

GP Workforce 10 Point Plan

**Clinical pharmacists in general
practice pilot**

Support pack for pilot sites

January 2016

Clinical Pharmacists in General Practice: Pilot site support pack

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Contents

Contents	3
1 FAQs	4
1.1 What are the next steps?	4
1.2 When can I get started?	4
1.3 Can you help me to recruit a clinical pharmacist?	4
1.4 What kind of indemnity cover will we need?	4
1.5 Will there be an opportunity to share learning with other pilot sites?	4
1.6 What if one of the GP practices drops out?	4
1.7 What happens after the three year funding?	5
1.8 Will I be liable for redundancy payments?	5
1.9 What happens if one of the clinical pharmacists we recruit leaves?	5
1.10 What if one of my clinical pharmacists goes on parental or long-term sick leave?	5
1.11 What if I can't fill the clinical pharmacist posts?	5
1.12 How will I get funding from NHS England?	5
1.13 How will I need to report on progress?	5
1.14 When does the in-practice development programme start?	6
1.15 When does the CPPE training start? What is the time commitment?	6
1.16 When will the CPPE residential inductions and study dates be available?	6
1.17 Who will pay for the prescribing course?	6
1.18 What if I'd like to do any promotion about being involved in the pilot?	7
1.19 What should we do if we get any calls from the media?	7
1.20 What about FOI requests?	7
1.21 Who can I go to if I have any questions?	7
2 Communications support	8
2.1 Patient film	8
2.2 Patient leaflet	8
3 Recruitment support	9
4 In practice development	11
4.1 Introduction	11
4.2 Four face-to-face development sessions	11
4.3 Why are these face-to-face sessions important?	11
4.4 Online networking	12
4.5 Why is this helpful for participants?	12
5 General practice pharmacist training scheme	13
5.1 Vision	13
5.2 General practice pharmacist training pathway	13
5.3 Learning pathway	14
6 Reporting	16
7 Baseline and Evaluation	16
8 Keeping in touch	16

1 FAQs

Here are some common questions you may need answered as a pilot site.

1.1 What are the next steps?

Your local NHS England office will contact you to confirm the information needed to progress the pilot - including the costs you have submitted and the salaries you will be paying your clinical pharmacists. This allows NHS England to release funds once the required milestones for payment have been completed and contracts signed.

1.2 When can I get started?

You can start your recruitment as soon as you have completed a due diligence process with your local NHS England office. They will be in touch with you regarding this process shortly. The due diligence process will seek to clarify details of each site including information such as exactly which practices are participating in the pilot, who the employer for each pharmacist will be and how many (headcount) pharmacists there will be in each pilot site.

1.3 Can you help me to recruit a clinical pharmacist?

We cannot recruit the pharmacists for you. However, we recommend that you advertise your role on the NHS Jobs website, a free service. We have also developed a draft advert and some suggested interview questions to help you recruit the right person. Please see section 3 for more details.

1.4 What kind of indemnity cover will we need?

You will need to ensure that your clinical pharmacists have indemnity cover and you are covered for liability through your own employers' liability insurance. If you are unsure we would advise you to seek professional advice.

1.5 Will there be an opportunity to share learning with other pilot sites?

We are working with the NHS Leadership Academy to develop an online site where practices involved in the pilot can connect and share learning. In addition the team at NHS England will ensure that there are events at least once each year to support you to meet other sites and share learning.

1.6 What if one of the GP practices drops out?

If a specific practice feels it is unable to continue with the pilot we would encourage pilot leads to work with the practice and NHS England to work out how they can be supported to remain part of the pilot. Each pilot site is different and we would want to have an early conversation with you to support as many practices as possible to remain engaged throughout the three years and beyond.

There may be an issue of clawback. NHS England will not fund redundancy costs of clinical pharmacists engaged by practices as part of this pilot.

1.7 What happens after the three year funding?

The purpose of the pilot is to assist practices in getting started and support practices with the initial transition. At the end of the funded period practices will be expected to continue the employment of the clinical pharmacist, who by then should be a key member of the practice team.

