmaceutical Society/ General Pharmaceutical Council</p> <p>Evidence of commitment to Continuing Professional Development</p> <p>Postgraduate Clinical or Technical Pharmacy qualification – or demonstrable equivalent</p>	<p>Application Form</p> <p>Interview</p> <p>Production of evidence (certificates etc)</p>

	<p>experience.</p> <p>Postgraduate management qualification relevant to the NHS – or demonstrable equivalent experience.</p>		
<p>2. Experience</p>	<p>Demonstrable at a senior management level within NHS (acute, primary care or community) pharmacy services</p> <p>Expert knowledge of and experience in implementing strategies and plans for the delivery of services and policy directives</p> <p>Evidence of leading and effectively managing complex change</p> <p>A proven track record of dealing with highly complicated situations and the delivery of challenging corporate objectives.</p> <p>Evidence of working within a highly complex and politically sensitive organisation.</p> <p>Evidence of successfully influencing senior management and other professionals.</p> <p>Advanced experience of financial and human resource management</p>	<p>Experience of a teaching/tutoring role</p> <p>Evidence of research</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Experience of working with clinicians to deliver challenging cost reduction programmes whilst maintaining service quality.</p> <p>Appropriate experience enabling the post holder freedom to act with minimal supervision due to the specialism of the role.</p>		
<p>3. Skills</p>	<p>Highly developed interpersonal skills with the ability to build relationships at all levels</p> <p>Possesses excellent communication, presentation and facilitation skills</p> <p>Negotiates and influences effectively with internal and external contacts</p> <p>Financial acumen, able to manage budgets and deliver against stretching organisational targets</p> <p>Extensive staff management and leadership skills</p> <p>The ability to interpret large amounts of complex information and make appropriate strategic and operational decisions</p> <p>Ability to work autonomously and equally effective as part of a multi-disciplinary team.</p> <p>Demonstrable ability to work on multiple complex tasks</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>simultaneously and produce high quality work within tight deadlines and within resource constraints.</p> <p>Demonstrable project management skills including work planning, organisation and prioritisation</p> <p>Ability to think innovatively and develop new ways of working, continuously striving to improve systems and performance</p>		
<p>4. Knowledge</p>	<p>Advanced practical and theoretical knowledge of a range of clinical and technical pharmacy practice areas.</p> <p>Advanced knowledge of strategic and service developments and relevant regulatory frameworks underpinning medicines management within the NHS</p> <p>Advanced knowledge of medicines management issues across a range of settings</p>		<p>Application Form</p> <p>Interview</p> <p>References</p>
<p>5. Personal Attributes</p>	<p>High level of personal integrity</p> <p>Self-motivated, innovative and proactive</p> <p>Good team player with well developed interpersonal skills</p> <p>Flexible and adaptable</p> <p>Able to plan and prioritise workload in order to meet deadlines and</p>		<p>Interview</p> <p>References</p>

	deal effectively with conflicting priorities Committed to developing self and team members Enthusiastic, proactive and innovative Politically astute and high level of intuition Show resilience, stamina and reliability under sustained pressure		
6. Circumstances e.g. Mobility / Availability-special attendance requirements	Ability to travel for meetings as appropriate		Application Form Interview
7. Physical Requirements and attributes (include any specific health requirements)			Application Form Interview Occupational Health Questionnaire
8. Any other special requirements not covered by 1-7 above			Interview References

Essential: Attributes under this heading are essential for adequate job performance upon appointment: - the job cannot be performed unless these factors are present.