LEAD PHARMACIST
PRESCRIBING
Pharmacy and Prescribing Support Unit

Job Reference: 0000051273G
Closing Date: 20 April 2018

www.nhsggc.org.uk
Dear applicant,

Thank you for your interest in this post and for taking the time to read this information pack. We hope this exciting and rewarding role catches your imagination and that you are encouraged to apply.

As the largest Health Board in Scotland, NHS Greater Glasgow and Clyde plays a vital role in the education and training of doctors, nurses and other health professionals, working closely with local universities and colleges. It also provides the full range of community hospital services. The Board has an annual turnover of £3.337 billion per year. It serves a population of 1.14 million people and employs 39,286 staff.

The following is included in this information pack to help you with your application:

- Job description
- Person specification
- A summary of the terms and conditions for the post
- Agenda for Change pay bands and points
- The application process
- Guidance for completing your application form
- Working for NHS Greater Glasgow and Clyde

If you have a disability or long-term health problem, the Board is committed to offering reasonable adjustments throughout the recruitment process and employment. If you require further information or support, please contact Recruitment Services.

We very much look forward to receiving your application.

Recruitment Services
1. JOB IDENTIFICATION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Lead Pharmacist for Prescribing Support Services, NHS GGC</th>
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<tbody>
<tr>
<td>Responsible to:</td>
<td>Head of Pharmacy NHS Greater Glasgow and Clyde</td>
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<tr>
<td>Department(s):</td>
<td>The post holder will be expected to work with staff across the full range of PPSU NHS GGC.</td>
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<td>Directorate:</td>
<td>Corporate Services</td>
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2. JOB PURPOSE

The postholder will be a member of the Executive Group of the Pharmacy and Prescribing Support Unit, along with the Head of PPSU and leaders for Community Care, Acute Care and Governance Structures. The post holder will take the lead on issues relating to service provision and development of prescribing support services across the whole of NHS GGC sites with oversight of operational issues, continuous development and delivery of service aims. The post holder will also be the executive lead for pharmacy mental health Services.

Responsible for the strategic planning of a complex, multidimensional framework supporting prescribing support services across NHS GGC. This will form an integral part of the overall strategic aims of PPSU, linking with national, regional and local priorities for all the above service areas.

Responsible for ensuring the development, implementation and maintenance of non medical prescribers across all sectors of NHS GGC in line with national policy.

Responsible for the development, implementation and maintenance of effective links with HSCPs and GP practices across NHS GGC and with acute care and mental health prescribers (medical and non medical) to ensure the provision of quality and cost effective prescribing.

The postholder will ensure that prescribing advice is robust and available to support the further development of the interface between acute and primary care prescribing services to ensure best prescribing practice at all stages of a patient’s journey

Responsible for the development and maintenance of safe medicine practice systems to monitor, report and action information from medication incidents relevant to prescribing across HSCPs.

Responsible for the continuous development and implementation of a research agenda relating to prescribing services, linking with the NHS R&D agenda and that of PPSU.

Manage and oversee the provision of professional and operational leadership of prescribing team across NHS GGC, ensuring a single system approach to operational issues.

Provide professional leadership, executive management and support to the senior pharmacists within the mental health team and for the pharmacy services provided

The postholder will provide proactive support to all prescribing team leads to ensure that financial management, HR practices, organisational and staff development, service redesign methodology are all applied using a positive proactive management style.

The post holder will provide overall leadership and management for the central multidisciplinary prescribing support team which consists of pharmacists, technicians, data analysts, dietitians, nurses and administration staff with oversight of operational issues, continuous development and delivery of service aims.
The postholder will be expected to maintain an overview of medicines related issues across NHS GGC e.g. expenditure on medicines to NHS GGC Prescribing Management Group (PMG), ensuring robust links to all Directorates, HSCPs, developing and implementing plans for savings, reviewing and advising on cost effectiveness of drugs, adopting a multidisciplinary approach across all service areas.

Responsible for the development and implementation plans for savings, reviewing and advising on cost effectiveness of drugs, adopting a multidisciplinary approach across all service areas. Manage and monitor financial budgets (salaries and non salaries excluding medicines) for prescribing team, controlled drug governance team and mental health team taking corrective action as appropriate. All budgets will stay within balance and be managed in accordance with Standing Financial Instructions.

Maintain and develop positive working relationships with all stakeholders in NHS GGC. This will involve robust communications with internal and external stakeholders, across multidisciplinary and multi-organisational areas.

