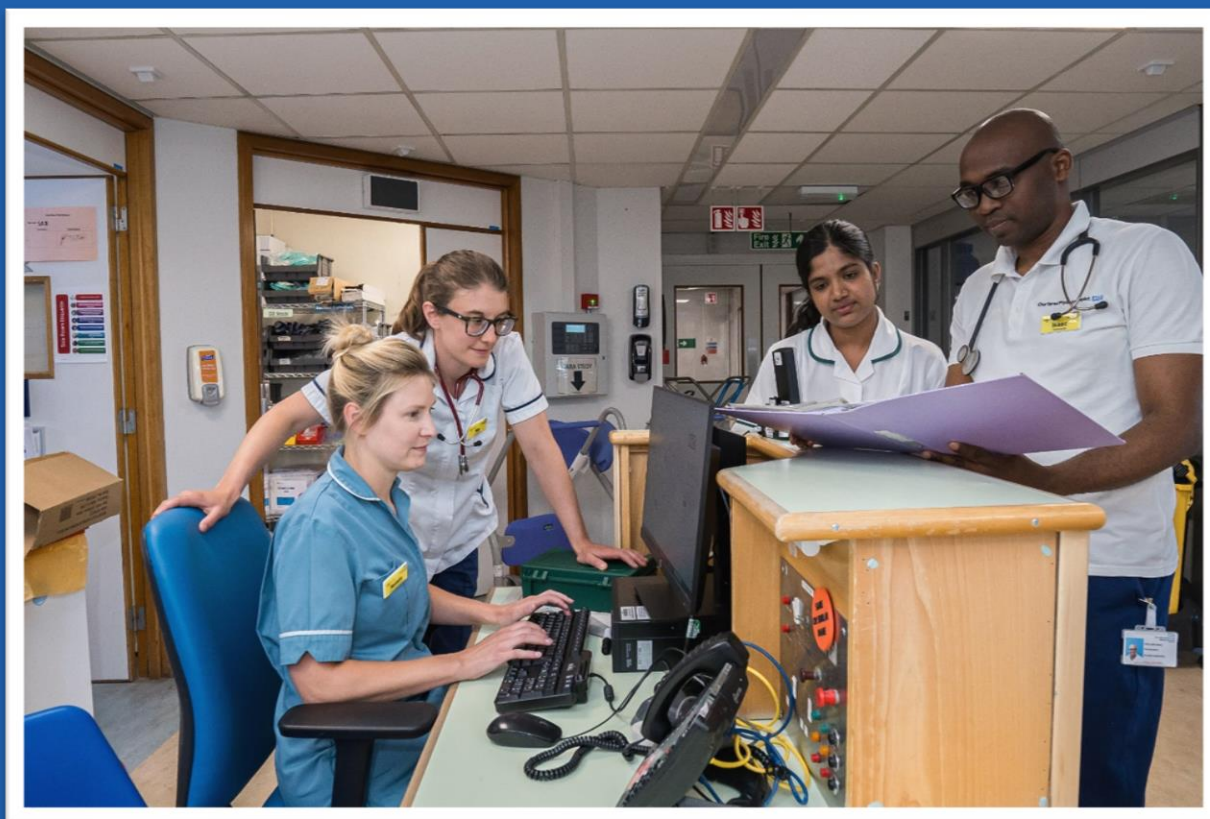


LEAD PHARMACIST FOR DIGITAL MEDICINES

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework - it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space - centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions - consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone

- Lead the development and improvement of electronic prescribing and other digital medicines systems across the Trust to support safe, effective patient care
- Manage digital medicines projects from planning through to delivery, working with clinical and technical teams to introduce new systems and improve existing services
- Provide expert advice on medicines, digital systems and patient safety, using data and technology to improve care, reduce risks and support better outcomes
- Lead, support and develop members of the Digital Medicines team, including training, coaching and day-to-day management
- Develop policies, procedures and training programmes to ensure digital medicines systems are used safely, effectively and in line with Trust standards
- Deliver highly specialised clinical pharmacy services, working closely with patients and healthcare professionals to ensure the safe and effective use of medicines

Job Description

Job title:	Lead Pharmacist for Digital Medicines
Grade:	8B (subject to A4C outcome)
Site:	The Royal Shrewsbury Hospital with cross site working at other SaTH sites when necessary
Accountable to:	Chief Pharmacist
DBS required:	Yes

