

This document is to be used for guidance only and will need to be amended to meet your organisations specific needs

**PRIMARY CARE NETWORK (PCN) PHARMACY CARE
COORDINATOR
JOB DESCRIPTION & PERSONAL SPECIFICATION**

Approved by	Sussex ICS Workforce Steering group
Date approved	February 2025
Version 1	

PRIMARY CARE NETWORK (PCN) PHARMACY CARE COORDINATOR
JOB DESCRIPTION & PERSONAL SPECIFICATION

JOB TITLE	Primary Care Network (PCN) Pharmacy Care Coordinator
SALARY	
RESPONSIBLE TO	
ACCOUNTABLE TO	

JOB SUMMARY

The PCN Pharmacy Care Coordinator will play a key role, complementing clinical pharmacists, pharmacy technicians and other members of the PCN multi-disciplinary team, working under supervision to ensure effective and efficient use of medicines.

The post holder will work in close partnership with the pharmacy team to proactively identify and deliver services and projects that support all aspects of medicines optimisation, helping maintain the health and wellbeing of the patient population. They will work with external stakeholders to bridge the gap between the practice team and other clinicians working collaboratively to ensure all aspects of medication safety are adhered too. The post-holder will develop and encourage a positive culture of medicines optimisation principles to assist the PCN in achieving local and national medicines-related objectives.

MEDICINES OPTIMISATION

- Conduct medicines optimisation tasks, to support medication reviews as directed by the pharmacy team.
- Support pharmacists by identifying and referring eligible patients for Structured Medication Reviews (SMRs).
- Use population health intelligence to proactively identify cohorts of patients who would benefit from medicines optimisation.
- Work with the clinical team to plan, implement and track interventions and report on the success of these.
- Synchronise medicines for patient transfers between care settings, linking in with local community pharmacies.
- Co-ordinate all aspects of prescription preparation to ensure compliance with legal and professional requirements and accepted guidance on professional practice to ensure safe systems of work.

- Process repeat medication requests in line with agreed clinical protocols and within your competency, referring to appropriate health care professionals to review the more clinically complex requests.
- Promote Electronic Repeat Dispensing (eRD) and online ordering as appropriate to patient and practice needs.
- Support efficient ordering to reduce medicines waste.
- Be aware of monitoring requirements for selected drugs or categories of drugs and ensure patient compliance. Refer any non-attendees to the correct healthcare professional for further input as required.
- Working with external partners to obtain copies of shared care agreements.
- To maintain accurate and up to date records of patient contacts, entering notes onto the clinical system.
- Support initiatives for antimicrobial stewardship to reduce inappropriate antibiotic prescribing.
- Coordinate, attend and provide administrative support for MDT meetings. To disseminate information from these meetings to other practice staff as necessary.
- Update and maintain accurate patient medication records on the practice clinical computer system, including advice given and action taken.
- Convert acute medicine requests into repeat medicines, where appropriate according to competence and local policy.
- Assist in the re-issuing of eRD prescriptions, including checking for monitoring requirements and reviews.
- Ensure the practice is adhering to any Locally Commissioned Services they have signed up too.

COMMUNICATION

- Answer simple medication queries from patients, staff members, community pharmacies and care homes.
- Collate information from complicated medication related queries and forward on to the appropriate healthcare professional in a timely manner.
- Liaise with external pharmacy services and patients to resolve queries and communicate changes to medications.
- Signpost patients to the relevant members of the practice team and outside organisations as appropriate.
- Provide a designated liaison service for care homes.
- Co-ordinate and manage application of the pharmacy team rotas on to the clinical system.
- Co-ordinate visits or arrange appointments for patients with the identified pharmacy team member.

AUDIT AND RISK MANAGEMENT

- Undertake identified clinical audits of prescribing in areas directed by the PCN team and feedback results to clinical pharmacy team and other clinicians in the practices.
- Support implementation of local and national guidelines and formulary recommendations.
- Support and encourage reduction in prescribing of medicines available over the counter, and of low value, and low priority treatments.
- Support the PCN to deliver on system agendas, Quality Outcome Frameworks (QOF) and Locally Commissioned enhanced Services (LCS).
- Work with general practice teams to ensure that practices are compliant with CQC standards and assist with medicine-related compliance.
- Undertake audits to identify patients that may be appropriate to switch medications to more cost effective/ greener alternative brands.

CLINICAL GOVERNANCE

- Respond to Medicines and Healthcare Regulatory Agency (MHRA) alerts, set up searches to identify affected patients on the practice clinical systems and action them according to practice protocol.
- Monitor practice prescribing against the local formulary and report back results to the clinical pharmacy team and action as required.
- Support in the reporting of medicines related incidents, and when required, contribute to investigations and root cause analysis.
- Refer to clinical colleagues outside of the pharmacy or practice team where there is an unaddressed clinical need which the pharmacy team is unable to support with, helping to ensure patients receive a joined-up service and the most appropriate support.

