

Regional Pharmacy Advisor 239282

L I V I N G O U R V A L U E S



A Career with NHS 24

Thank you for your interest in this position. This information pack details information about both NHS 24 and this vacancy. I hope that you find this information useful and it helps inform your decision to apply to come and work with NHS 24. Now is a great time to be joining NHS 24 as we continue to grow and deliver safe, responsive person-centred services to the public of Scotland. We are proud to employ around 2000 staff across our centres in Scotland.

Our service touches the lives of people across Scotland when care and compassion is what matters most. Our people are our most important asset, and it is through them that we can deliver high quality, clinically safe services across Scotland. We want to reduce health inequalities, to work seamlessly across boundaries, to utilise technology to provide our patients with omni channel access to the latest and most effective digital healthcare. We employ around 2000 staff across six main contact centres in Scotland. Continual investment and growth of our workforce is vital to the delivery of services.

If you are resilient, committed to personal development and up for a challenging but rewarding career then you sound like our kind of person.

NHS 24 is the national provider of digital and telephone-based health and care services for Scotland. We provide people with access to information, care and advice through multiple channels including telephone, web and online. We work in collaboration with partners, the public and our people to co-design services using technology and a digital first approach to sustainable service development and delivery.

There's no such thing as a typical job at NHS 24. We employ a wide range of clinical and non-clinical staff. From call handlers and nurse practitioners to physiotherapists and pharmacists as well as all the usual support services, the diversity of our workforce reflects the constantly evolving needs of our patients. As an integral part of the NHS in Scotland, NHS 24 continues to develop, provide, and facilitate an expanding range of multichannel, patient centred, safe and effective telehealth and tele-care services.

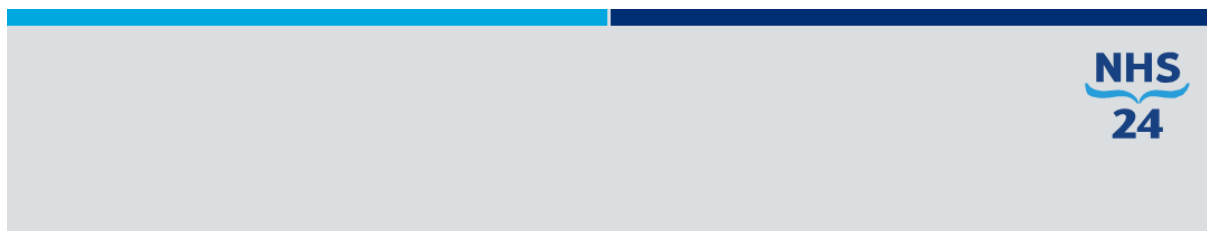
NHS 24 is an equal opportunities employer committed to advancing equality and particularly welcomes applications from groups of people currently underrepresented within the workforce. We are a committed participant in the Disability Confident Leader Scheme and guarantee to interview all disabled applicants who meet the minimum essential criteria for our vacancies.

You can find more information about NHS 24 at <https://www.nhs24.scot/>

For information on working for NHS please visit



Our Values



L I V I N G O U R V A L U E S



Care and compassion

When we talk about care and compassion, we mean completing your work in a way that shows care for what you do. For example, trying your best to help others, whether they're colleagues, patients or people from our partner organisations.

Dignity and respect

Practising dignity and respect means making sure that you interact with everyone in a professional manner. Keep the feelings, wishes and rights of others in mind.

Openness, honesty and responsibility

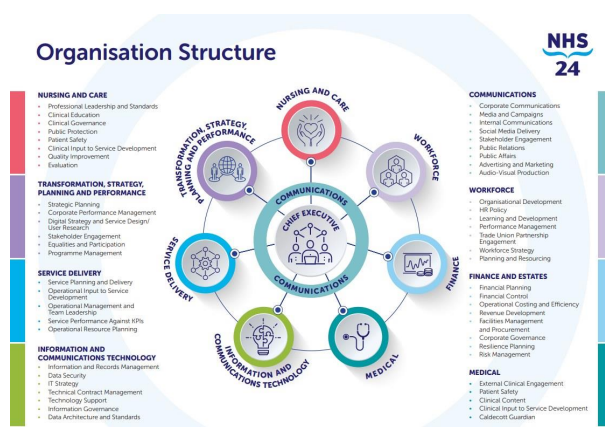
The value of openness, honesty, and responsibility is the commitment to be truthful, transparent, ethical, and accountable in work.

