

<b>JOB DESCRIPTION AND PERSON SPECIFICATION FOR AGENDA FOR CHANGE BAND</b>	Medication Safety Officer (MSO) (Advanced Pharmacist)
<b>HOURS AND DURATION</b>	8a
<b>AGENDA FOR CHANGE REFERENCE NUMBER</b>	3559
<b>DBS LEVEL</b>	Enhanced DBS with Both Barred Lists Check
<b>REPORTS TO</b>	Head of Pharmacy (Chief Pharmacist)
<b>ACCOUNTABLE TO</b>	Head of Pharmacy
<b>LOCATION</b>	The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements.

### **JOB SUMMARY**

A member of the pharmacy team that is responsible for the organisation, management and supply of pharmacy services to patients and healthcare staff for the Leicestershire Partnership NHS Trust and a key team within Leicester, Leicestershire, and Rutland. The pharmacy team is the hospital lead for all aspects of medicines optimisation, including the safe and secure handling of medicines, and the clinical and cost-effective use of medicines.

The post holder leads on all aspects of medicines safety and governance throughout the Trust and promotes a positive culture around reporting medicines incidents. As with other posts in a specialist department, the post holder's responsibilities are varied and, along with the other senior pharmacists, deputises for the Chief Pharmacist in their absence.

Specific responsibilities for the post holder include:

- Designated Medication Safety Officer for the Trust.
- The post holder will lead the Medication Safety agenda and be responsible for the medicines safety including monitoring systems and provision of information to support a reduction in avoidable harm resulting from inappropriate medicines use across the Trust.
- The post holder will support the Chief Pharmacist to ensure medicines governance and continuously improving the quality of patient care.
- Lead for clinical risk management for pharmacy, plus audit and assurance programmes in relation to medicines for the Trust.
- Provide clinical pharmacy services in line with professional, departmental, Trust, regional and national standards.

- Will be the Trust lead on medication safety and have a co-ordinating role in ensuring that safety is improved and evidenced.
- The post supports the achievement of national standards and co-ordinate strategies for improving medicines safety throughout the organisation.
- The post holder will be the Medication Risk Reduction Group lead in the trust wide Patient Safety Group.
- The post holder will facilitate clinical teams and departments to improve safety in the use of medicines.
- Be on the 'hospital floor' on a regular basis to prevent/identify medication safety breaches as well as to help promote a positive safety culture.
- To develop and implement strategies for improving medication safety issues across the Trust. To design systems and processes alongside clinical colleagues to mitigate the risks of medicines safety incidents occurring.
- Support the pharmacy and directorate teams in relation to compliance with Care Quality Commission (CQC) requirements on safe management of all medicines.

#### **MAIN DUTIES AND RESPONSIBILITIES:**

1. To demonstrate the Trust's values in everything you do in the work environment and live up to LPT's Leadership Behaviours
2. To be responsible in the use and expenditure of the Trust's resources that you utilise
3. Delivery of Effective Healthcare within the organisation
4. Establishing Effective Leadership and Communication
5. Continuing Education, Professional and Personal Development
  - 5.1. Undertake the Trust's corporate and local induction and maintain your learning and compliance with training requirements for your role.
  - 5.2. Participate in supervision via agreed review and appraisal mechanisms.
  - 5.3. It is mandatory for all professionally qualified staff and clinical support staff to actively participate in clinical supervision as an integral part of their professional development.
6. Deliver the trust's medicines safety programme and ensure it develops in line with local, regional and national directives in line with Clinical Governance, Reduction of Risk, Audit and Research within the Trust
7. Management and use of Resources and Information
  - 7.1. All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner.
8. Operating with Quality in everything you do and Maintaining a Safe Environment
9. To be the Medication Safety Officer for the Trust and hence a member of the National Medication Safety Network as per MHRA / NHS England guidance, supporting local medication error reporting and learning and acting as the main contact for NHS England and the MHRA and local academic institutions with regard to medication safety issues.
10. To ensure learning from medicines related incidents is embedded in the organisation and accessible to all frontline staff.
11. Proactively manage, promote, and improve medication incident reporting within the Trust and ensure that effective learning is achieved and to review all medicines-related reports (reported via Ulysses) for the Trust and provide input or escalation as appropriate.
12. To be the Trust's Medication Risk Reduction Group lead within DMT Quality and Safety forums, with the aim of improving reporting and learning from incidents, preventing re-occurrence and improving medication safety.
13. Co-ordinate the response to clinical incidents relating to medication with a trust-wide impact linking with the corporate patient safety team Lead Nurse/ Head of Patient Safety.