The postholder will be responsible for the further development, implementation and monitoring of prescribing services aims and objectives, KRAs and KPIs.

The postholder will be expected to timeously review and redesign services to ensure that these are fit for purpose and use all resources to maximum benefit of the service.

### 3. DIMENSIONS

To include:

- Staffing complement consisting of pharmacists, pharmacy technicians, data analysts, dietitians, nurses and administrative staff
- Number of Staff: Pharmacists 128 posts (102.5wte) : Pharmacy Technicians 42 posts (36.8wte): Prescribing Support Dietitians 7 posts (6.6wte): Prescribing Support Nurses 3posts (3wte)
- Total budget allocation (staff and supplies): £4.5million plus Primary Care Investment Fund £2.6million.
- Committee responsibility: will lead a number of key strategic committees within PPSU. Will liaise at national and regional committee level with other providers of prescribing advice pharmacy services.
- Will liaise at national, regional and local level with others undertaking research
4. ORGANISATIONAL POSITION

Head of Pharmacy & Prescribing Support Unit

Lead Clinician Prescribing Services

PPSU exists to provide

- Pharmaceutical care to patients by using resources available to maximum efficiency
- Systems for safe and effective and economic provision of medicines
- Expert advice on all aspects of medicines use

5. ROLE OF DEPARTMENT

NHS Greater Glasgow & Clyde PPSU

Pharmacy and Prescribing Support Unit is an integrated unit encompassing all aspects of pharmacy and prescribing support services across Primary and Acute care systems throughout NHS GGC. This includes:

- Acute Care: full range of hospital based pharmaceutical services, including clinical pharmacy, medicines management, dispensing and distribution services, aseptic dispensing. Technical provision to mental health beds is also included
- Community Care: provision of advice on pharmaceutical issues to HSCPs and co-ordination of contractual arrangements in Community Pharmacy, Pharmacy and Long Term Conditions team, Audit Facilitators, as well as links with Addictions and Palliative Care Services
- Clinical Governance & Advisory Structures: encompasses Pharmaceutical Public Health
(including Medicines Planning and Antimicrobial team), Education & Training team, Governance teams (including QA and Clinical trials), Medicines Information (including Enquiry Answering, Formulary Interface Pharmacist and Clinical Effectiveness Teams). In addition, it provides the primary support for the NHSGGC Medicines Advisory Committees

- Prescribing Support: provision of advice on prescribing issues to HSCPs, and includes Non Medical Prescribing Services, Dietetics, Data Analysis, Mental Health Clinical Services, Prison Services and Controlled Drugs Governance Team

Communication & stakeholder relationships

Strategic Development and professional leadership

1. Provide leadership for the development and implementation of short and long term strategic initiatives of PPSU, in relation to the prescribing of medicines in NHS GGC and contribute to the wider PPSU strategy.
2. Provide leadership for the development and implementation of redesign programmes for PPSU, in order to identify and achieve the service objectives required for short term and long term strategic plans.
3. Provide leadership in relation to prescribing of medicines that help to shift the balance of pharmaceutical care from acute to primary care settings, ensuring implementation and delivery of agreed objectives.
4. Develop and implement a research programme within Prescribing Teams to link with the wider PPSU research agenda to inform the development of safe and effective pharmaceutical services. This programme will engender multiple research initiatives across multiple service areas and ensure a consistent approach across the whole of PPSU in line with national, regional and local priorities.
5. Develop and deliver aims, objectives, key result areas, key performance indicators integral to the development and implementation of any strategic plans in line with national and NHS GGC policies using robust performance management techniques and contribute to the use of the NHS GGC Corporate Balanced Scorecard.
6. Ensure that appropriate professional advice is available to senior management teams across NHSGGC to ensure safe, effective and economical use of medicines taking into account legislative requirements and good practice guidance.
7. Provide leadership for workforce planning for services within remit and implement the redesign of services to achieve this.
8. Responsible for development, implementation and monitoring of single system approach to service delivery, e.g. standardisation of policies and procedures across all service areas within remit across GGC, ensuring a consistent level of service which addresses inequalities.
9. Responsibility to HSCP Chief Officers for providing professional and strategic leadership to all HSCP Prescribing Leads.

Clinical Governance

10. Provide advice and ensure that pharmacy legislation (in particular the Medicines Act, Misuse of Drugs Act and relevant European Legislation) and good practice guidance (national and local), are implemented and adhered to which will support high quality prescribing for prescribers and non medical prescribers across NHSGGC and that suitable monitoring / auditing arrangements are in place.
11. Ensure that pharmacy service meets statutory requirements and professional standards.
12. Provide consistent approach to the development of services and production of business cases in support of prescribing services, linked to the rest of PPSU as appropriate.

