



# **Pharmacy Department**

## **Pharmacy Assistant**

### **Information Pack**

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***This booklet has been designed to give a brief overview of Chelsea and Westminster, the Pharmacy department and the experience you may receive whilst working here.***

## **1. Chelsea and Westminster Hospital NHS Foundation Trust**

Chelsea and Westminster Hospital NHS Foundation Trust is comprised of two main hospital sites:

- Chelsea and Westminster Hospital
- West Middlesex University Hospital

We offer a range of community based services, including our award winning sexual health and HIV clinics across London.

With more than 6,000 staff caring for over 1.5 million people locally, regionally, nationally and internationally, we provide a range of specialist clinical services as well as general hospital services for people living locally, which include A&E and maternity at both our hospital sites.

Our ambition is to lead the NHS with world class patient focused healthcare, delivered locally. We are driven by a culture of caring, bringing the best from around the world to deliver excellence in research, treatment and care.

### **Chelsea and Westminster Hospital Site**

Chelsea Site is based on Fulham Road in the Royal Borough of Kensington and Chelsea, within walking distance of the lively Kings Road and several world famous museums (such as the Natural History and the Science Museums)

The hospital is located in central London with excellent transport links via bus (11, 14, 22, 211, 328, 414, 345 and C3) or tube (Earl's Court, Fulham Broadway and South Kensington, all within a 10 – 15 minutes' walk to the hospital).

Chelsea and Westminster is a teaching hospital linked to the Imperial College School of London. The hospital opened in 1993 following the reorganisation of services from St Stephen's, Westminster, Westminster Children's, West London and St Mary Abbot's Hospital. The hospital has approximately 430 inpatient beds and was ranked one of the top 5 hospitals in England for low mortality rates in the latest Dr Foster Hospital Guide.

Chelsea and Westminster Hospital covers a wide range of specialties, that are divided into the following five directorates: Medicine and the Emergency Department (ED), Anaesthetics and Imaging, Surgery, Women's and Children's and HIV and GUM.

The building is quite unlike any other hospital. As you walk through the entrance, you will understand why Chelsea and Westminster Hospital has been described as having "a feeling of light and space, unusual to most other hospitals". Chelsea and Westminster hospital became a Foundation Trust in October 2006 which has made the Trust more accountable to patients, the public and our staff.

Art, sculpture, photography, music and performance contributed by staff, patients and friends of Chelsea and Westminster are a prominent feature of the hospital and are promoted by the Arts of Health. Chelsea and Westminster Hospital has excellent educational facilities ranging from the on-site library, research laboratories and lecture rooms.

## **West Middlesex University Hospital Site**

West Middlesex site is based in the London Borough of Hounslow, near Richmond, the River Thames and Twickenham Rugby Stadium.

The hospital has several transport links via bus (110, 117, 481, 267, H28, H37, 235, 635, 237 and N9), rail (Syon Lane and Isleworth) and tube (Hounslow East on the Piccadilly line which is 1.5 miles away)

West Middlesex has a long history of pioneering, innovative healthcare.

It opened in 1894 as the Brentford Workhouse Infirmary and became known as West Middlesex Hospital in about 1920.

The new building was built between 2001 and 2003, when the original buildings were deemed to be no longer suitable for the needs of the hospital. Approximately half of the original site was sold, allowing refurbishment of two remaining buildings at the east of the site.

Today it is at the heart of the local community: a modern, award-winning hospital with state of the art facilities.

## **Trust Values**

The Trusts values demonstrate the standard of care and experience our patients and members of the public should expect from all of our services. These will underpin the work of the Trust and it is expected that staff will work to these values on a daily basis. The values are PROUD:

- Putting patients first
- Responsive to, and supportive of, patients and staff
- Open, welcoming and honest
- Unfailing kind, treating everyone with respect, compassion and dignity
- Determined to develop our skills and continuously improve the quality of care.

## **2. The Pharmacy**

### ***Chelsea and Westminster site:***

We operate one of the most modern and efficient pharmacy services in the UK with shorter patient waiting times and a safer, more effective service for patients. The spacious department which includes an inpatient dispensary, pneumatic air tubes for fast delivery of medication to wards, directorate specific clinical offices and at the heart of stock control and dispensing there is a state of the art £500,000 robotic dispensing system that dispenses and labels drugs. The robot reduces the risk of dispensing errors and also helps reduce waste by monitoring expiry dates. Using a robot releases pharmacists and technicians from traditional stock control and dispensing duties so that they can spend more time on wards helping patients with their medication and sharing their expertise with clinical staff to improve prescribing and clinical administration.