14. Act as the Clinical Expert for medicines safety and to provide expert support and advice for any member of trust staff on medication safety policy or practice.
15. Ensure all central medication/pharmacy related alerts and ad-hoc national guidance are reviewed via Ulysses and those that have a trust-wide implication on medicines management is managed and that responses demonstrate compliance and learning are in place.
16. To develop policy changes related to medicines safety to reflect national and local priorities working with the Chief Pharmacist, to ensure that all Medicines Management policies are updated, available and ensuring staff awareness.
17. Support the Controlled Drug Accountable Officer (CDAO) in the management of the safe use of controlled drugs and produce the quarterly reports for submission to the local intelligence network.
18. Take part in medicines incident review processes and Investigate any pharmacy and medication incidents as appropriate. Coordinate the investigations carried out by other pharmacists, or designated investigators, of all medication incidents that have occurred throughout the Trust and agree relevant action, including introducing or amending policies or procedures.
19. Work with other professionals to reduce the number and severity of medicines related adverse events throughout the trust by identifying and implementing new systems of work. Analyse short and long-term data on medication errors, producing reports, making recommendations and implementing clinical governance strategies to decrease risks associated with medicines use.
19. Develop and participate in research initiatives relating to medication safety.
20. With training, become competent and able to use the trust incident reporting system Ulysses and use this as a repository and electronic record for all incident postholder is involved in investigating/supporting others.
21. MSO will develop reports relating to the safe management of medicines in the Trust and undertake research and audit to support innovative practice and sustain robust medicines management systems and processes.

### **Clinical Medicines Safety and Educational**

This is a highly specialised post, which requires the ability to analyse and assess complex clinical situations and to provide advice on medicines and their safe and effective use in areas where information may be lacking, and professional opinions may differ. Specialist clinical knowledge, good influencing and negotiating skills and the ability to work alone and as part of a team are essential.

22. Promote safe, evidence based, clinically and cost-effective prescribing in designated areas of the organisation in accordance with national and locally agreed standards and priorities.
23. Provide highly specialised advice and make specialist clinical interventions and recommendations.
24. The post holder will support the development of education and specialist training relating to medicines management, especially medicines safety. They will support and provide the training of advanced practitioners, nurses, doctors, and pharmacists working in the Trust in the use of medicines.
25. In conjunction with Chief Pharmacist and Trust Communications ensure that the Trust staff are made aware of medicine related alerts and adverse events through use of bulletins and other communications and are engaged in improvement initiatives and learning to improve medication safety.
26. To be the named person for Pharmacy at Health and safety Trust-wide Meetings.
27. MSO clinical ward pharmacy role should include patient focused clinical pharmacy services to assigned wards across the Trust. This includes ensuring medicines use is

safe, consistent with legal and ethical requirements and within acceptable clinical and professional standards. This means working within professional guidelines, referring when appropriate based on professional judgement, and be accountable for own actions. This may also include prescribing of medication (if qualified as a Pharmacist Independent Prescriber) in line with a Trust approved Intention to Prescribe Agreement.