1.8 Will I be liable for redundancy payments?

The employers of the clinical pharmacists are fully responsible for all aspects of employment. If you choose to make any of your staff redundant you will have to pay redundancy costs. NHS England does not have any liabilities in relation to redundancy for the clinical pharmacists or any other practice staff member.

1.9 What happens if one of the clinical pharmacists we recruit leaves?

If one of the clinical pharmacists leaves you should tell us as soon as possible. You would be able to recruit to that post but the development support may not be available to them. We would work with you and CPPE to try to make some support available to any new recruits.

1.10 What if one of my clinical pharmacists goes on parental or long-term sick leave?

You will need to make a decision as a practice on the viability of backfilling any posts which arise due to parental or sickness leave. NHS England will continue to provide you with a proportion of the costs whilst they are receiving a salary from you, but will be unable to provide you with any additional money to pay for an additional staff member to provide cover.

1.11 What if I can't fill the clinical pharmacist posts?

We will work with you and our wider partners to help you fill posts which you have struggled to recruit to. However, we cannot recruit the pharmacists for you.

1.12 How will I get funding from NHS England?

You will receive staged payments and we anticipate that the first of these will be paid shortly after you have signed and returned the memorandum of understanding/ local enhanced scheme documentation. Payment will be via your current contract management arrangements via your local NHS England team.

1.13 How will I need to report on progress?

We have commissioned a CSU to work with each practice to develop a set of key performance indicators and a solid baseline for these. These KPIs will inform the

frequency of reporting and what is reported. You will not be asked to report more frequently than once each month. We will minimise the impact of reporting on practices participating in the pilot.

1.14 When does the in-practice development programme start?

The in-practice development will start as soon as you are ready. We will connect you with the NHS Leadership Academy who will assign you a support associate and contact you to make arrangements to come to the practice and work with you. You will receive four half-day sessions paid for by NHS England. The first session will help you work out what support you might need and what you may need to do differently in the practice or locality to embed the clinical pharmacist into the practice team.

1.15 When does the CPPE training start? What is the time commitment?

There will be a series of cohort intakes for the CPPE education programme starting in February 2016. The time commitment is 28 days over 18 months.

After the initial four-day residential induction each pharmacist will complete a personal development (PDP) plan to inform their learning. They will be supported by their CPPE education supervisor to determine what their development needs are and plan their study day attendance.

The education time commitment during the 18-month programme is as follows:

- Residential induction: 4 days
- Study days: 6 days
- Monthly learning sets, personal study time and local medical education (will vary regionally): 10 days
- Residential at 12 months: 2 days
Study learning identified in PDP: up to 6 days

In total, the clinical pharmacist will be away from the workplace for a maximum of 28 study days.

1.16 When will the CPPE residential inductions and study dates be available?

The dates for the residential courses and further information about the training pathway are available on the [CPPE website](#).

The residential induction dates will be available in for booking from 1 January 2016. Pharmacists will be able to access the online learning platform when they book onto the residential induction and will be given the pathway handbook that residential induction. All of the course dates for 2016 will be available in the CPPE pathway handbook and on the online learning platform from late January 2016.

1.17 Who will pay for the prescribing course?

The prescribing courses are commissioned by local education and training boards (LETBs) and are available free to clinical pharmacists involved in this pilot. A [full list of accredited courses](#) is available.

1.18 What if I'd like to do any promotion about being involved in the pilot?

If you would like to promote your involvement in the pilot locally, please inform your local communications lead at your CCG and the NHS England communication lead locally. It is important that you do this so NHS England can support you with national and regional messages and information.

1.19 What should we do if we get any calls from the media?

If you are approached by a journalist, please redirect them to your local communications lead at your CCG and the NHS England local team, who can help you to respond or respond on your behalf. Through this route NHS England can support with both regional and national messages and information.

1.20 What about FOI requests?

As with any other FOI and as stated within your contract, if an FOI request comes to your organisation it is your responsibility to respond. However, please let your CCG and NHS England regional FOI team know of the request as they may be able to support you.