MEDICINES SAFETY

- Identify patients that are overdue required monitoring and refer to the appropriate clinicians.
- Reconcile medicines following discharge from hospitals, intermediate care and into care homes, including identifying and appropriately rectifying unexplained changes and working with patients and community pharmacists to ensure patients receive the medicines they need post discharge.
- Ensure shared care protocols are in place where relevant and ensure the continuation of safe practice within primary care.
- Work with the pharmacy service team to develop and implement systems to ensure the effective and continuous supply of medication to high-risk patients.
- Understand how patient alerts (e.g. visually impaired, hard of hearing) are generated and patient allergy information is accurate and correctly documented, and that the information is shared with the wider multidisciplinary team.

- Work with the internal pharmacy team to proactively identify patients who could benefit from their support including those at risk of safety events.

TRAINING AND DEVELOPMENT

- Be responsible for own personal and professional development.
- Comply with the code of ethics, GPhC professional standards and relevant legislation and company procedures, to deliver high standards of clinical governance.
- Undertake further training opportunities as identified through appraisals and performance monitoring systems.
- Act as a professional role model and develop own leadership skills.
- Take part in the learning and development of others.
- Maintain 100% compliance with mandatory training requirements.

Please insert your own organisations policies under the headings below:

CONFIDENTIALITY AND DATA PROTECTION

EQUAL OPPORTUNITIES

USE OF NEW TECHNOLOGY

HEALTH AND SAFETY

NO SMOKING POLICY

TRAINING AND DEVELOPMENT



Frimley Health Sussex
NHS Foundation Trust



Hampshire and Isle of Wight

PERSONAL SPECIFICATION:

Requirement	(E)essential / (D)desirable	Assessment method (see note above)
Qualifications and Professional Registration		
Good general education with English and Maths GCSE standard or equivalent	E	A
Relevant NVQ 3 or equivalent qualification or experience	D	A
Evidence of continued personal development	E	A
Customer service qualification/training	D	A
Recognised qualification in the use of computer software e.g. Microsoft Word, Excel Access, ECDL	D	A
Personal Qualities		
Works well within a team	E	A/I
Capable of working with tact and diplomacy	E	A/I
Approachable, adaptable, supportive, self-motivated	E	A/I
Experience and job-related knowledge		
Experience of working in an administrative or customer focused role demonstrating the ability to deal with difficult and challenging situations	D	A/I
Experience of working as a medicines dispenser or within a pharmacy setting, or experience of working directly within the NHS or other healthcare provider	D	A/I
Experience of prioritising work and meeting deadlines	E	A/I
Able to communicate effectively and professionally both face to face and on the telephone with people at all levels	E	A/I
Demonstrated high standard of written and verbal communication skills	E	A/I
Evidence of the application of innovative practice and the application of evidence-based interventions	E	A/I
Clear, concise record keeping/ report writing skills	E	A/I
Ability to undertake audit activities	D	A/I
Ability to interpret prescribing data	D	A/I
Knowledge and understanding of the NHS and the challenges facing Primary Care.	E	A/I
High attention to detail, able to work accurately and identify errors	E	A/I
Able to deal with patients in a professional and compassionate manner	E	A/I

Requirement	(E)essential / (D)desirable	Assessment method (see note above)
Demonstrates understanding of Information Governance, Patient Confidentiality and Data Protection requirements	E	A/I
Able to anticipate barriers and issues and take action to mitigate risks	D	A/I
Skills		
High level of competence in Microsoft Office packages (Outlook, Word, Excel, and PowerPoint as a minimum)	E	A/I
Experience of the use of clinical systems e.g. EMIS/SystemOne	D	A/I
Excellent communication skills (written and verbal)	E	A/I
Highly organised and able to work on own initiative, in line with agreed parameters / procedures	E	A/I
Ability to undertake research/quality improvement methodology	D	A/I
Time management and prioritisation skills	E	A/I
Analytical and problem-solving skills	E	A/I
Able to recognise personal limitations and refer to more appropriate colleague(s) when necessary	E	A/I
Other Requirements		
Proven record of good timekeeping and attendance	E	A/I
Self-motivated and directed	E	A/I
Able to show understanding of issues relating to equal opportunities	E	A/I
Ability to travel between sites if required.	E	A/I

AGREEMENT

This job description will be reviewed as necessary and may be amended to meet the changing needs. It will also be used as the basis to set performance standards and/or objectives, and the contents will be used as part of annual appraisals. This job description has been agreed between the post holder and employer.

Employee's Signature:



Frimley Health Sussex
NHS Foundation Trust



Hampshire and Isle of Wight

Print Name

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Date:

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