Quality and teamwork

A commitment to quality means delivering quality work and encouraging others to maintain the quality of their work. We want to know that you can contribute to a culture of continuous improvement.

Teamwork is about making sure your group can work to the best of their ability, nurturing and developing professionalism so that you can all do excellent work.

Organisation Structure



Service Delivery

Service Delivery is the patient-facing directorate of NHS 24 that covers the full range of services offered to Scotland, such as NHS 24 Unscheduled Care Service, Scottish Emergency Dental Service, NHS 24 Health Information Services, Breathing Space and Living Life Services.

NHS 24 has been providing a national Unscheduled Care service since 2004. This service handles approximately 1.5 million calls per annum. During the out-of-hours period, patients who require urgent medical attention are triaged and directed to the most appropriate point of onward care within their own area.

In 2014 we successfully moved to the new free phone telephone number 111, hence why the service is also branded as the 111 Service.

We increasingly operate a multi-disciplinary team approach, involving a range of clinical and non-clinical skills to ensure the public get access to the best health care professional to manage their care efficiently and effectively.

Whilst operating 24hrs a day 7 days a week, the 111 Service is a predominately Out of Hours Service, which means that 90% of calls to the service are received between the hours of 6pm and 8am. Weekends are our busiest time of the week, when 50% of our call demand is received.

A national service available to all in Scotland, the location, age, health concern and content of the calls are wide ranging and no two calls are the same. Working in collaboration with our partner Health Boards, all calls to service are assessed and where appropriate directed to the appropriate health care professional for treatment. This includes calls which are immediately life threatening and require to be transferred to the Scottish Ambulance Service.

Dignity and Respect

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Responsibility

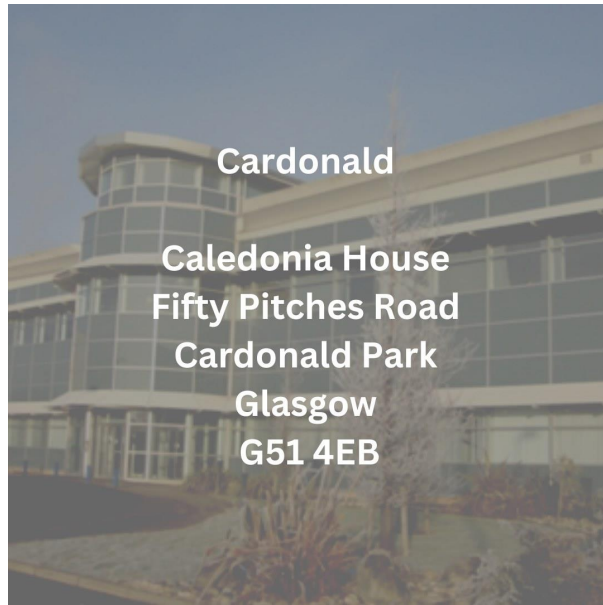
Quality and Teamwork

Care and Compassion

Our Centres



We have six regional centres Aberdeen, Cardonald, Clydebank, Dundee and South Queensferry. Vacancies may not be available in all centres therefore please check the current advert for further detail on availability.