1.21 Who can I go to if I have any questions?

If you have further questions please contact the enquiries email inbox at england.clinicalpharmacistenquiries@nhs.net

2 Communications support

In this section, we will add materials and tools to help you communicate about the pilot or the role of a clinical pharmacist.

We have developed some tools to help you communicate with patients:

2.1 Patient film

[This film](#) explains the role of clinical pharmacists to patients and the public. Using The Old School Pharmacy in Bristol as a case study, the film clarifies when and why patients might see a clinical pharmacist and sees patients share their experiences. You may wish to display it on a screen in your GP surgery.

2.2 Patient leaflet

This leaflet explains to patients:

- what a clinical pharmacist is
- when and why they might see a clinical pharmacist
- what they should expect from an appointment.

It is designed for you to display in your GP surgery and hand out or send to patients if they are seeing a clinical pharmacist for the first time. There are three versions of the leaflet:

- [Pdf with trim lines](#) – this is the file you will need if you want to use a professional printer
- [Pdf without trim lines](#) – you can print this file using an office printer
- [Word version](#) – use this version if you want to adapt the leaflet

If you would like a printed supply of these leaflets please contact the team on: england.clinicalpharmacistenquiries@nhs.net

3 Recruitment support

We would advise you to use NHS Jobs to advertise your roles. NHS Jobs is free to advertise on and is known to be highly effective.

We have developed some resources to help pilot sites recruit clinical pharmacists. You are under no obligation to use these.

Sample job advert

Clinical Pharmacist Template Advert for NHS Jobs

Clinical pharmacists work as part of the general practice team to resolve day-to-day medicine issues and deliver direct patient care. This includes managing long-term conditions, specific advice for those on multiple medications and better access to health checks.

These are new, exciting posts in which you could make a real impact. As the role is patient-facing, you will see how your role directly impacts the community you serve.

This role is being recruited as part of a pilot funded by NHS England and operating in partnership with the British Medical Association, Health Education England, Royal College of GPs and the Royal Pharmaceutical Society.

Further information about the pilot is available [on the NHS England website](#).

As part of the pilot, this role will have access to a free, comprehensive training and development programme run by CPPE. Participation in this programme is an essential part of a role within this pilot. For further details, visit the [CPPE website](#).

Essential Requirements:

Clinical pharmacists:

- Masters or Postgraduate Diploma in Clinical Pharmacy or Pharmacy Practice or equivalent clinical pharmacy learning from other learning providers
- minimum of two years' experience, gained in any setting, such as hospital or community pharmacy.

Senior pharmacists:

- four years' experience, ideally with some general practice or primary care organisations
- a prescribing qualification or masters in clinical pharmacy or community pharmacy is ideal.

Location

E.g. Bradford is a diverse community on the doorstep of the Yorkshire Dales and the Pennines... [insert further information on location/community]

www.visitbradford.com

The [name of practice] is awith a staff team of.....We have a registered population of...thousand.... [Insert more here about your practice]

We hope that you are as excited as us about this role, and we look forward to receiving your application.

Contact

For an informal discussion about this post, please contact:

Name/Email/Tel. e.g. (of practice manager)

Salary: £ insert the salary you anticipate paying here

Deadline: DD/MM/YYYY

Type: Permanent

Part-Time/ Full time

Primary Care Pharmacists Association Handbook for GP practices

The PCPA has developed [a handbook for GP Practices wishing to employ pharmacists](#).

4 In practice development

4.1 Introduction

The NHS Leadership Academy is providing a development programme to support the integration of new clinical pharmacists into the practices taking part in the pilot. Evidence shows that embedding a new role into existing teams takes time and effort; this support will help practices with that journey.

4.2 Four face-to-face development sessions

Each pilot practice will be offered four half-day sessions of support in their practice and for the whole practice team.

This opportunity to do team development face-to-face is important for understanding and embedding the role into the team. For many practices, this is a new role in the team.

Access to these sessions will be from January 2016.

