

Our PHARMACIST job descriptions

We are 'PharmCo', the wholly owned subsidiary outpatient pharmacy of the Royal Surrey County Hospital. We run two dispensaries at the hospital, and one non-dispensing hub for patients to collect their medicines and get advice. Clinically we cover a diverse range of hospital-based specialities, particularly oncology, paediatrics, emergency medicine, rheumatology, gastroenterology and ophthalmology.

Our pharmacist roles are most suited to those with hospital or community experience, and from newly qualified to more experienced individuals.

Below is the outline of the duties and responsibilities for each of our pharmacist roles, and you should read this alongside our career progression map.

This is not an exhaustive, definitive or restrictive list of tasks and does not form part of the contract of employment. Occasionally we will ask staff to complete additional tasks not reflected here. Any tasks that are not temporary will be included in future versions of this job description.

As a **new pharmacist**, you will:

- Receive training, support and development to be able to work safely and effectively
- Be the Responsible Pharmacist when necessary, and ensure that the pharmacy operates in adherence to all relevant legislation, and regulatory, ethical and professional standards
- Provide a pharmacy service that is accurate, safe, timely and prioritises patient experience
- Use effective questioning and listening techniques to understand and meet the needs of patients and colleagues
- Ensure patients always receive the necessary information about their medication and have a chance to ask any questions they may have
- Deliver day-to-day pharmacy services, including:
 - Clinically screening prescriptions
 - Dispensing
 - Final checking
 - Patient counselling
 - Advising patients and clinicians
 - Stock maintenance, including security and storage
- Ensure that all transactions comply with Standing Financial Instructions (SFIs) and local guidance
- Present yourself and the company in a positive manner at all times

As an **established pharmacist**, you will *also*:

- Lead on specific areas as designated by the Operational Lead Pharmacist (e.g., in a clinical area like hepatitis-C, or in an operational area such as Health and Safety)
- Increase your specialist competencies to safely rotate between our different pharmacies
- Develop effective working relationships with hospital prescribers and service managers
- Line manage other staff where necessary
- Provide education and training support to new pharmacists, dispensers and technicians
- Supervise and support rotational students, including Trainee Pharmacists and Pre-registration Trainee Pharmacy Technicians

As an **Operational Lead Pharmacist**, you will *also be responsible for*:

- Ensuring that all activity is consistent with maintaining our registration with the General Pharmaceutical Council (GPhC)
- Efficiently managing and delivering the daily operational pharmacy service, including appropriate staffing levels and skill-mix; this may need to be collectively agreed with the Pharmacy Manager and other Operational Lead(s)
- Demonstrating professional leadership to all staff within the organisation
- Contributing to the recruitment and retention of colleagues across the company
- All aspects of health and safety within the pharmacy
- Maintaining and implementing site Standard Operating Procedures (SOPs)
- Ensuring the continuous improvement of dispensary practices
- Investigating complaints and incidents related to the pharmacy
- Contributing to the efficient management of the business, and its overall profitability
- Line managing the Clinical Lead and Lead Pharmacy Assistant

As a **Clinical Lead Pharmacist**, you will *also be responsible for*:

- Improve and maintain patient safety with medicines from the pharmacy
- The safe and appropriate management of unlicensed medicines within the pharmacy
- Demonstrating clinical leadership to all staff within the organisation
- Lead on the implementation of new, approved, clinical services
- Provide clinical education and training to the wider team
- Promoting extended roles for pharmacists and technicians within the company and to wider hospital teams
- Line managing the Pharmacists
- Contributing to the recruitment and retention of colleagues within the pharmacy

What we are looking for in our colleagues

The behaviours we expect all staff to demonstrate include:

- A high standard of professionalism
- A focus on quality and safety
- Empathy, and acting in the best interests of patients
- Taking responsibility for their own actions and omissions
- Working to the top of their ability and escalating when necessary
- Maximising the value that diversity brings
- A Quality Improvement approach, which includes identifying where we can make our standard procedures better and more effective
- Commitment to continuing professional development
- An agile approach to working
- Open collaboration

In addition, all staff must adhere to company policies, procedures and relevant national guidance or legislation, including maintaining confidentiality, infection control measures, health and safety, and the safeguarding of patients and colleagues.

What you need to have

- A basic level of IT literacy, including video conferencing
- Attention to detail and accuracy in your work
- Suitable registration with the General Pharmaceutical Council for all our pharmacist roles
- An ability to organise and prioritise

What we would like you to have

- A proven ability to provide excellent patient or customer service
- A positive attitude to change
- A working knowledge of pharmacy practice
- An ability to solve problems