Key Relationships

Within trust:

- Chief Pharmacist
- Deputy Chief Pharmacist
- Chief Clinical Information Officer
- Chief Nursing Information Officer
- Clinical Directors
- Divisional Directors
- Pharmacy Management and Strategic Leadership Team
- Medicine Safety Officer
- SaTH Procurement
- Digital medicine team
- Educational leads for Pharmacy and within the Trust
- Digital and Information Governance teams
- Pharmacy and clinical & non-clinical system end users
- Project management teams including business change agents
- Operational divisional leads
- Transformation/Business Improvement/Project governance teams

External to Trust:

- EPMA System provider
- External suppliers of clinical digital systems that include the use of medicines
- NHS England (Digital)
- Regional and National Clinical Digital System committees relating to Pharmacy

Role Summary

The post holder will:

- The post holder will provide strategic and operational leadership for Electronic Prescribing and Medicines Administration (ePMA) and wider Pharmacy related digital medicine initiatives across the Trust.
- The role combines digital innovation, clinical leadership, project and people management, and delivery of highly specialised pharmaceutical care.
- The post holder will ensure digital medicines systems are safe, effective, aligned to clinical priorities, and support medicines optimisation and patient safety.
- They will actively participate in the development and implementation of Electronic Prescribing and Medicines Administration (ePMA), providing day to day guidance and leadership to the ePMA team. This includes leading on

other Pharmacy digital innovation projects and playing a key role in project management life cycle for digital systems including medicines.

- Contribute to the development of pharmacovigilance and patient safety tools, such as clinical prioritisation tools, utilising the data within EPMA and other systems to improve efficiencies and patient care.
- Maintain a working knowledge regarding innovation in the field of medicines optimisation.
- Work closely with medication safety officer to use innovation to reduce patient harm and improve patient outcomes and experience.
- Manage and develop digital roles in medicines relating to pharmacy including digital competency.

Main Duties and Responsibilities

ePMA and Digital

- Responsible for the day-to-day delivery of the Digital Medicines agenda- consisting of ePMA systems and other pharmacy led IT innovations such as automation, EPS, drug libraries and specialist solutions i.e. Critical care.
- Chair and lead digital meetings as and when required
- Responsible for reporting to the safe medicines committee, clinical safety committees and other governance structures regards key risks, issues and developments with the ePMA programme and other digital systems.
- Develop a high level of understanding of the clinical requirement and technical capabilities of the chosen system(s) and ensure that maximum clinical, risk reduction, efficiency and financial benefits are derived from the system, making judgements on complex situations made up of several components, analysing the options and making a final decision.
- Develop performance indicators for each system to ensure sustainable change is affected and maintained.
- Complete post-project evaluations to allow learning to be shared nationally and contribute data to ePMA leads to support regional and national research and development in ePMA and Digital Medicines.
- Analyse and document ward, clinic and ancillary department workflow to assist in implementation and development of ePMA and other digital systems.
- Provide a high level of technical (IT and pharmaceutical) input to the design and implementation of electronic prescribing, medicines administration and decision support.
- Manage implementation projects for new initiatives and upgrades of current systems- following a structured project management approach.
- Manage project risks and issues effectively and in a pro-active manner.

- Direct careful planning for ePMA implementation and the roll-out process. Consider all dependent variables and liaise with all affected teams, staff and departments.
- Provide clinical input into the preparation of project plans, system development and roll out process.
- Contribute to defining and developing test plans and act as final sign off where appropriate
- If required participate in an out-of-hours on-call support system and resolve any out-of-hours issues in an appropriate and timely manner to ensure patient care is not compromised.
- Support the development, review and update of training materials for ePMA and other projects.
- Plan and co-ordinate training sessions for system users, utilising the Trusts LMS platform and ensuring safe thresholds for competency exist prior to system implementation and during business as usual.
- To have a working knowledge of all functional areas of the EPR and the associated clinical workflow.
- Ensure a process is in place to provide the necessary number of type of devices to clinical areas to allow effective use of ePMA and other digital medicine systems.
- Present complex information to colleagues and provide briefing updates to teams on ePMA and Digital Medicines implementation.
- Be responsible ensuring the update and maintenance of drug libraries and clinical decision support for a range of clinical digital systems including ePMA, electronic cabinets and medicines administration devices, ensuring clinical appropriateness and safety for protocols and procedures.
- Ensure that where possible systems such as Blueteq, IVIG database are adequately integrated into digital solutions working to decrease bureaucracy and improve clinical facing time