Cardonald

**Caledonia House
Fifty Pitches Road
Cardonald Park
Glasgow
G51 4EB**



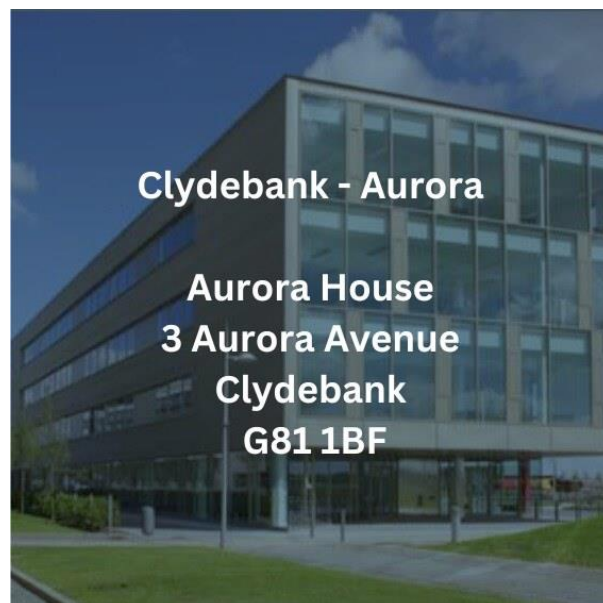
**North Regional
Centre**

**Forest Grove House
Foresterhill Road
ABERDEEN AB25 2ZP**



East Regional Centre

**Norseman House
2 Ferrymuir
South Queensferry
EH30 9QZ**



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Shift Working at NHS 24



NHS 24 can be described as a predominately “Out of Hours” Service which means our busiest times of the day are from 6pm to 8am and our busiest days of the week are Saturday and Sunday, across the full weekend. As a result, all staff rotas are designed around these

times which means anyone working for NHS 24 will find their working pattern is heavily weighted to working at these times.

Across the year, the national Public Holidays are the busiest times, when other services across the Health Service are reduced.

When joining the organisation successful candidates are issued with an 8-week rota, however these are subject to the following changes

- The rotas offered are fixed (and aligned to the call arrival patterns and volumes) therefore NHS 24 is unable to amend days off or shift start/end times
- If NHS 24 do require staff to alter their rota, NHS 24 will aim to provide 8 weeks' notice of any change to the rota
- Over the busy Christmas and New Year period a 'festive rota' will be issued which will differ from the core rota, and may involve working different days, different shift times etc. during this period. This normally covers a 3-week period from approximately 18th December through to 8th January
- The "festive rotas" are again designed to ensure NHS 24 workforce is available to meet the demands of the service, which change at this time of year. As a result, this does mean that every year whilst employed at NHS 24 staff will either work 25th December or 1st January, plus other key days. Again, the same applies at Easter and staff will be required to work Easter weekend
- To ensure maximum resource on shift to deal with the increased demand during the 3-week festive period and over Easter weekend, no annual leave is permitted at this time. However, it should be noted that staff are only required to work their contracted hours (whilst there are opportunities for staff to work additional hours, this is entirely voluntary)
- The amendment to rota's also extends to include other national and local Public Holidays (PH) taken by other NHS Boards (Regardless of the day of the week these occur). Changes to staff rota's will be undertaken to ensure NHS 24 is adequately resourced to deal with the increased demand. Again, this may differ from current rotas, but as above, NHS 24 will aim to provide 8 weeks' notice of any changes.

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Who Are You ?



Are you a senior pharmacy professional looking for a new opportunity to lead, influence and shape clinical services across Scotland?

Do you thrive in a fast-paced, complex healthcare environment where clinical judgement, autonomy and responsive decision-making are essential?

Are you passionate about supporting multidisciplinary teams, enhancing patient care, and driving improvement across national services?

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Training



All NHS 24 staff are required to complete training on a regular basis to ensure compliance with statutory requirements. Additionally, you will be fully supported by your line manager as you transition into this new role. You will also be encouraged to participate in continuous professional development specific to this post.

NHS 24 provides a comprehensive Core Induction Training programme to all successful applicants. Training will be discussed at detail at interview, however please see example training schedule below;

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Benefits



NHS 24 offers a complete benefits package, with a 12 months fixed-term contract on Band 8a (£62,681 - £67,665). Placement on salary scale is dependent on confirmation of previous relevant NHS service.

We also offer you many supportive policies to enhance your employee journey and have a comprehensive Employee Assistance Programme Provider, Cycle to Work scheme, bursary scheme and a range of learning and development. As an NHS Scotland employee you will be entitled to:

- 35 days annual leave (rising to 41) pro-rata
- development opportunities including study bursaries, e-learning and classroom based courses
- enhanced pay for working public holidays
- enrolment into the Scottish Public Pensions Agency (SPPA) pension scheme
- NHS discounts on goods and services • HELP, employee support and assistance

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Job Description



Job Title: Regional Pharmacy Advisor

Reporting To: Head of Clinical Service

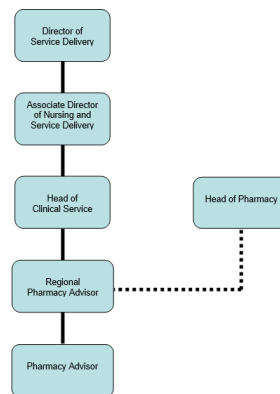
Department(s)/Location: Designated Contact Centre(s)

Job Reference number (coded):