13. Ensure that prescribing services provide a high quality standard of service which identifies and addresses risks to patients and the service, undertakes corrective action and maintains full documentation e.g. risk registers.

14. Contribute to the wider clinical governance agenda for PPSU ensuring that the needs of prescribing services and prescribers are clearly identified.

15. Act as responsible officer for all complaints in relation to prescribing issues, ensuring process is duly adhered to and resolution is achieved in accordance with statutory guidelines.

16. Ensure that pharmacy service have a quality assured service which identifies and addresses risks to patients and the service, undertakes corrective action and maintains full documentation e.g. risk registers.

17. Provide advice and assistance to NHS GGC’s Accountable Officer in respect to matters relating to any aspects of prescribing of controlled drugs adhering to national legislation and national and local guidance.

18. Provide advice and assistance to NHS GG&C’s Accountable Officer in respect to matters relating to controlled drugs in Acute care settings, adhering to national legislation and national and local guidance. Provide liaison between NHS GG&C’s Accountable Officer and the General Pharmaceutical Council Inspector with responsibility for inspection of community pharmacies.

Financial and Contractual Management

19. Responsible for the budgets for staffing and supplies for the Prescribing Team within PPSU ensuring full compliance with SFIs.

20. Responsible for ensuring efficient and timeous reporting on medicines use to Directors of Acute Service Directorates, HSCP Directors and to the Board’s PMG and its subcommittees.

21. Responsible for ensuring that PMG has all necessary, appropriate financial information to reflect level of drug budget expenditure, producing cost savings plans, trend analysis and ensuring that all Directorates and HSCPs are linked into this process.

Service Delivery

22. Responsible for development, implementation and monitoring of single system approach to prescribing practices e.g. standardisation of policies and procedures across NHSGGC, ensuring a consistent level of service which addresses inequalities.

23. Provide leadership for workforce planning of prescribing team, and implement the redesign of services to achieve this.

24. Ensure that responses to complaints from users of the service are investigated and responded to, engaging staff involved where appropriate, in line with NHSGGC policy. Ensure that corrective action is identified and implemented to improve the service as a result of the learning opportunities provided.

Information Technology

25. Ensure that IM&T systems are regularly reassessed to ensure fitness for purpose and appropriate steps taken to develop these in line with strategic planning for pharmacy services.
26. Responsible for overseeing the introduction and development of NHS IM&T systems as appropriate.
27. Responsible for the effective management of information relating to services which will include analysis, collation, reporting and dissemination of relevant information from a number of sources.
28. Responsible for provision of data to staff, patients and the public via internet and intranet facilities.

Human Resource Management

29. Responsible for the management of all Prescribing Services team in NHS GGC PPSU.
30. Ensures all Senior Management Team members have Personal Development Plans, including self, which are reflective of their role, responsibilities actions clearly outlined and outcomes achieved.
31. Ensures that all HR Policies, national and local, are implemented to support all staff in acute care service sites.
32. Responsible for the recruitment, retention and induction of all Senior Management Team members.
33. Responsible for ensuring staff members are registered with the General Pharmaceutical Society of Great Britain for both Pharmacists and Technicians.
34. Ensure that a partnership approach is taken to pharmacy service development and delivery.
35. Ensures that all HR Policies, national and local, are implemented to support all relevant staff in acute care mental health service sites and in primary care settings.
36. 
37. Support Senior Management Team in the application of robust HR processes etc and co-ordinate a consistent approach to HR issues across prescribing team in PPSU.

Training & Development

38. In conjunction with NES and other NHS Boards, lead on the strategic planning of training and development of the prescribing team pharmacy workforce. In particular, working with Universities and FE Colleges on their planning for developments of courses for NHS staff.
39. Deliver suitable and appropriate pharmaceutical input to training/education of medical, nursing and other healthcare staff as and when required.
40. Facilitate a positive working environment for prescribing team that is conducive to learning and development.

Research

41. Develop and implement a full research agenda for prescribing services across NHSGGC in collaboration with appropriate partners, e.g. NHS GGC R&D department, Universities and Further Education Colleges, NHS multidisciplinary teams.
42. Undertaken a personal programme of publishable research in line with the overall research agenda for PPSU and deliver outcomes to agreed timescales.
43. Ensure that appropriate research and development undertaken with a pharmaceutical bias is supported in a robust manner, meeting high quality audit standards, and that outcomes are published in recognised publications.