Management and service development

- Be responsible for project planning, making adjustments when required based on decisions from the executive of the project board.
- To provide day to day management of staff within the Digital Medicines team. This includes recruitment, appraisals, day to day coaching and allocation of duties.
- Assist in the induction and training process for new Digital Medicines team members.
- Act as a 'Digital Medicines' clinical specialist for the Trust. Maintain and develop high quality, consistent, patient-focused service improvements to system users in conjunction with other ePMA staff and under the management of the Chief Pharmacist.
- Propose, implement and maintain policies, standard operating procedures and new working practices for Digital Medicines users.

- Responsible for reporting and owning, risks, issues and developments with clinical digital systems involving medicines (ePMA and others) during the full project life cycle.
- Develop performance indicators for each system to ensure sustainable change is achieved
- Monitor digital medicine systems with regard to DATIX, undertaking full quality system management including CAPA as and when necessary.
- Produce and develop policies which will be used across the Trust on all EPMA sites working in conjunction with other groups when policies effect service policy.
 - e.g. Disaster Recovery Policies.
 - Support Trust-wide system development by utilising the data within the EPMA and other digital systems.
 - Monitor emerging national standards, providing expert guidance on these.

Dispensary and clinical services

- Demonstrate professional accountability to enhance patient care.
- To provide pharmaceutical care at a highly specialised level to an agreed specialty. This will include:
 - Reviewing patients in a specified clinical area.
 - Identifying and resolving complex pharmaceutical care issues, taking into consideration the patient's cultural and social needs, and liaising with nursing and medical staff to ensure safe and effective medication usage.
 - Liaising closely with technicians and assistants concerning the supply of stock medicines and the provision of ward-based medicines management.
 - Being involved in the discharge planning of patients, through liaison with relevant staff including the primary care team.
 - Giving highly specialised clinical and medicines management advice to medical staff including consultants.
 - Through liaison with the information department, to provide information and advice on trends in drug usage to assigned specialty.
 - Providing planned sessional clinical supervision within the Trust dispensaries.
 - Obtain an accurate drug history for specific patients on admission and assess whether medication brought into hospital by the patient is fit for use and remove (with the patient's permission) any unwanted or unusable medicines
 - Identify and resolve omissions and inaccuracies in prescribing for medicines prescribed on admission
 - Review of prescription charts according to Trust policy. This involves making recommendations tailored to the context of specific patients or situations, checking drug doses are correct, checking intravenous medicines and compatibilities, addressing co-existing medical diseases and conditions such as hepatic and renal impairment

- To participate in the late duty, bank holiday and weekend rota scheme.
- On a planned basis, provide clinical advice and support to the dispensary.
- Supply of medicines to all patients served by the Trust.
- Endorsing of prescriptions charts according to Trust policy.
- Undertakes and supports R&D activities ensuing clinical trials are included in digital systems and that benefits realisation activities are used to enhance and improve service delivery.

Transformation

- Change Management & implementation of an entirely new ways of working for staff prescribing and administering medicines.
- Managing expectations of what ePMA and digital medicines can deliver.
- Liaising across a wide range of staff types and stakeholders to ensure full understanding of EPMA and digital medicine initiatives.
- Challenging poor practice and resistance to change.
- Project Managing implementations & associated project phases, budget management, controlling project risks and issues.
- Managing a multidisciplinary project team.
- Ensuring training and quality management materials are suitable for their intended purpose.
- Ensuring benefits realisation is captured and reported, using metrics to further enhance and transform clinical services, this will include the analysis of highly complex information both clinically and digitally.

Staff Management

- Line manages staff responsible to him/her undertaking sickness review, appraisals and grievance and disciplinary procedures
- To co-ordinate the work and plan future developments that involve the support staff.
- Responsible for training and supporting all grades of staff in new systems of work
- Develops an induction & training package for their area and any new systems of work that are introduced
- On a day-to-day basis analyse workload of the team and use own judgement to prioritise workload and staff resource
- Participate in the continuing education and training of Pharmacy staff as appropriate.
- Analyse and interpret requirements for the day-to-day operation and future planning of workforce requirements and identify and implement cost saving initiatives.
- To assist in the drawing up of job descriptions and the recruitment of pharmacy technicians and assistant technical officers
- Deputise for the Chief, Deputy Chief Pharmacist and other pharmacy leadership members as required.