1. JOB PURPOSE

The post holder is responsible for the management of all pharmaceutical elements of NHS 24 Contact Centres to ensure delivery of a safe, efficient and effective service. This includes the identification, development, implementation and evaluation of pharmacy work streams that will add value to the service. The post holder is also responsible for the direct line management of NHS 24 Pharmacy Advisor(s). The post holder will be responsible for leading on specific pharmaceutical topics (local and national) contained within the NHS 24 Clinical Road Map and other work/initiatives as agreed by the post holder's line manager and the Head of Pharmacy

2. ORGANISATIONAL POSITION



3. SCOPE AND RANGE

NHS 24 offers a range of national services that provide support for the health needs for people of Scotland including : Unscheduled Care -111, Scheduled Care and Health Information across a network of leading edge contact centres. The post holder carries responsibility for the management of all pharmaceutical elements across NHS 24's services to ensure delivery is safe, effective and person-centred.

- The post holder will provide pharmaceutical expertise at a senior level combined with a clinical operational role which includes the provision of clinical supervision and support of the multidisciplinary team on the operational floor.
- The post holder will be considered the lead specialist in pharmacy and medicines when working in the live clinical environment and could be the single point of contact for the whole of Scotland. As a member of the Senior Management Team within the Contact Centre, they will work with Clinical Service Managers, lead on areas within the national planning process and participate in the management of the wider operational workforce within contact centres during the OOH period.

- The post holder will be responsible for all aspects of line management of Pharmacy Advisors
- In conjunction with the Heads of Clinical Service and the Head of Pharmacy, the post holder will support Service Delivery's key priorities and be expected to nationally lead projects and initiatives which develop, improve and add value to NHS 24 and the wider health service.
- Objectives for the Regional Pharmacy Advisor (RPA) will be agreed with the Head of Clinical Service and the Head of Pharmacy in line with organisational policy, strategy and priorities.
- A system of regular informal monthly and formal six monthly appraisals will be conducted by the post holder's Head of Clinical Service and include a review of performance against objectives and an agreed personal development plan.

MAIN DUTIES/RESPONSIBILITIES

Organisational

- The post holder will be expected to operate with minimal supervision and prioritise their own workload on a daily basis.
- To develop and enhance the NHS 24/pharmacy interface in line with local and national priorities and ensure community pharmacy is seen as a key clinical care provider and an appropriate referral route.
- The post holder provides timely advice and support to NHS 24 in response to unpredictable medicine management and risk management issues (e.g. drug withdrawals and new safety alerts).
- The post holder communicates medicine related information to OOH's GP's, nurse advisors, community pharmacists, nursing homes, carers, district nurses, nurse practitioners, dental nurses and team leaders where required.

Clinical

- The post holder will provide robust pharmaceutical advice and support to patients and the public through participation in direct patient/carer contact over the phone or by giving advice to nurse advisors, call handlers, OOH GP's, dental nurses, team leaders and HIA's when required in the live clinical environment.
- The post holder will provide a robust and accurate pharmaceutical advisory service for the contact centre's frontline staff and senior management where required.
- The post holder will engage with front line staff, creating opportunities for establishing clear mechanisms to ensure staff feedback is effectively utilised for continuous improvement within NHS 24.

Professional

- The post holder will develop and deliver the pharmaceutical elements of the NHS 24 induction programme to a high standard, advise on clinical practice and processes, and ensure medicines resources are in place and up-to-date.
- The post holder will work in a collaborative manner in the service remaining within the General Pharmaceutical Council's Standards for Pharmacy Professionals to ensure the pharmacy profession is well represented within NHS 24.
- The post holder is responsible for the development, review and implementation of Medicines 24, a unique reference source to aid nurse advisors with their decision making.
- The post holder will ensure timely review of the national PGD for urgent supply of repeat medicines and appliances on behalf of NHS Scotland on a 6 monthly basis.
- The post holder will directly contribute to planning, development and delivery of educational sessions for undergraduate, pre-registration and qualified pharmacists (including 'return to practice') in collaboration with the Scottish Schools of Pharmacy and NHS Education for Scotland.

Managerial

- The post holder will, at times, be responsible for overseeing elements of national service management within the multidisciplinary team
- The post holder will deliver the pharmaceutical elements of clinical governance & quality through participation in front line staff performance management review procedures, which includes call review and partner feedback, to ensure that calls being taken by pharmacy advisors are safe, efficient and effective.

