

About us...

Lincolnshire



Lincolnshire Co-op Pharmacy provides high-quality, accessible healthcare to our communities. Our teams offer advice, dispense prescriptions accurately and supply a wide range of medicines and healthcare products. We work closely with patients, healthcare providers, and partners to ensure safe, efficient, compassionate service. Our commitment to care helps improve health outcomes and supports the wellbeing of the communities we serve.

Essential Information – *what you need to know*

Job purpose:

- Providing support to general practice colleagues with regards to prescription and medication queries.
- Prescribing to patients, providing advice on appropriate dosing and routes of administration, addressing both public and social care needs of patients in the GP practice.
- Providing clinical leadership on medicines optimisation, quality improvement and manage some aspects of the quality and outcomes framework and enhanced services.
- Ensuring that the practice integrates with community and hospital pharmacy to help utilise skill mix, improve patient outcomes, ensure better access to healthcare and help manage workload.

Your hours:

- Up to 39 hours per week (FTE)

You'll report to:

- Senior PCN Pharmacist

Your relationships:

- Excellent working relationships with Pharmacy operational management.
- Colleagues from within the wider Pharmacy team.
- Other healthcare professionals including: GPs, nurses, PCN pharmacists, pharmacy technicians, care coordinators, care navigators, optometrists, dentists, health and social care teams and dieticians etc.
- Colleagues from across the wider business, including: People, Health, Safety and Security, Talent Acquisition, etc.
- Working relationships with managers and colleagues at all levels from across the Society who may require advice, guidance and further pharmacy related information.
- Demonstrates ability to integrate general practice with community and hospital pharmacy teams.
- Explores the potential for collaborative working and takes opportunities to initiate and sustain such relationships.
- Customers and patients at all levels and partners from our local community groups.

What you'll bring to us:

- Educated to degree level in a relevant qualification, registered with the GPhC and eligible to work in the UK.
- Prior experience in general practice desirable.
- Experience in SystmOne desirable.
- Have experience and an awareness of common acute and long-term conditions that are likely to be seen in general practice.
- Demonstrate understanding of the pharmacy role in governance and can implement this appropriately within the workplace.
- Understands and demonstrates the characteristics of a role model to members in the team and/or service.
- Committed to continual personal and professional development.
- To understand customer needs and provide excellent customer care.
- A flexible approach to ways of working.
- A proven track record of utilising their own initiative and prioritising own time.
- Excellent communication skills with a willingness to embrace new challenges and an ability to listen and engage effectively.
- Promotes diversity and equality in people management techniques and leads by example.
- Knowledge of Lincolnshire Co-op and of the Co-operative business model, demonstrating values that would support our Purpose.

Key role requirements:

- A full driving licence and access to a vehicle for business use is required for this role.
- This role is subject to DBS clearance.
- The role may be split between General Practice and Community Pharmacy.



**Providing and
supporting**
valued services



**Helping to
grow the**
local economy



Caring for our
health and
wellbeing



Looking after
our local
environment

Together we are...

Your Purpose – *I will contribute to my team and the Society's ongoing success in this role by...*

Your duties and responsibilities:

- Seeing (where appropriate) patients with single or multiple medical problems where medicine optimisation is required (e.g. hypertension, hypercholesterolaemia, asthma/COPD etc.)
- Reviewing the on-going need for each medicine, a review of monitoring needs and an opportunity to support patients with their medicines ensuring they are getting best use from their prescriptions
- Undertaking clinical medication reviews with patients and produce recommendations for the Senior Clinical Pharmacist, nurses and/or GP on prescribing and monitoring.
- Signposting and referral of patients to community pharmacy and referral to other healthcare professionals where appropriate
- Supporting the planning and organisation of cross sector hypertension case finding clinics.
- Answering relevant medicine-related enquiries from GPs, other practice colleagues, other healthcare teams (e.g. community pharmacy) and patients with queries about medicines
- Providing specialist knowledge on all public health programmes available to the general public.
- Managing the repeat prescribing reauthorisation process by reviewing patient requests for repeat prescriptions and reviewing medicines reaching review dates and flagging up those needing a review.
- Providing pharmaceutical advice for the development and implementation of new services that have medicinal components (e.g. advice on treatment pathways and patient information leaflets)
- Undertaking clinical audits of prescribing in areas directed by the GPs, feeding back the results and implementing changes in conjunction with the practice team.
- Providing education and training to primary healthcare team on therapeutics and medicines optimisation.
- Providing longitudinal care by maintaining accurate documentation. Ensuring interventions are coded appropriately.
- Supporting practices to achieve the Quality and Outcomes Framework (QoF) indicators.
- Checking patients' prescriptions for accuracy and safety, ensuring no drugs are contraindicated with one another.
- Ensuring legal compliance in the pharmacy, reviewing labels, doses and procedures as required.
- Organising and directing workflow, verifying the preparation and labelling of pharmaceuticals and verifying order entries, charges and inspections.
- Securing inventories-controlled drugs to maintain compliance with regulations.
- Communicating effectively with doctors about prescriptions.
- Offering various wellness and health-screening services, such as blood-pressure monitoring, flu and other vaccine administration, and diabetes screening.
- Ensuring the correct usage of the Electronic Prescription Service tracker to process claims and manage this process.
- Providing information to patients on how get the maximum benefit from the medicines they are prescribed.