Clinical Duties
44. Plan and co-ordinates provision of pharmaceutical care to patients within designated clinical area
45. Use expert clinical knowledge to advise senior management and prescribers, and develop and implement policies and guidelines to ensure the safe, clinical and cost-effective use of medicines ensuring compliance with Medicines legislation.
46. Provide a highly specialist clinical pharmacist service, documenting care and risk management issues, to optimise medicines use in individual patients within designated clinical area.
47. Directly influence the care of patients by providing highly specialist advice to medical staff and the multidisciplinary team on medicines, including drug regimens, adverse drug reactions, drug interactions and contra-indications.
48. Apply expert clinical knowledge and judgement to analyse complex patient information and to negotiate optimal clinical outcome where information and evidence may be lacking and expert opinion may differ.
49. Provide highly specialist advice and education to patients and carers to ensure the safe and effective use of medicines.

7a. EQUIPMENT AND MACHINERY
Information technology equipment
Telecommunications equipments including fax, telephone, mobile

7b. SYSTEMS
Information technology systems to include:
- Ascribe & PECOS
- MS Office software, MS Outlook
- Datix
- Internet / Staffnet / Knowledge network
- eKSF and TURAS
- Databases for recording of audit activity and production of appropriate monthly reports e.g. manpower statistics
- Scottish Standard Time System (NHS GGC Payroll)
- PRISMS, PIS, IPNS, EMIS

Other systems to support the delivery of pharmacy services within the site area:
- HR Policies
- Standing Financial Instructions & financial budgets
- Health & Safety Policies

8. DECISIONS AND JUDGEMENTS
Frequency & nature of supervision

- The postholder will work with a high degree of autonomy and be responsible for ensuring that all parts of PPSU are appropriately briefed on relevant issues relating to all services areas within remit. The postholder will be accountable, as a member of the PPSU Executive team, to the Head of PPSU for the provision of prescribing support services in NHSGGC.
- The postholder will be primarily self directed working within towards agreed objectives and have a high degree of independence, working proactively to develop and implement and monitor strategy.
The postholder will work within the established parameters for codes of practice and professional standards
The postholder will have a key role in multidisciplinary settings to support the delivery of safe, effective and economic use of medicines across NHS GGC

Areas of Discretion

Line Management decisions and prioritisation of daily workload
Ensure all budgets for which prescribing team are responsible are managed appropriately within SFIs
Prioritisation of workload for oneself and teams
Formation of prescribing support strategy and implementation
Interaction with a wide range of multi disciplinary/multi agency stakeholders

Typical judgements made in course of job

High degree of autonomy, authority and accountability.
Interpretation of national and local legislation and guidance. Use of these to inform service objectives, work priorities, resource allocation, and workload for self and others
Accountable for own professional actions
Provision of specialist pharmaceutical advice to senior colleagues on medicines, risk management and legal issues.
Formulates policies and procedures to guide the work of pharmacy services and ensure their implementation
Manages, interprets, analyses and advises on medicine treatment protocols, reviewing clinical efficacy and appropriateness
Interpretation and analysis of prescribing and other information relevant to service areas in remit
Promotion of cost effective, safe, rational prescribing in the use of medicines.
Interpretation of financial and clinical information as a routine part of the job.
Daily judgements made in relation to resource allocation, clinical governance, manpower planning and skill mix

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9. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB
The most challenging aspects of this job are as follows:

Strategic Challenges
- Forward planning in line with a rapidly changing healthcare environment to ensure the future needs of prescribing services and mental health pharmacy services are identified early and plans developed to meet the challenges of change.
- Forward planning to ensure the future pharmacy provision and pharmaceutical needs of prisons, police custody suite and controlled drug governance prescribing services are identified early and plans developed to meet the challenges of change.

- Leading the development of and implementing a prescribing support strategy for PPSU in a rapidly changing environment with finite resources
- Building effective relationships within the organisational structure to enable delivery of a strategic integrated, clinically focused and effective pharmaceutical service in a challenging environment.
- Developing innovative approaches to service delivery which will support the delivery of pharmacy strategy in all service areas.
- Providing leadership and support to staff through processes of change to service configuration and their personal circumstances
- Developing and implementing opportunities for research and development which will promote and improve prescribing practices for medical and non medical prescribers.
- Providing leadership in prescribing team with regards to implementation of service redesign, ensuring robust interface with all relevant stakeholders.

