Moving to
EXCELLENCE

NHS
The Shrewsbury and Telford Hospital
NHS Trust

ROTATIONAL PHARMACIST

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.

- The role involves supporting safe and effective use of medicines on hospital wards and in the pharmacy.
- You will check patients' medicines, help solve problems with prescriptions, and give advice to staff and patients.
- You will prepare and check specialist medicines, including chemotherapy, nutrition products and radiopharmaceuticals.
- You will work in the dispensary when needed, making sure prescriptions are safe, accurate and supplied on time.
- You will take part in an emergency duty rota to provide urgent medicine advice and supply when the pharmacy is closed.
- You will study for a postgraduate clinical diploma and help train and support other pharmacy staff.

Job Description

Job title:	**Rotational Pharmacist**
Grade:	**Band 6**
Site:	**The Princess Royal Hospital, Telford**
Accountable to:	**Chief Pharmacist**
DBS required:	**Yes, Enhanced DBS**

Role Summary

The post holder will:

- To carry out duties in Clinical Pharmacy Services at ward and department level. Work closely with Consultants and other healthcare professionals to ensure safe, effective and efficient use of medicines.
- To provide technical support in the preparation of a broad range of aseptically prepared medicinal products (PN, Cytotoxic Chemotherapy, Radiopharmaceuticals etc).
- To study for, and successfully complete Postgraduate Clinical Diploma

Main Duties and Responsibilities

Clinical Ward Service

- Visit agreed ward daily and other wards on request ensuring standards specified in competency framework handbook are adhered to, prioritising according to time allocated.
- Obtain an accurate drug history for specific patients on admission
- Identify and resolve omissions and inaccuracies in prescribing for medicines prescribed to ensure complete medicine reconciliation for each patient on admission
- 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.
- Provide a clinical pharmacy service to designated wards.
- This includes:
    - Provision of pharmaceutical advice to medical and nursing staff
    - 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
    - Supply of medicines to inpatients
    - Endorsing of prescriptions charts according to Trust policy
    - Risk management and compliance with medicines
    - Regular attendance and participation in a consultant ward round
- Counsel patients or carers about medicines ensuring understanding. Overcoming problems of communication and other difficulties for patients (and their carers/relatives) with succinct advice and physical and written aids to concordance. This may involve providing advice and counselling to patients and carers who may be upset, anxious or angry on the appropriate use of their medicines
- Ensure primary/secondary care interface communication, especially on discharge from hospital.
- Record interventions made on wards
- Ensure specified ward has a stock list, the range and level of which should match usage and be agreed with the ward manager
- Review stock range and level according to usage analysis and the needs of the user at least every 12 months.
- Carry out annual storage audits and three-monthly controlled drug audits promptly and report any problems to Chief Pharmacist, as appropriate.

Dispensary Service

- To participate in dispensary cover when required as the named responsible pharmacist
- Attend the dispensary at allocated time
- Deal only with dispensary matters during this period.
- Work to standards defined in dispensary procedures
- Ensure that prescriptions are clinically screened to promote the rational use of drug therapy and evaluation of the appropriateness of the regimen selected and to minimise clinical risk resulting from medicine use.
- Record interventions made in the dispensary
- Work with the team to ensure response times are met for prescriptions.
- Dispense outpatient prescriptions, inpatient requests and TTOs if required.
- Dispense and check clinical trial prescriptions as per procedure.
- Check outpatient prescriptions, inpatient requests and TTOs.
- Counsel and provide information to patients about their medication.
- Supervise the work of support staff working in the dispensary.
- Carry out final check of Controlled Drug ward supplies which have been dispensed
- Assist in the training of student technicians and pre-registration pharmacists in the dispensary.
- Discharge existing statutory regulations concerning the receipt, storage, issue, handling, dispensing, and processing of pharmaceutical preparations.
- Assist with putting away of stock drugs.

Technical Services

- Supervise and carry out the preparation of a wide range of Radiopharmaceuticals and make final checks to release the diagnostic and treatment uses for the scanning units for Nuclear Medicine.
- Clinically assess patients with respect to Parenteral Nutrition needs. Consulting with the relevant Consultants and members of the Nutrition tea,, and devise a clinically and pharmaceutically sound prescription and formulation.
- Make the final checks to release all aseptically prepared products including chemotherapy and parenteral nutrition.

Emergency Duty Service

- Take responsibility for locking up the department according to the Emergency Duty Pharmacist rota.
- Respond by phone within 10 minutes of receiving a message a call.
- Be responsible for providing advice, medicine information and supply of items which cannot wait until pharmacy is next open.

- Attend the hospital, if necessary, within 1 hour of receiving a message, or within an appropriate time scale.
- Record details of all calls.
- Meet with the Pharmacy Team Leader – Clinical Services & Governance after each Emergency Duty Pharmacist session to discuss calls, if necessary.
- Order additional stocks of drugs from suppliers if urgently required for a clinical need.

Education and Training

- Provide education and training to pharmacy staff as appropriate.
- Provide education and training to other healthcare professionals as appropriate.
- Participate in the training of pharmacy undergraduates
- Provide education to patients as appropriate
- Become actively involved in research projects and other pharmacy practice studies with particular emphasis on medicines management
- Assist the development of clinical and pharmaceutical audit through practice and computerised applications.

Supervisory

- Supervise pharmacy support staff (including Pharmacy Technicians, Pharmacy Assistants and Trainees) to meet the demands of that section of the department in which they are working

General

- Provide medicines related information on all aspects of drug usage to nursing and medical staff in person, in writing and by telephone
- Ensure compliance with Medicines Legislation of all prescribing
- Be involved in ward-based medicine management on weekends and Bank Holidays (on a rotational basis).
- Contribute to the effectiveness of the pharmacy by making suggestions for innovation and development in professional aspects of the work.
- Undertake such other appropriate duties/investigations/audits/research as may be deemed necessary and encouraged by the Head of Pharmacy.

Organisational Chart



Person Specification

	Essential	Desirable
Qualifications	• Honours Degree in Pharmacy / MPharm. • Registration with the GPhC as a pharmacist or undertaking pre-registration training where registration must be in place before starting the position	• Member of the Royal Pharmaceutical Society
Experience	• Experience of working as part of a team • Experience of audit	• Relevant experience in hospital pharmacy • Supervision or training
Knowledge and skills	• Good general clinical knowledge • Able to critically appraise research data • Knowledge of postgraduate education for pharmacists • Confident user of Excel, Microsoft Word and Powerpoint • High level of professionalism • Good communication skills both written and oral • Ability to use initiative • Assertive and confident	• Ability to remain calm and work effectively under pressure and to deadlines • Leadership skills to inspire staff within the department and beyond

	• Good organisational skills • Ability to manage own time • Good team member • Able to cope with stress • Ability to generate new ideas and ways of working to support the Trust's strategy and objectives	
Other	• Professional attitude • Enthusiastic • Conscientious and reliable • Team player • Neat and tidy appearance • Flexible • Innovative • Polite and courteous • Self-motivating • Able to demonstrate reflective practice • Willingness to work on each site on a rotational basis • Must be able to demonstrate behaviours consistent with the Trust's four values	

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.