Medication is ordered through the Trust electronic patient record system and using the Trust's computerised dispensing system. A HIV satellite pharmacy is based in the adjacent St Stephen's Centre, which is of the largest HIV treatment centres in Europe. Our sexual health clinics offer tests for sexually transmitted infections (including HIV), contraceptives including the morning after pill (emergency contraception), condoms, pregnancy testing, Hepatitis A and B vaccinations, safer sex education and support/counselling.

**West Middlesex site:**

The West Middlesex Pharmacy Department is a friendly department which puts patient safety at the heart of all its activities. Similar to the Chelsea site, efficiency is one of our key priorities, with a newly updated robot dispensing system to provide both stock drugs and dispensed items, reducing waste and increasing accuracy.

Pharmacists spend time on the wards every day, supporting patients, medical and nursing staff to improve the management of medicines at all levels, a process supported by a state of the art electronic prescribing and patient administration system (ePMA).

We have separate inpatient and outpatient dispensaries so that each team can concentrate on improving efficiency in their area, as well as allowing trainees to practise and refine their counselling skills for outpatients.

**3. Services**

*3.1 Clinical Services*

**Chelsea and Westminster site:**

Clinical pharmacy is tailored to reflect the Trust's directorate structure. There are five teams of pharmacists and technicians which provide a comprehensive clinical pharmacy service to the hospital.

Medicine and ED	A&E (including UCC), Cancer services, Cardiology, Care of the Elderly, Dermatology, Diabetes, Endocrinology, Gastroenterology, Haematology, Microbiology, Neurology, Oncology, Renal (kidney) medicine, Respiratory, Rheumatology, Stroke and TIA.
Surgery	Burns, Colorectal surgery, Craniofacial surgery, General surgery, Hands unit (hands and wrists), Ophthalmology, Pain management, plastic surgery, Podiatry surgery, Trauma and orthopaedics, Upper GI and colorectal, Urology, Vascular surgery, Weight loss surgery, Wound Care.
Women's and Children	Early pregnancy, Fertility services, Gynaecology services, Perinatal service, Obstetrics, NICU, Paediatrics, Neonatal and Paediatric TPN.
Anaesthetics and Imaging	Adult TPN, Day Surgery, ITU, Pain and Palliative Care, Phlebotomy, Resuscitation, Theatres, X-ray.
HIV and GUM	John Hunter Clinic, 10 Hammersmith Broadway, Kobler outpatient's clinic, Kobler day care unit, 56 Dean Street.

The service is tailored to meet the needs of the individual directorates and focuses on the provision of patient centred care at the bedside. The resident pharmacists provide the vital links and support to deliver an exceptional service 24 hours a day.

All pharmacists are encouraged to participate on ward rounds, write discharge prescriptions following accreditation, undertake pharmacy practice research and further develop clinical pharmacy. Some of the duties of ward based pharmacy technicians include taking drug histories, assessing the use of patients own drugs, ordering medicines, discharge co-ordination and counselling patients on the correct way to take their medication. Pharmacy technicians are also encouraged to undertake the Accredited Checking Pharmacy Technicians (ACPT) course to undertake a final accuracy check of clinically screened prescriptions.

### ***West Middlesex site:***

The clinical team at West Middlesex comprises the Associate Chief and Principal Clinical Pharmacists, Senior Divisional Pharmacists, specialist pharmacists and rotational pharmacists, along with a Discharge pharmacist to support the discharge process on the wards.

The service is focussed around providing the best possible care for patients, and streamlining the process from admission to discharge. Medicines reconciliation is undertaken on all wards, and many of the pharmacists attend ward and MDT rounds. Patient safety is a priority.

Clinical Pharmacy services are supplied to all wards and our specialist anticoagulant clinic. The different specialty areas include our award winning maternity unit, Anticoagulant Clinic, Intensive Care, Respiratory, Gastroenterology, Cardiology, General Surgery, Orthopaedics, Paediatrics, Stroke, Heart Failure and Care of the Elderly.

Specialist pharmacists participate in supporting the Antimicrobial Stewardship programme, haematology and oncology, anticoagulation, Planned Care, Medicine, Paediatrics, Critical Care and Care of the Elderly.

### *3.2 Patient Services (both sites)*

The supply of medicines is the backbone of the overall pharmacy service. Considerable investment has been made to ensure that this essential service continues to serve the Trust needs.

In May 2003, the robotic dispensing system was installed as part of a wider pharmacy modernisation programme and electronic prescribing was fully rolled-out on the Chelsea site by autumn 2010. A new electronic prescribing system was introduced across both sites in 2019 – 2020, enabling greater communication and collaboration about patient care. Our progressive, innovative approach to pharmacy service delivery enables technical staff to spend greater time on wards ensuring efficient patient discharge and comprehensive medicines counselling.

### *3.3 Technical Services (both sites)*

Chelsea and Westminster Hospital is one of the hospitals in the West London Cancer Network area and provides comprehensive cancer care via a multidisciplinary team to defined patient groups. The hospital is also a national specialist centre for malignancy associated with HIV infection.