Operational Challenges
- Ensuring that medicines are used safely and cost effectively in the delivery of patient care whilst this is delivered within budget and with appropriate high quality documentation
- Monitoring and balancing financial aspects of the budget for prescribing team using Standard Financial Instructions and best practice.
- Balancing the needs of individual patients and the aspirations of individual prescribers within available resources
- Providing strategic and operational leadership within service delivery area and contributing to the wider organisation service area
- Effectively managing any patient or carer complaints
- Effectively managing a group of staff using appropriate skills, knowledge and HR Policy
framework.

- Working in an increasingly pressured environment and meeting these challenges in a calm manner
- Ensuring effective communication with all pharmacy providers and affected stakeholders
- Ability to positively influence standards of pharmacy practice

10. COMMUNICATIONS AND RELATIONSHIPS

Skills required to support communications and relationships

The postholder will represent NHS GGC PPSU on a wide variety of local, regional and national committees and will communicate complex clinical information for discussion and interpretation. The postholder will be required to communicate sensitive information around this issue to a wider audience. This will require empathy, sensitivity and motivation so that all relevant stakeholders are engaged in process.

The postholder will be required to demonstrate highly developed interpersonal, motivational, leadership and communication (oral, written and formal presentation) skills to develop robust internal-v-external stakeholder relationships across NHS GGC service areas. The postholder will have to interpret extremely complex information which will be shared with non pharmacy colleagues to enable services to be delivered in a safe and efficient manner. Examples of internal and external stakeholders with whom the postholder will require to network are:

**Internal**: includes
- PPSU Executive Structure
- Pharmacist, Technical, Support & Admin Staff
- Staff partnership representatives
- Directors of Acute Division Directorates, Nursing, Finance, Facilities, HR (Acute) and their teams
- HSCP Directors
- General Managers and Business Managers
- Prescribing Management Group and ADTC
- Community Pharmacist contractors
- Managed Clinical Networks and Specialist Interest Groups

**External**: includes
- Patients and carers
- Scottish Directors of Pharmacy and their team members
- Chief Pharmaceutical Officer and team, SGHD
- National specialist groups for pharmacy and prescribing
- Professional and Regulatory bodies e.g. General Pharmaceutical Council, Royal Pharmaceutical Society of Great Britain, Medicines and Healthcare products Regulatory Authority
- Relevant independent contractor bodies e.g. Community Pharmacy Scotland, Royal Collage of General Practitioners, British Medical Association and Local Medical Committee,
- Nursing professional bodies
- Relevant patient groups e.g. voluntary sector
- Special NHS Boards (NHS HIS, NSS, NHS 24, NES)
- Educational providers, including NHS Education for Scotland, Universities and Colleges of
Further Education, including the School of Pharmacy, University of Strathclyde and Pharmaceutical Sciences in Telford and Stow Colleges
- Association of British Pharmaceutical Industry
- Audit Scotland
- Locum agencies
- Media

11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

Physical Demands of the Job
- The postholder will be required to work under pressure on a regular and frequent basis, in order to meet deadlines for the preparation of reports and papers to provide specialist pharmacist advice on the safe, clinical and cost effective use of medicines.
- Excellent IT and keyboard skills and working for long periods of time at IT facilities.
- Car driver/owner is desirable to maximise efficiency of cross site working and attendance at meetings.

Mental Demands of the Job
- The post holder will be required to work under pressure on a regular basis in order to meet deadlines and provide highly specialist pharmaceutical advice.
- The post holder will have excellent critical appraisal, literacy and numeracy skills. The ability to provide and receive large amounts of highly complex information and the ability to concentrate intensively for long periods. Workloads and demand will be unpredictable and will require re-prioritisation of work throughout the day.
- Dealing with competing priorities to implement national and local recommendations when making professional judgements.
- Dealing with the complexities of Human Resource Management responsibilities for a group of staff within a department.
- Managing difficult and sensitive problems relating to staff, patients and change management.

Emotional Demands of the Job
- Post holder will professionally manage complex and/or difficult problems and act appropriately.
- Postholder will be expected to provide an opinion in difficult cases of patient care e.g. where unlicensed and untested drugs or protocols may be required as to their applicability and appropriate use.
- Postholder will ensure appropriate, safe service provision at all times.
- Postholder may be required to speak to patients/carers who are emotionally stressed e.g. following medication errors, service failure or in situations of terminal care.