Each practice team will complete a team diagnostic as part of their first session. This will provide the team with data to understand its readiness for change and the existing team dynamics. The sessions will be co-designed with the practice and will include:

- Team development, values of the team, understanding self and others
- Understanding the new role, its purpose and how it can best work for the practice
- Building relationships, trust and respect and change management skills.

4.3 Why are these face-to-face sessions important?

To ensure that the clinical pharmacist role is as effective as possible it is important that the whole team understand the role. While the pilot is about the role of the clinical pharmacist, the development support is for the whole team within the practice. Using a team diagnostic will provide the team with information to form the basis to co-design the remaining sessions with a facilitator.

Experience from practices that have developed multi-disciplinary teams in general practice shows that everyone has a part to play in getting the best out of the new service and current ways of working may need to change.

The four sessions will begin as soon as you are ready as a practice. You do not have to have the clinical pharmacist in place to begin the development support.

4.4 Online networking

To provide a full blended learning approach, participating practices will be given access to the NHS Leadership Academy online learning forum.

As Academy members, participants will have access to online resources. Importantly and additionally the website will build an online networking forum to share learning and create opportunity for online discussions and a space for academic learning through dialogue and literature.

Topics such as business process mapping, theory of change, service improvement methodologies (e.g. LEAN) can be accessed through this forum.

4.5 Why is this helpful for participants?

From experience, participants like the flexibility of both online and face-to-face learning. This forum provides this flexibility and a space for online learning and saving relevant literature for sharing. It's cost effective and reduces the need for all learning to be face-to-face.

5 General practice pharmacist training scheme

The Centre for Pharmacy Postgraduate Education (CPPE) is leading the provision of the Health Education Funded training pathway for all pharmacists employed in the NHS England bid sites. Health Education England is making a substantial investment in this learning experience, to pilot changing the available support and post-qualification learning experience for a significant number of GP pharmacists.

5.1 Vision

This pathway will train clinical pharmacists to work in general practice. They will:

- Offer patient-facing and person-centred consultations
- Work within a multidisciplinary general practice team, offering outcomes-focused medication review for people with multi-morbidities taking multiple medicines
- Focus on high priority, common and long term conditions or a broad range of medical conditions dependent on local need
- Improve access to primary care, which supports people to manage their own health, medicines and long-term conditions
- Deliver medicines optimisation and offer high-quality, safe and cost effective prescribing expertise
- Deliver clinics via patient appointments or as drop in services
- Support enhanced liaison and closer working with local community pharmacy
- Deliver NHS England priorities and plans for medicines optimisation, health and wellbeing.

5.2 General practice pharmacist training pathway

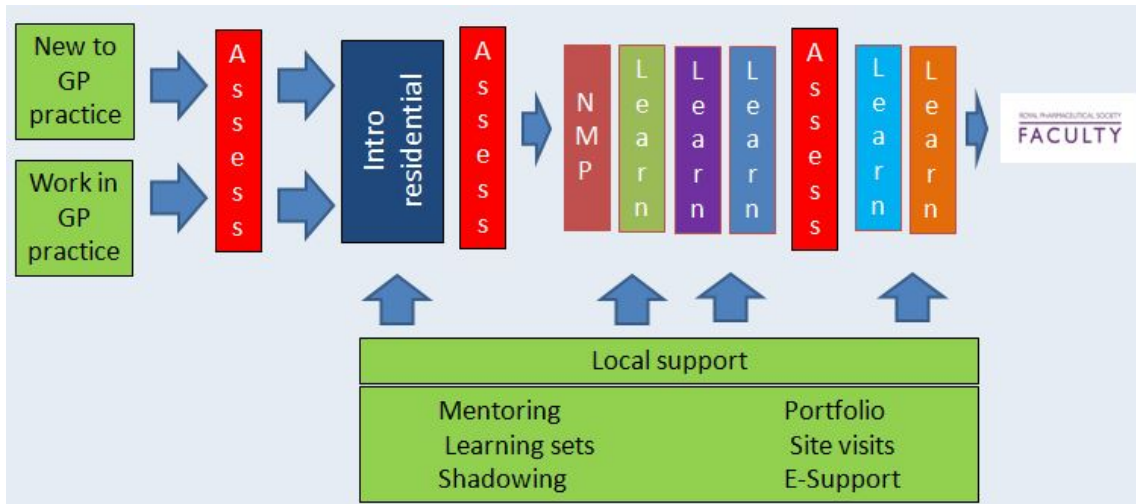
This comprehensive training pathway will equip clinical pharmacists to deliver patient facing services integrated within the multidisciplinary general practice focusing on person-centred consultations, medication review and implementing the principles of medicines-optimisation¹.