4. SYSTEMS AND EQUIPMENT

- The post holder will have periods of VDU usage each day via a desktop or laptop computer screen within one of the regional contact centres. This includes extended periods of VDU usage.
- The post holder would also be expected to use the telephony system within NHS 24. They are also required to follow NHS 24's Clinical & Operational Processes and operate the current clinical software application as defined by the organisation.
- On a regular basis they will operate a digital projector whilst delivering training to NHS 24 front line colleagues or external partners.

5. DECISIONS AND JUDGEMENTS

- The post holder will require a high level of concentration whilst undertaking direct patient (or carer) contact on the live operational floor, and whilst advising NHS 24 colleagues, to ensure the most appropriate outcome is reached for the patient.
- The post holder may be asked to make decisions with only a limited amount of information being available to them, and they will need to rely on using clinical/professional judgement to decide the safest and most appropriate outcome. They will also have to ensure that the next caller they encounter is not affected or influenced by a previous call, and provide an unbiased assessment of the clinical problem presented allowing the most suitable treatment or referral to be made.
- The post-holder is expected to act decisively and autonomously in their professional capacity.
- The post holder will be expected to analyse and interpret information from a variety of reference sources or internet searches when considering complex medication enquiries. In some instances the information may be conflicting and therefore professional experience and judgment may be required when making a decision.
- When dealing with pharmacy and medicines enquires from patients, carers, GPs or nurses where information is lacking, the post holder is expected to use their professional judgment and knowledge to provide the best response possible regarding pharmaceutical advice or location of care.
- When providing input into CPD the post holder should be able to demonstrate awareness of the various OOH scenarios that can be encountered, and the range of possible options available to manage the patient.
- The post holder will be expected to make their own decision regarding patient care. This may involve situations arising from the complaints processes, call review or in the live situation where professional opinion differs.

6. COMMUNICATIONS AND RELATIONSHIPS

Internal

The post holder will be expected to communicate and build relationships with colleagues at all levels (and within all disciplines) within NHS 24. At a regional contact centre level, this will include the Heads of Clinical Service, Regional Pharmacy Advisors, Clinical Services Managers, Clinical Governance and Quality Improvement leads, Clinical Development lead, Process leads, Practice Educators, Dental leads, Team Leaders, Pharmacy Advisors and other front line staff, and Service Support.

External

The post holder will be expected to communicate and build relationships with patients (and carers) when working on the live operational floor. From a healthcare professional

perspective this will also be required for OOH GPs, dental nurses, district nurses, pharmacists. Specific individuals/ committees to link with will include NHS Partner Leads, Pharmacy Primary Care Leads, Community Pharmacy Leads, Health & Social Care Partnership Leads, Area Pharmaceutical Committees, National OOH Operations Group.

- Communication, particularly with patients, must be delivered in an empathetic and caring manner.
- The post holder must be capable of effectively communicating highly complex medicine related information to OOH's GP's, Nurse advisors, community pharmacists, nursing homes, carers, patients, district nurses, nurse practitioners, dental nurses and team leaders. Advice must be easily understood and free from clinical jargon
- The post holder must have good influencing skills particularly when dealing with professional colleagues or other professionals within or outwith NHS 24 where decisions need to be challenged and overturned to allow seamless patient care and improve the quality and standard of future care.
- The post holder must have good influencing and persuading skills when providing direct care to patients and the public, and provide pharmaceutical advice that is clearly understood by people with language difficulties, mental or physical disabilities or poor health literacy. The post holder will also be expected to provide advice to emotional or distressed callers where required.
- Highly developed written, verbal, formal and informal communication skills are essential for dealing with NHS personnel, pharmacy colleagues/contractors, partner leads, Area Pharmaceutical Committees, Health & Social Care partnerships and other relevant bodies/groups and patients at all levels.
- When representing the views of NHS 24 at external meetings (regional and national) the post holder must employ diplomacy, tact and empathy when negotiating with individual clinicians, NHS personnel, pharmacy colleagues/contractors, partner leads, Area Pharmaceutical Committees, Health & Social Care partnerships and other relevant bodies/groups when challenged on NHS 24's clinical processes, protocols and Patient Group Direction by other professionals.