Environment Demands of the Job
Office environment and facilities to support teams.
## PERSON SPECIFICATION

### Qualifications and Training

| Level of education, professional qualifications, training and learning programmes/courses | Masters Degree in Pharmacy Management qualification relevant to the NHS at Certificate level or equivalent experience Membership of the General Pharmaceutical Council Postgraduate qualification Masters Degree in Pharmacy or equivalent significant experience Demonstrates a commitment to CPD | Membership of the Royal Pharmaceutical Society Great Britain Independent prescribing status |

### Experience

| Length and type of experience, level at which experience gained | A minimum of 10 years’ post graduate experience in at least one branch of pharmacy, some at a senior level 5 years’ experience of providing advice at a high level to multidisciplinary or senior management teams including assessment and review of other staff groups Demonstrable ability to manage staff and budgets Evidence of successful development and implementation of policy at senior management/clinical level Experience in clinical research programmes Experience of developing and implementing innovative work practices that improved patient care Demonstrable ability to effectively manage service changes | Teaching and mentoring experience (in pharmacy or healthcare setting) |

### Knowledge, skills, ability

| Depth and extent of knowledge. Range and level of skills i.e. communication (oral, | Expert knowledge of professional standards, policy, legislation and good practice guidance Demonstrable ability to effectively communicate highly complex | Application of research methodology skills |
- written, presentation), Planning/organisation, numeracy, leadership, etc.

- information verbally and in writing to senior multiprofessional groups and senior managers/clinicians.

  Excellent negotiating, influencing and motivating skills.

  Demonstrable ability to develop, implement and sustain change in line with national and local policy

  Demonstrable ability to work unsupervised and alone and to react to/make decisions/judgements on:
  - the safe delivery of pharmaceutical services
  - safe and cost effective use of medicines
  - other issues e.g. pharmacy response to major incidents

  Demonstrable ability to effectively manage and prioritise (for self and team) workload, delivering to deadlines with minimal information and/or guidance often under pressure and in stressful situations

  Excellent analytical and problem solving skills

  Excellent critical thinking and appraisal skills

  Working knowledge of standard software packages and Pharmacy specific systems

**Other**

- Holds a current driving licence.
Summary of terms and conditions

The terms and conditions of service are those approved and amended from time to time by the National Agenda for Change Terms and Conditions Agreement.

Job title: Lead Pharmacist Prescribing

Job reference number: 0000051273G

Closing date: 20 April 2018

Vacancy enquiries to: For information specific to the role, contact: Aileen Muir, 0141 232 1743

Agenda for Change band: Band 8D

Salary: Please refer to Agenda for Change Payscale on the following page. All values are per annum (pro rata where applicable). Please note candidates new to the NHS should expect to start at the entry point of the payscale shown.

Hours: 37.50 hours per week

Base: West Glasgow ACH

Contract type: Permanent

Annual leave: The basic annual leave entitlement in a full year commencing 1st April to 31st March is 27 Days on appointment, rising to 29 days after five years and 33 days after 10 years. Leave entitlement is pro rata where applicable.

Superannuation: All employees are automatically enrolled in the Scottish Public Pensions Agency.

Healthcare Support Workers: All NHS Scotland postholders that are not governed by a regulatory or professional body are considered to be healthcare support workers. On appointment, you will be expected to comply with the NHS Scotland Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers.

Healthcare Support Workers are expected at all times to practice competencies that demonstrate insight, understanding and mutual respect of patients, their families, carers and work colleagues. Whether in a clinical or non-clinical role the postholder is expected at all times to be an exemplar of person-centred care, embracing their Code of Conduct to a high standard as part of an integrated health professional team.

Smokefree policy: NHS Greater Glasgow and Clyde operates a smokefree policy on all premises and grounds.

Equal opportunities: NHS Greater Glasgow and Clyde is an equal opportunities employer.
## Agenda for Change pay bands and points

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The Application Process

Please ensure you read the Job Description and Person Specification along with the guidance notes on completing your application form. The hiring manager will shortlist an application for interview based on its content, therefore it is in your best interests to ensure you submit a fully and appropriately completed application.

You will receive confirmation that your application submission has been received when you submit your online application form. When we begin to process your application, you will receive an email from NHS Greater Glasgow and Clyde confirming receipt. If you have not received a confirmation email within 3 days working days from the closing date, please email nhsggcrecruitment@nhs.net.