28. Provide highly specialist advice and recommendations on the use of medicines to medical, nursing and pharmacy staff as necessary. This may be in areas where information is lacking; therefore, clinical judgement is required to make complex critical decisions based either on scientific principles or on the best evidence available. Other health care professionals (HCPs) may challenge advice.
29. Develop culture of antimicrobial stewardship and support audit of antimicrobial use.
30. With key pharmacy colleagues, review and update the Medicines Risk Register.
31. Work with the Information Technology team to find IT solutions to minimise medication errors using and evaluating the trusts electronic prescribing and medication administration system. (WellSky)
32. Provide clinical expertise and lead in the design, build and implementation of clinical systems projects ensuring that the mandatory safety standards are adhered to SCCI0129 and SCCI0160.

### **Audit and Quality improvement**

33. To lead on auditing aspects of medicines management affecting medication safety following national (e.g., MHRA, NHSE Medication Safety Initiatives, NICE) and local guidance
34. Support the implementation of actions resulting from audit findings when necessary.
35. Be responsible for analysing and investigating prescribing and medicines management issues through audit. Provide feedback and recommendations based on audit results. Provide support to effect agreed changes to prescribing in line with national or local guidelines and best practice.
36. Encourage implementation of best medicines management practice using quality improvement approaches / tools.

### **Professional Development**

37. To maintain clinical skills by undertaking clinical duties
38. To participate in regular staff development/appraisal reviews.
39. To ensure regular updating by self-directed learning and attendance at courses that contributes to personal and service development.
40. To undertake ongoing self-audit of clinical interventions to ensure consistent guidance is provided.
41. To work in a safe and responsible manner in compliance with the Health and Safety at Work regulations.
42. To maintain confidentiality of information at all times in accordance with the Data Protection Act.
43. To comply with the organisation's policies and procedures governing conduct.

### **Management and Leadership**

- Support the Chief Pharmacist with general management issues. This could include dealing with complaints, performance issues, staff sickness, disciplinary/grievance cases and organisational change.
- Help produce and implement business plans and contribute to strategy development for all advancements of pharmacy services.
- Attend and participate as required in departmental, trust and external meetings
- Provide clinical and professional supervision, development, training and assessment of staff

- Participate in the recruitment and selection of staff including interview panels.

## **COMMUNICATION AND WORKING RELATIONSHIPS**

- To take a lead role in ensuring information regarding medication is available to all relevant stakeholders at the earliest opportunity.
- To develop a system for ensuring that action is taken on reported medication incidents.
- To monitor corporate themes through the Medication Risk Reduction Group.
- To plan SMART actions using quality improvement methodology to reduce incidents and ensure organisational learning.
- To facilitate the integration of this process into Clinical Teams and departments
- To liaise with all staff groups regarding medication safety issues, providing education and training if appropriate
- Collaboration with colleagues to avoid duplication of work across localities.
- To provide education and training on medicines safety and rational, evidence-based prescribing, thereby supporting prescribers and appropriate members of their teams throughout LPT.
- Expected to attend and contribute to project planning meetings relevant to the post holder
- To form links with other local medicines safety officers and develop collaboration and shared learning.
- Help to maintain the Pharmacy sections of the trust Intranet with key influence in relation to medicines safety and learning from incidents, near misses and learning from others.
- Attend and contribute to regular departmental meetings and any relevant internal and external directorate, business or specialist meetings as required.

### **Key Relationships**

- Nurses, doctors, Advanced Nurse Practitioners, Health Visitors and other allied health professionals, managers and staff in the organisation including front line clinicians.
- Head of Pharmacy and Lead Officers for CHS & FYPC
- ICB Pharmaceutical Advisors
- Medicines Safety Officers in other organisations
- Pharmacy staff at University Hospitals of Leicester NHS Trust and other acute care providers as required.
- Local clinicians and senior managers
- Head of Patient and Lead Nurse for Patient Safety.
- LPT Corporate Patient Safety, Risk Management, Directorate Governance Teams, and Health and Safety Staff
- Patients, carers, and the public
- General Practitioners/Primary Care Network

## **ENVIRONMENTAL FACTORS**

### **10. Physical Effort**

- The post holder will be team member of the pharmacy staffing of approximately 45. Occasional requirement to exert moderate physical effort for several short periods.