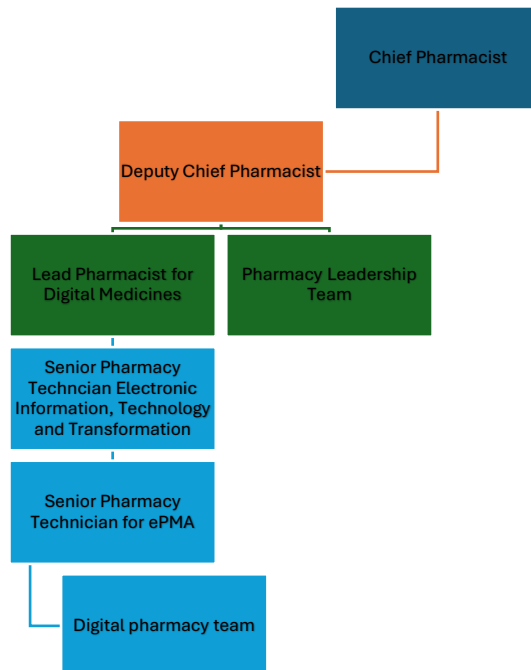
Financial

- Take payment for prescription charges, issue receipts and refunds according to departmental procedures.
- Ensure the safe and secure storage of pharmacy stock of drugs and other materials.
- Monitor and support nursing to ensure the safe and secure storage of drugs in their specialty.
- Ensure clinical pharmacists monitor and support nursing to ensure the safe and secure storage of drugs in their respective specialties.
- To ensure financial governance of medicines usage in line with internal and external policies and procedures.
- Working with project manager to ensuring project delivery remains within budget.
- Responsible for monitoring and reporting against benefits realisation plans to finance and the relevant Project Boards.
- Ensure digital system provide best value for money.
- Delegated authority for medicine purchases (value £50,000) and budget management of the digital medicines team within pharmacy.

Other Duties

- Always maintains high professional standards and ensures compliance with statutory regulations concerning pharmaceuticals
- To assist in the management of Health and Safety within the department, including risk assessments, incident reporting and record keeping
- To take responsibility for showing a commitment to clinical governance and CP
- To work confidently and efficiently, exercising initiative and discretion with minimal supervision, planning workload and co-ordinating activities with other Senior Technicians in the pharmacy
- To undertake other such duties as from time to time may be deemed necessary to ensure safe patient care.
- To participate in departmental management and operational duties as required to maintain the pharmacy services, including extended opening times, weekend, and bank holidays on a rotational basis with other pharmacy staff
- To participate in the Trusts Major Incident Procedure

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Masters qualification in pharmacy or equivalent • Registered with the General Pharmaceutical Council • Post graduate diploma in clinical pharmacy or equivalent experience • Demonstratable CPD 	<ul style="list-style-type: none"> • Project management (PRINCE2 or equivalent) • IT qualification such as clinical safety training
Experience	<ul style="list-style-type: none"> • Extensive experience in a Hospital • Management of digital projects • Demonstratable management of change experience • Previous staff management experience • Experience of risk management and hazard logs • Advanced and demonstratable analytical and clinical knowledge gained through training and experience • Previous experience of educating and training other staff • Experience of participating in an ePMA or EPR 	<ul style="list-style-type: none"> • Experience of system validation • Experience of business planning, business case development and capital planning scheme exposure • Extensive knowledge of long term national digital agenda as they apply to medicines

	workstream processes	
Knowledge and skills	<ul style="list-style-type: none"> • Excellent communication skills with other professionals, patients and carers, including verbal, written and electronic. Ability to relay complex and potentially sensitive information • Ability to work on own initiative as well as in a team environment including team leadership • Able to maintain a high standard of performance when working in stressful, emotionally challenging, or unpleasant situations • Ability to deal with constant interruptions and multiple pressures • Good language, mathematical and communication skills • Excellent computer skills • Excellent attention to detail • Able to communicate well with colleagues, work staff and public • Flexible, adaptable and approachable 	

	<ul style="list-style-type: none"> • Self motivated with the ability to motivate others 	
Other	<ul style="list-style-type: none"> • Able to travel across all sites • Able to work extended hours and on-call EDC to meet the requirements of the service including late nights, weekends and in response to major incidents 	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local

community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