As well as providing clinical pharmacy to oncology, both technical services departments compound all cytotoxic chemotherapy using standard isolator technology. In addition, sterile

clinical trial products are prepared. The Technical Services team at West Middlesex are part of the nutrition team, involved in recommending appropriate Total Parenteral Nutrition (TPN) regimens for patients requiring TPN and compounding TPN for these patients.

### *3.4 Medicines Information*

Medicines Information for both sites is provided by Chelsea and Westminster Hospital. A well-resourced Medicines Information service supports the safe, effective and efficient use of medicines by the provision of evidence-based enquiry service. Staff in this area respond to all aspects of drug therapy. The service answers a range of enquiries that supports medicines management within the Trust and supports the pharmaceutical care of individual patients. Medicines Information also has a designated patient help-line for providing medicines information directly to patients. With an increase of HIV-related enquiries, the centre is a UKMI Specialist HIV advisory centre and is able to advise other secondary/tertiary organisations.

The use of unlicensed medicines within the Trust is also managed by the Medicines Information team, and support to the Chelsea and Westminster medicines committee is also provided through new drug evaluations and the updating of the formulary that is published on the Trust website.

## **4. Education and Training**

There is a commitment within the department and throughout the London region to ensure that individuals have the opportunity to develop their skills and strengths. In addition to our own in-house training, we also participate in the region's extensive training programme for pharmacists, technicians, trainee pharmacist graduates and vocational students. There is extensive investment in the training for all staff. Post-graduate education is considered a vital part of staff training needs and staff are encouraged to undertake the appropriate preparation required to develop themselves in relation to their professional goals. All staff have performance development reviews and individualised personal development plans.

## **5. Pharmacy Assistant Training Scheme**

### *5.1 Pharmacy Assistant Training overview*

Pharmacy assistants work as part of a pharmacy team under the direction of a registered pharmacist. Here at Chelsea and Westminster hospital pharmacy assistants work in either the Distribution and/or Goods Receipt areas for a minimum of 6 months in each area if rotational.

Each rotation follows a competency based training programme. Each area is managed by a Practice Supervisor, who will help enable each assistant to meet the desired competencies.

All Pharmacy assistants will have an allocated line manager (mentor) who is there to provide support and advice on any aspect of their work. All pharmacy assistants are required to undertake relevant NVQ level 2 units in Pharmacy Service Skills in line with the GPhC requirements. Training and support will be provided in following areas, as and when an assistant is rotated:

#### ***Distribution***

Carry out a ward top up service, process orders on the stock maintenance system, ensure that all to-follows are managed effectively, complete expiry date checks, and maintain good

storage conditions of all medicines.

### **Goods Receipt**

Receive and book in goods from suppliers, add details of stock onto the stock maintenance system, deal with and respond to queries appropriately, store received stock in designated storage areas within the pharmacy and maintain stock levels of medical gases and liquid oxygen.

### *5.2 Career Development*

Within the department we have Pharmacy Assistants who work in the following areas:

- Dispensary
- Distribution
- Goods Receipt
- Buying Office

Pharmacy assistants are also involved in the manufacturing of medicines (e.g. certain cancer treatments and intravenous feeding solutions), outpatient's pharmacy within the hospital and community settings.

### *5.3 Terms and conditions*

<i>Hours of work</i>	37.5 hours per week
<i>Annual leave entitlement</i>	27 days
<i>Salary scale</i>	Band 2
<i>Notice Period</i>	4 weeks

### *5.4 Departmental meetings*

A programme of continuing education meetings run throughout the year and you will be expected to attend.

### *5.5 Appraisals and performance development reviews*

As part of the Pharmacy Assistant role there will be regular appraisals and reviews to monitor the performance and ensure your development is of an acceptable standard. There are many opportunities to discuss your own individual learning and developmental needs. Performance reviews will be conducted by their allocated Line manager every year. Section tutors will conduct appraisals at the end of each rotation.

## **6. Miscellaneous**

### *6.1 Social activities*

Both pharmacy departments have a strong tradition of being a social bunch! The department has seen it as a challenge to make the very most of the extensive restaurant and bar facilities along Fulham Road and around West Middlesex. Other local sports and fitness clubs are available at a reduced subscription e.g. Virgin Active. Staff can also take



advantage of the various discounts available at local shops, restaurants and bars located in the area.

## *6.2 Accommodation*

It may be possible to provide accommodation within the staff residences during the year, located in a prime position on the lively Fulham Road. This may be on a short or long term basis and is subject to availability.

At West Middlesex there may be accommodation available on site, and there are a number of house shares advertised in the local area.

## **7. Contact Details**

For Further information, please contact:

### ***Chelsea and Westminster site:***

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