### **11. Mental Effort**

- Ability to sustain frequent lengths of concentration.
- Frequent requirement for concentration where work pattern is unpredictable
- Ability to listen and represent views correctly
- Counselling skills
- Supervisory skills

## **12. Emotional Effort**

- Frequent exposure to distressing or emotional circumstances and occasional exposure to highly distressing/emotional circumstances.
- Dealing with sensitive and contentious information and communicating that information first hand to managers/staff/public.

The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post.

## OUR LEADERSHIP BEHAVIOURS: IT STARTS WITH ME

Our leadership behaviours framework set the standards of expectation we aspire to in our daily work. Meeting these standards and developing the capability to exceed them, will not only ensure that we continue to improve and respond flexibly to changing needs as an organisation, but will also help our staff to fulfil their potential, both in terms of personal achievement and career advancement.

The behaviours we expect to see at LPT are:



**Valuing one another**



**Recognising and valuing  
people's differences**



**Working together**



**Taking personal  
responsibility**



**Always learning and  
improving**

## **ADDITIONAL INFORMATION**

The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

## **MOBILITY**

The person specification for the role will detail the mobility requirements of the post. However, employees may be required to work at any of the other sites within the organisation subject to consultation.

## **POLICIES AND PROCEDURES**

All staff should comply with the Trust's Policies and Procedures. It is the employee's responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements

## **SAFEGUARDING CHILDREN AND ADULTS**

The Trust takes the issues of Safeguarding Children and Adults and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust's requirements under relevant legislation.

## **MENTAL CAPACITY ACT**

All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment.

## **MAKING EVERY CONTACT COUNT**

All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust's Making Every Contact Count programme has further information.

## **HEALTH AND SAFETY**

It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description. All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.

- To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirement of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare

These duties apply to all staff whenever and wherever they are engaged on Trust business.

## **DATA PROTECTION**

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.

The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.

Personal Data must be:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary
- Accurate and where necessary, kept up-to-date
- Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes which it is processed
- Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage

## **CONFIDENTIALITY**

The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust. All data should be treated as confidential and should only be disclosed on a need-to-know basis.

Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records. Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data. In addition, staff must not access personal information unless authorised to do so as part of their role.

Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality. All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.

With the increased use of information technology and e-communications, staff should also be aware that safeguards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.

All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.

1. Justify the purposes of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need to know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

7. The duty to share information can be as important as the duty to protect patient confidentiality

If there is any doubt whether, or not someone has legitimate access to information, always check before you disclose.

### **EQUALITY AND DIVERSITY**

We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to consider the provisions of the Equality Act 2010 to advancing equal opportunity. You must act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area.

### **INFECTION PREVENTION AND CONTROL**

All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff, or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control.

### **COUNTER FRAUD**

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

### **SUSTAINABILITY**

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors, and equipment when not in use, minimising water usage and reporting faults promptly.

### **SMOKING AT WORK**

The Trust has a "Smoke Free Policy", which applies to:

- All persons present in or on any of the Trust grounds and premises
- All persons travelling in Trust owned vehicles (including lease cars) whilst on official business.
- Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business.
- When wearing an NHS uniform.

### **ELECTRONIC ROSTERING**

'Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role'.