7. PHYSICAL DEMANDS OF THE JOB

Physical

- The post holder will be required to travel between NHS 24 sites and to external Health Board contacts. This is likely to be on average twice weekly. They will also carry and transport a laptop computer on a daily basis.

- The post holder will be sitting for the majority of their working day and be required to type information, via a computer keyboard, in the live operational environment (into the patient record) or in the office setting (email, documents, meeting papers).

Mental

- The Regional Pharmacy Advisor post requires a high level of concentration to be exhibited whilst working on the live operational floor as well as when participating in meetings or preparing meeting papers to ensure that appropriate professional and strategic input is made. This will include preparing papers for the Executive Management Team.
- The post holder may be interrupted via their mobile phone at any time during the working day and may be asked to make decisions on limited information available at that time. They then have to return to their original task and revert to operating at a high level.
- The post holder may be called upon to analyse and interpret a variety of reference sources when considering complex medication enquiries, and draw safe conclusions to respond to patient symptoms ensuring no drug interactions of any consequence occur.
- The post holder must also apply full concentration during their periods of business driving.

Emotional

- The direct line management of the Pharmacy Advisor requires emotional effort when applying Human Resource policies and procedures i.e. tackling or feeding back on sickness, disciplinary and performance management issues. This may involve delivering or investigating uncomfortable and disputed issues.
- The Regional Pharmacy Advisor is involved in call consultation review and has to feedback to nurse advisors regarding their handling of pharmacy related calls. This may involve delivering or investigating uncomfortable and disputed issues.
- The post may also be exposed to verbally abusive calls whilst participating in frontline call activity.

8. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Balancing long term strategic planning for the organisation with the short term or immediate operational management role to ensure a robust, safe service is delivered whilst continuing to develop the service

- Ensuring that the NHS 24/pharmacy interface develops and evolves to enable pharmaceutical advice to be provided at the correct levels within the multidisciplinary service.
- Achieving effective communication within and outwith the Contact Centre to further develop working relationships, and to propose (and implement) changes within own clinical area as well as influencing national change. This must be achieved whilst maintaining patient contact and clinical skills in order to meet the General Pharmaceutical Council's Standards for Pharmacy Professionals.
- The ability to respond to a wide variety of medicines enquiries and clinical presentations without prior knowledge of the enquiry topic, ensuring the pharmaceutical and medicines aspects of the service are appropriately delivered resulting in the safe and effective handling of calls which are supported by partner and patient satisfaction feedback.
- Achieving service and work stream objectives within timescales, prioritising work activities when urgent requests for action are received, whilst working in a multidisciplinary environment.
- Managing and motivating a team of Pharmacy Advisors to provide a high quality, safe and appropriate clinical service to the population of Scotland.

9. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Professional Qualities required for the job

Essential

- Vocational Masters Degree in Pharmacy (or earlier equivalent).
- Member of the General Pharmaceutical Council.
- Postgraduate qualification in clinical pharmacy or equivalent clinical experience.
- Extensive experience in pharmacy practice and knowledge/experience of community pharmacy
- Evidence of achievement/innovation in pharmaceutical service development.
- Experience of working in multidisciplinary environments, the delivery of training and the provision of information on medicines.

Desirable

- Wide ranging experience in several branches of pharmacy.
- Qualified Independent Prescriber
- Member of the Royal Pharmaceutical Society

Personal Qualities required for the job

- Strong professional and clinical leadership skills
- Effective interpersonal and influencing skills.
- Excellent communication and people management skills.
- Ability to plan and manage own workload against a background of change.
- Team player
- Innovative thinker
- Proactive and self-motivated
- Credibility both within and outwith the pharmacy community.

Principal Responsibilities

- The key responsibilities outlined above are not intended to be exhaustive. The post holder will be expected to adapt and be flexible as the organisation develops and progresses.