Unfortunately, due to the volume of applications NHS Greater Glasgow and Clyde receive, we are unable to write to applicants who are not successfully shortlisted for interview. Accordingly, if you have not received an invitation for interview within six weeks of the closing date please assume on this occasion you have been unsuccessful. We hope this will not deter you from applying again.

We will use several methods of communication to advise you of each stage of the recruitment process this includes: email, letter, SMS text, or telephone. It is essential that you regularly check your email and your phone to see if we have been in contact with you to update you on the progress of your application. Please ensure your email account does not treat NHS Greater Glasgow and Clyde email as spam or junk by adjusting the necessary settings.

Please ensure you retain a copy of the job description and person specification for the post you are applying for – you will need this to help you prepare if you are selected for interview.

Please retain details of the job reference number – you will need this if contacting NHS Greater Glasgow and Clyde Recruitment Services.

Should you require further information or assistance in relation to your application please visit www.nhsggc.org.uk/recruitment or email your enquiry to nhsggcrecruitment@nhs.net. Please ensure you have the job reference number to hand.

For details on what happens once you have submitted your application, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Guidance for completing your application form

Completion of the application form is the first stage in the recruitment process, and if you are successful, will form the basis of your employment record. Complete and accurate information is essential. Please note: If you knowingly withhold or provide false or misleading information, this may result in your application being rejected, or if appointed, may result in dismissal from your post.

Your application form plays a vital role in the recruitment and selection process. The information you provide us with in your application form will be used to decide whether you are shortlisted to attend an interview. Only those applicants who can clearly demonstrate in their application form how they meet the minimum essential requirements for the post as specified in the job description and person specification will be considered for interview selection.

Applicants should read the candidate information pack and job description for the post prior to completing the online application form.

When completing the online application form applicants should read the instructions in each section and note the following:

- the application form has an automatic time out mechanisms, therefore you should click on the "save" button as you go through the application form or copy and paste from another document, to avoid losing content.
- please do not use any special characters (i.e. £, #, &, %) when completing your application. You are permitted to use the '@' symbol.

It is recommended that you complete all relevant sections of the application form. It does not matter how long ago your last employment was, if you have an employment history please list it.

If you have not previously been employed, please use the “Present or Most Recent Post” section to detail what you have been doing (i.e. full time student / parent / carer).
Please note that you can list unpaid work including work placements and volunteer work in your employment history.

NHS Greater Glasgow and Clyde do not accept Curriculum Vitaeas (CV), unless a CV has been specifically requested as part of the recruitment process.

By completing and submitting an application for this post you give your consent for NHS Greater Glasgow and Clyde to commence pre-employment checks, including reference checks, once your formal conditional offer of employment is made to you. Click Here for more information. For details on NHS Greater Glasgow and Clyde’s pre-employment check procedures, please visit the NHS Greater Glasgow and Clyde – recruitment guidance for applicants.
Part A (Personal information), Part B (Declarations), Part C (Application Details)

The job description provides information about the main duties and responsibilities of the post being advertised. It also describes the purpose of the post. Please ensure that your application form clearly demonstrates how your skills / knowledge / experience can be utilised in the role.

The job description and person specification also specify the requirements or criteria (knowledge, skills, experience, abilities and qualifications) that are essential or desirable to perform the duties outlined. Please ensure in your application that you demonstrate how you meet the minimum essential criteria and where applicable, the desirable criteria for the role.

Certain posts in NHS Scotland are exempt from the 1974 Rehabilitation of Offenders Act (Exclusions & Exceptions) (Scotland) Order 2003. Click Here for more information. If the advertisement for this position has declared that we require a Disclosure Scotland PVG Scheme Membership / Disclosure Scotland Check, you must declare any previous convictions, classed as either “spent” or “unspent”, including criminal convictions received outside the United Kingdom.

The Asylum and Immigration Act 1996 states that it is a criminal offence to employ a person who is not entitled to work in the United Kingdom (UK). Consequently, before NHS Greater Glasgow and Clyde offers employment, the prospective employee must provide evidence, that he/she is entitled to work in the UK. All applicants regardless of nationality will be asked to provide evidence of eligibility to live and work in the UK.

As a Disability Confident Employer, NHS Greater Glasgow and Clyde operates a Guarantee Interview Scheme for disabled applicants. Candidates who have declared a disability and who meet the minimum essential criteria outlined within the job description / person specification will be guaranteed an interview.