The clinical pharmacist will:

- be supported by local education supervisors
- build on existing models of pharmacist work in GP practice
- develop an advanced practice portfolio, linked to Royal Pharmaceutical Society (RPS) Faculty
- use established competency frameworks alongside the general pharmacist training pathway including:
 - NHS Healthcare Leadership Model (and associated RPS Leadership Development Framework 2015)

- RPS Advanced Practice Framework
- Single Competency Framework for Prescribers (currently being updated)
- Consultation Skills for Pharmacy Practice: Practice standards for England
- relevant clinical pharmacy specialist group frameworks.

5.3 Learning pathway



Each cohort of around 40 trainees will start their pathway with a four-day induction residential. Throughout the 18-month pathway study days will be offered on a variety of clinical and professional topics. Local learning sets will develop a peer support network and use case based learning focusing on developing skills in the workplace.

Four assessment stages will underpin pathway learning. Application for Faculty assessment by the professional body, the Royal Pharmaceutical Society, is recommended at the end of the pathway. Qualification as an independent prescriber (if the qualification is not already held) will be provided by Higher Education Institution providers with funding from Local Education and Training Boards and is above and beyond the 28 days maximum set out for this pathway.

A strong support structure underpins the pathway delivered by a local educational supervisor, clinical supervisor and workplace based GP line manager.

Pathway themes

1. Fundamentals of general practice
2. Prescribing
3. Clinical assessment, examination and monitoring
4. Consultation and communication skills
5. Long-term condition management specialties
6. Common ailments management
7. Medicines-optimisation, multi-morbidity and polypharmacy
8. Evidence based medicine and safety
9. Leadership and management

The [CPPE general practice pharmacist training pathway overview \(first edition\)](#) describes the pathway themes in detail.

Find out more information about the General practice pharmacist training pathway on the [CPPE website](#). Contact CPPE email info@cppe.ac.uk or call 0161 778 4000

References 1. Royal Pharmaceutical Society [Medicines optimisation: helping patients to make the most of medicines](#) May 2013

6 Reporting

Reporting will aim to capture the difference the scheme is making to general practice and aid with evaluation. The reports are not about performance managing pilot sites or pilot sites performance managing their employees. Reports will be completed to ensure the pilot sites are fulfilling the aims and objectives of the scheme and will cover both staffing data and key performance indicators. Reporting will take place monthly. Each practice within the pilot sites will be required to complete reports.

We will work with pilot sites to minimise the paper work and bureaucracy around reporting and will develop pro-formas to assist sites with this. Please also see the section on Baseline and Evaluation below.

7 Baseline and Evaluation

NHS England has commissioned South, Central and West Commissioning Support Unit to work with each practice to develop key performance indicators (KPIs) and a robust baseline to help with the longer-term evaluation of the pilot.

In some cases practices will be happy to use the KPIs which they submitted as part of the bid. However, we are aware that some practices may need additional support to develop KPIs and the CSU will be able to assist with this. The CSU will begin to contact practices immediately.

All practices will have to sign-off their KPIs and baseline by mid-February 2016.

NHS England will be commissioning a longitudinal study to measure the impact of the pilot over time. We will post more information here when we have progressed that work.

8 Keeping in touch

NHS England will have a dedicated team who will support the pilot sites. They will coordinate regular WebEx and learning sessions as well as an annual meeting of all pilot sites to share good practice and lessons learned. If you want to contact the team at any time please use the email address: england.clinicalpharmacistenquiries@nhs.net