10. JOB DESCRIPTION AGREEMENT

Job Holder's Signature:

Date:

Head of Department Signature:

Date:

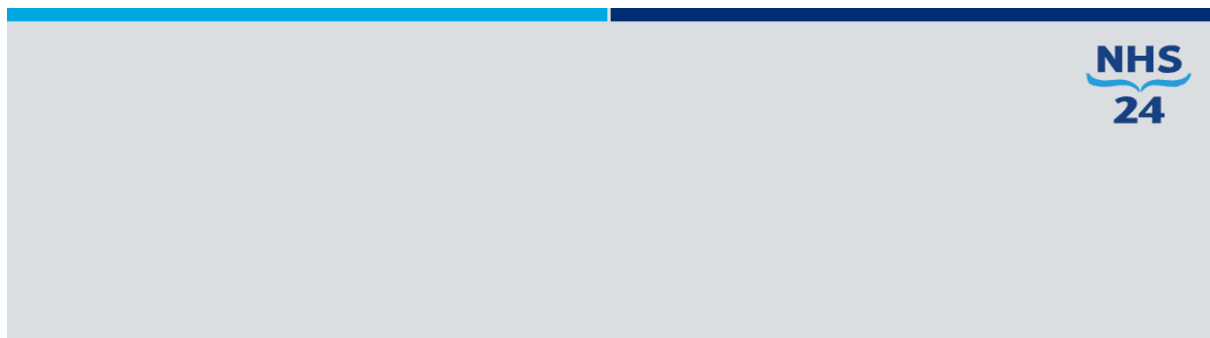
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Person Specification



Job Title: Regional Pharmacy Advisor

Directorate: Service Delivery

Level of Disclosure check required: Protection of Vulnerable Groups (PVG – Adults and children)

Qualifications:	Essential	Desirable
Registered Member of the General Pharmaceutical Council (GPhC)	X	
Educated to SCQF level 11 in Pharmacy or equivalent	X	
Independent Prescriber qualification		X
Member of the Royal Pharmaceutical Society (RPS)		X

Experience:	Essential	Desirable
Pharmacy practice with strong community pharmacy knowledge/experience	X	
Evidence of innovation and achievement in pharmaceutical service development	X	
Delivering training and providing medicines-related information to multidisciplinary teams	X	
Working within multidisciplinary environments	X	
Providing clinical supervision, medicines advice, and managing complex medication enquiries	X	
Managing or contributing to clinical governance and quality processes	X	
Ability to lead or contribute to national/local pharmacy workstreams or service-development initiatives	X	
Out-of-hours (OOH) clinical environments or urgent/unscheduled care settings		X
Teaching undergraduate and postgraduate pharmacists, including return-to-practice support		X

Behavioural Competencies:	Essential	Desirable
Strong professional and clinical leadership skills	X	
Effective interpersonal and influencing skills	X	
Excellent communication and people management skills	X	
High level of emotional intelligence and resilience	X	
Ability to adapt, innovate, and work proactively	X	
Strong planning, prioritisation, and organisational skills	X	
Commitment to continuous improvement	X	
Ability to influence national practice, contribute to national groups, or represent the organisation professionally at a national level		X

Other:	Essential	Desirable
Ability to travel between sites	X	
High resilience	X	
Emotional intelligence	X	

Recruitment Process



The NHS Scotland Everyone Matters 20:20 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values will guide the work staff do, the decisions that we take and the way we treat each other. Using a Values Based Approach to recruitment will ensure that NHS 24 staff members not only have the competencies required for the role, but they will live and breathe the values needed, to ensure that patients receive the best possible care, and that all staff are valued and treated well

.We will use a Values Based Approach in our selection process which will consist of the following assessments:

Application Short listing – applications forms received are reviewed and those meeting the role requirements will be invited to a competency based interview.

Interview / Assessment – these competency based interviews have a focus on NHS 24 Values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Visit our recruitment website at: <https://www.nhs24.scot/careers/our-recruitment-process/>

To work in the United Kingdom, there is a legal requirement for an individual to demonstrate that they have the relevant permission to work in the country. This permission is, without exception, granted by the UK Visa and Immigrations Service.

As part of the pre-employment checks for a preferred candidate, NHS Scotland Boards **will** check your entitlement to work in the UK. It can be evidenced through a number of routes including specific types of visa as well as EU settled and pre-settled status. To find out more about these routes of permission, please refer to the GOV.UK website [here](#).

Please note that NHS 24 is NOT licensed to issue certificates of sponsorship under current UK Visas and Immigration (UKVI) regulations. Applicants must have the right to work in the UK without requiring sponsorship to work with us.

It is ESSENTIAL that you have checked that you already have the appropriate right to work in the UK BEFORE submitting your application form.

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Contact information



For further information please contact the NHS 24 Recruitment team:

Email: recruitment24@nhs24.scot.nhs.uk

Please Note: If you experience difficulties with accessing or using JobTrain, please contact:

nhsscotland@helpmeapply.co.uk

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