You must provide full and complete employment references including a work email address (personal email address for employment references may not be acceptable) covering a minimum period of the last three years. Employment referees should be listed in chronological order – that is the most recent first. If you have had more than two employers in the last three years we will require additional references. Character referees should only be used in the event that you cannot provide two employer references covering the last three years.

Any gaps in employment history must be detailed within your supporting statement and will be explored carefully with you at the interview stage.

If you have an employment history of less than three years, you should provide full details of an academic referee or other person who is not a friend, is not related to you or involved in any financial arrangement with you to provide a personal reference.
If you have had no previous employment or have been self-employed you should provide details of two personal referees as outlined above and where applicable evidence to confirm your status (i.e. letter from Jobcentre Plus, academic record or evidence from HM Revenue & Customs) if you are shortlisted for interview.

Your application form provides you with an opportunity to provide a supporting statement. This section is one of the most important in the application form as the information that is provided here will be evaluated and used to decide if you are invited to attend interview. This section gives you the opportunity to describe and demonstrate the particular qualifications, skills, abilities, knowledge, relevant experience and other qualities that make you a good candidate for the post.

Part D (Equal Opportunities)
This part of the form is optional and the information you provide in this section exercises no part of the selection process. It is treated in confidence and only the Recruitment Service or Human Resources staff can access this information for the purpose of recording and compliance monitoring, to ensure our workforce is balanced and represents the best candidates from all parts of society regardless of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity status, race, religion or belief, sex, sexual orientation and/or socio-economic status.

Data Protection Act 1998
The information you provide on your application will be treated in confidence. Only those NHS Greater Glasgow and Clyde staff involved in the selection process and processing your application will see your application form. If you are the successful applicant your application form will be retained and used to create your employee record file. Your application form will be held for 12 months, from the date of your application, within the NHS Greater Glasgow and Clyde recruitment system, after which period it will be deleted from the system.
Working for NHS Greater Glasgow and Clyde

About us
NHS Greater Glasgow and Clyde is the largest health board and provider of healthcare in Scotland and one of the largest health care providers in the UK.

NHS Greater Glasgow and Clyde’s purpose is to:

“Deliver effective and high quality health services, to act to improve the health of our population and to do everything we can to address the wider social determinants of health which cause health inequalities.”

The Board works in close partnership with other NHS organisations, local authorities and other agencies including the third sector to ensure that social work, education, housing, employment and environmental services unite effectively and efficiently with the NHS in tackling inequalities and underlying health problems in local communities.

The future shape of health and social care provision is changing following the move to establish new statutory Partnerships between NHS and Local Authorities, responsible for the planning and delivery of Health and Social care for local populations. This requires the development of very different relationships between primary care, mental health services, community and acute services.

NHS GGC serves a population of 1.2 million (over 1/5 of the population of Scotland) with services provided by 39,000 staff.

The geographical area covered includes: Glasgow City, West Dunbartonshire, Inverclyde, Renfrewshire, East Renfrewshire, East Dunbartonshire and North Glasgow (Stepps-Moodiesburn corridor).

Our services
NHS Greater Glasgow and Clyde provides a full range of Secondary and Tertiary Clinical services, Primary Care, Mental Health and Community services included in which are a number of world-class specialist services.

Find out more about NHS Greater Glasgow and Clyde at www.nhsggc.org.uk.

If you want to know more about the NHS Scotland, visit www.show.scot.nhs.uk.

If you are successful in your application to join us, you will be working within one of our Acute, Primary and Community Care Services. These services are in turn supported by a range of Corporate Service functions including Administration, eHealth, Finance, Human Resources, Public Health, Corporate Planning, Facilities and Estates.
Click Here to find out more about our Community Services
Click Here to find out more about our Mental Health Services
Click here to find out more about the services in your area

Employee benefits
We offer all our staff excellent benefits including;
- NHS Superannuation pension scheme,
- Child Care Vouchers,
- Bursaries to support education and training,
- Interest free loans to purchase Zonecards for trains, buses, underground and some ferries
- Cycle to work interest-free loans to purchase bicycles and equipment

For more information on the benefits available to NHS Greater Glasgow and Clyde staff, visit www.healthservicediscounts.com.

Further information
For further information on any aspect of the recruitment process or for further details on working within NHS Greater Glasgow and Clyde contact:

NHS Greater Glasgow and Clyde
Recruitment Services
West Glasgow Ambulatory Care Hospital
Dalnair Street
Glasgow
G3 8SJ

Tel: +44 (0)141 278 2700
Email: nhsggcrecruitment@nhs.net