Together we THRIVE...

- **Trustworthy** – we do what we say we'll do and trust others to deliver to the best of their ability
- **Helpful** - we support and challenge each other collaboratively, no matter the role or level.
- **Respectful** - we listen to other views and opinions with consideration and celebrate differences.
- **Inspiring** - we role model what good looks like and lead by example to be better.
- **Valued** - we recognise achievements and appreciate everyone's contributions.
- **Empowered** - we listen and encourage each other to take opportunities.

Your Approach – *how you will contribute to your team and the Society's ongoing success in this role.*

I will be trustworthy by:	- Dispensing medications ensuring patient safety and compliance with regulations. - Maintaining accurate records and securely managing controlled drug inventories. - Reviewing labels, doses, and preparation methods to guarantee legal compliance. - Ensuring confidentiality of patient and colleague information at all times.
I will be helpful by:	- Advising patients on correct medication usage and over-the-counter treatment options. - Assisting patients with managing long-term conditions and lifestyle adjustments. - Supporting healthcare professionals with information and recommendations. - Communicating effectively with doctors regarding prescriptions and treatment changes.
I will be respectful by:	- Counselling patients sensitively on medication side effects and usage queries. - Listening actively to patient concerns during health screenings and consultations. - Valuing team input when organising schedules and coordinating workflow. - Respecting patient confidentiality through adherence to Society procedures.
I will inspire others by:	- Motivating the pharmacy team to deliver outstanding customer service consistently. - Promoting wellness by educating patients on preventive health benefits. - Demonstrating commitment to continuous learning and industry developments. - Leading by example in maintaining high operational standards and best practices.
I will value people by:	- Organising team schedules to ensure efficient pharmacy operation and staff wellbeing. - Encouraging collaboration and knowledge sharing within the pharmacy team. - Celebrating achievements in patient care and service excellence. - Building positive relationships with healthcare providers and patients alike.
I will empower others by:	- Managing Electronic Prescription Service tracking for timely and accurate claims. - Keeping informed on new pharmacy legislation, guidelines, and professional standards. - Overseeing electronic tools to ensure smooth operations and regulatory compliance. - Taking ownership of personal development through continuous training and learning.



Your behaviours

- Adhering to Principles and Values
- Leading and Supervising
- Delivering Results and Meeting Customer Expectations
- Working with People

Your Behaviours – how you will contribute to your team and the Society’s ongoing success in this role.

I will adhere to the principles and values of the Society by:	- Being honest, transparent and consistent in all actions and communications. - Treating others with dignity and respect, valuing their diversity and different perspectives. - Listening actively and consider the opinions of others. - Taking accountability for my actions and decisions. - Fostering a spirit of teamwork, co-operation and positive relationships.
I will lead and supervise effectively by:	- Providing guidance and support to team members to achieve goals. - Encouraging open communication and collaboration within the team. - Recognising and celebrating the achievements of others. - Leading by example and modelling desired behaviours. - Seeking feedback from team members to improve leadership effectiveness.
I will deliver results and meet customer expectations by:	- Setting clear expectations for outcomes with colleagues and customers. - Prioritising customer needs and feedback in my work. - Monitoring progress and adjusting actions to meet targets. - Celebrating successes and learning from challenges to improve future results. - Actively seeking customer feedback to ensure satisfaction.
I will work collaboratively with my colleagues by:	- Creating a collaborative and supportive team environment. - Actively listening to others and valuing their contributions. - Encouraging open communication and feedback within the team. - Respecting diverse perspectives and backgrounds in interactions. - Celebrating team successes and recognising individual contributions.