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<b>Demonstrates a commitment to the Trust's Values</b>					
1.1 Compassion	3		X		
1.2 Trust	3		X		
1.3 Respect	3		X		
1.4 Integrity	3		X		
<b>Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)</b>					
2.1 Pharmacy Masters, or equivalent	3	X	X		
2.2 Current and continued registration and membership with appropriate professional body	3	X	X		
2.3 Relevant post-graduate qualification	3	X	X		
2.4 Evidence of recent continuing personal learning	3	X	X		
2.5 Management qualification or similar training / experience	1	X	X		
2.6 Training in incident investigation, risk assessment and system and human factors analysis techniques	1	X	X		
2.7 Training/experience in Project Management	1	X	X		
3.1 Clinical experience in care and medicines management in NHS organisations	3	X	X		
3.2 Strong prioritisation and decision making skills	3	X	X		
	3	X	X		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<b>3.3</b> Confident and assertive when dealing with other professionals.	3	x	x		
<b>3.4</b> A sound knowledge and practical understanding of medicines processes	3	x	x		
<b>3.5</b> Effective written, presentation and verbal communication skills	3	x	x		
<b>3.6</b> Good understanding of the current patient safety agenda in the NHS and the influence of 'systems' in organisational safety culture	3	x	x		
<b>3.7</b> A high standard of report writing and presentation skills	3	x	x		
<b>3.8</b> Excellent interpersonal, influencing and negotiation skills and ability to influence clinical and operational staff.	3	x	x		
<b>3.9</b> Excellent organisational skills					
<b>3.10</b> Ability to work independently and as part of a team. The post holder will be required to be self-motivated, to prioritise work and be able to influence and persuade others in order to achieve optimum medicines management outcomes.	3	x	x		
<b>3.11</b> Able to demonstrate empathy with patients and to cope with emotionally disturbing situations and case histories	3	x	x		
<b>3.12</b> Systems Analysis	3	x	x		
<b>3.13</b> Quality Improvement Methodology	3	x	x		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<b>Experience (both work and 'life' related)</b>					
<b>4.1</b> Substantial post registration experience within the NHS	3	x	x		
<b>4.2</b> Experience of working as part of a multidisciplinary team	3	x	x		
<b>4.3</b> Experience of planning, implementing, analysing, reporting and changing practice through audit	3	x	x		
<b>4.4</b> Investigating incidents and improving quality	3	x	x		
<b>4.5</b> Experience of developing and implementing medicines management policies and procedures	3	x	x		
<b>4.6</b> Health and safety and risk management strategies within the NHS	3	x	x		
<b>4.7</b> Research knowledge and experience	1	x	x		
<b>4.8</b> Effective communicator – listening, written and oral.	3	x	x		
<b>4.9</b> Good knowledge of critical appraisal skills and evidence-based medicine and formulary systems.	3	x	x		
<b>4.10</b> Knowledge of legislation relating to medicines safety	3		x		
<b>4.11</b> Understanding of national and local priorities	3		x		
<b>4.12</b> Understanding of non-medical prescribing	3		x		

Person Specification Selection Criteria:	3. Essential/ Minimum 1. Desirable	Stage measured at. You must demonstrate the required criteria at all stages indicated			
		Application form	Interview	Test	Presentation
<b>Personal Attributes</b>					
5.1 Reliable	3	x	x		
5.2 Willingness to learn	3	x	x		
5.3 Accurate	3	x	x		
5.4 Self-motivating	3	x	x		
5.5 Effective under pressure	3	x	x		
5.6 Able to work with complex and multifaceted problems	3	x	x		
5.7 Enthusiastic	3	x	x		
5.8 Adaptable	3	x	x		
5.9 Confident	3	x	x		
5.10 Analytical	3	x	x		
5.11 Compassionate and kind	3	x	x		
<b>Standard Requirements</b>					
Commitment to Equality & Valuing Diversity Principles	3	x	x		
Understanding of Confidentiality & Data Protection	3	x	x		
Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides)	3	x	x		
Proficient in IT including Microsoft Word, Excel and MS Teams	3	x	x		
<b>Mobility</b> Own transport or suitable alternative. Dependence on public transport is not suitable for this role	3	You must demonstrate how you would meet the stated mobility requirement on your application form			