



# **Pharmacy Department**

## **Trainee Pharmacist**

### **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 NHS Foundation Trust is a teaching hospital trust linked to the Imperial College School of Medicine. It 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 a combined inpatient dispensary, pneumatic air tubes, directorate specific clinical offices and at the heart of stock control and dispensing there is a robot 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 frees pharmacists and technicians from traditional stock control and dispensing duties so that they can spend

more time on wards helping patients 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 which is supported by a state of the art electronic prescription 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 practice and refine their counseling 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.
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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. Ward based pharmacy technician's duties include taking drug histories, assessing the use of patients own drugs, ordering of medicines, discharge co-ordination and counselling patients on the 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, Lead Directorate Pharmacists, specialist pharmacists and rotational pharmacists, along with Medicines Management Technicians and Trainee Pharmacists.

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

Clinical Pharmacy services are provided 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 and haematological malignancies (WM), 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 ensuring this is ordered and supplied 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. Foundation Trainee Pharmacist Training**

### **5.1 Overview**

In early 2021, the General Pharmaceutical Council introduced the revised Standards for Education and Training of Pharmacists, with interim standards in place until the full roll out (expected in 2026). This is a significant change from previous training, with trainee pharmacists expected to meet a number of learning outcomes throughout the year by completing various assessments in a range of rotations.

The pharmacy team, led by Education Programme Directors and your designated supervisors and practice supervisors will guide you through the year with our comprehensive training program, allowing you to make the transition from student to professional.

It is up to you however, to collect the required work to complete the e-portfolio, and we expect you to be thinking and acting as a pharmacist from day one of your trainee pharmacist year to registration.

## 5.2 Training Base

### *Chelsea and Westminster site:*

Most of the training will be carried out at Chelsea and Westminster with the exception of quality control, which is currently delivered virtually by Charing Cross Hospital, a rotation in Chelwest Boots outpatients, a mental health placement at Central North West London Trust and your cross sector placement

### *West Middlesex site:*

The majority of training will be carried out on site at West Middlesex. However you will also have training at Chelsea and Westminster for your MI and HIV rotations, a Mental Health placement at West London NHS Foundation Trust, and cross sector experience in community pharmacy.

## 5.3 Designated Supervisor (Educational Supervisor/Tutor) / Trainer

Both sites have a lead Pharmacist for Education and Training employed to manage Trainee Pharmacist training and other training areas within the department. You will be allocated a Trainee Pharmacist Designated Supervisor (Educational Supervisor) prior to starting who will meet with you regularly, and will be responsible for assessing your progress and carrying out formal appraisals throughout the year.

Each section that you rotate through has a trainer (Practice supervisor) who is responsible for ensuring that you cover all the specific GPhC related Learning Outcomes in that area and develop the skills required by a professional pharmacist. Each section has a specific programme to provide direction and structure to your training.

## 5.4 The Training Programme

You will undertake a rotational training programme. This is to ensure that you are exposed to, and gain experience in, many areas of pharmacy practice. This is reviewed and updated every year and has been significantly changed to reflect the updated GPhC standards A formal timetable is prepared at the beginning of each year to provide structure and direction to your training. The areas that you will rotate through are:

<b>Chelsea and Westminster</b>	<b>West Middlesex</b>
Induction	Induction
Dispensary – Inpatients	Dispensary – Inpatients
Dispensary – Boots Outpatients	Dispensary - Outpatients
Medicines Information	Medicines Information
Clinical	Medicines Management
Medicines Management	Clinical
Technical Services	Technical Services
Clinical Governance	Clinical Governance
Mental health (CNWL)	Mental Health (WLFT)
Quality control	Quality Control
Audit/Service Improvement	Audit/Service Improvement
Antimicrobial Stewardship	Antimicrobial Stewardship
Kobler Pharmacy (HIV)	HIV
Distribution	Stores/Distribution
Cross Sector placement	Cross Sector Placement
Clinical Procurement	Clinical Procurement



The rotations are generally the same, although how they are delivered may vary between sites dependent staffing structure.

### **5.5 The Clinical Rotation**

There is a great deal of emphasis on clinical pharmacy during the training period, from screening accreditations and clinical teaching sessions to a comprehensive training placement on a specific ward. As a Trainee Pharmacist undertaking the clinical ward placement, you will be required to review, monitor and produce pharmaceutical care plans for patients on the ward. You will also undertake many 'tasks' during the rotation including producing drug profiles, covering clinical therapeutic modules and therapeutic drug monitoring. Aspects of the JPB diploma tools have been incorporated into the clinical rotation to allow a smooth transition to your diploma as a pharmacist.

An increased emphasis on multi-disciplinary team working has been incorporated, along with working on diagnostic skills and monitoring of patients, with the opportunity of developing these skills in the simulation centre

### **5.6 Appraisals and performance reviews**

As part of your training, you will have regular appraisals and reviews to monitor your performance and ensure your development is of an acceptable standard. There are many opportunities to discuss your own individual learning and developmental needs. GPhC reviews will be conducted by your designated supervisor as well as 2 weekly review sessions. Practice supervisors will conduct appraisals at the end of each rotation.

### **5.7 CPD and study – further information**

In addition to the clinical rotation, a program of monthly seminars runs throughout the year. The format of the seminars vary, but usually includes a case presentation by the students, and teaching sessions/workshops with specialist pharmacists on different clinical topics. There are also calculation workshops to develop your calculation skills in preparation for the GPhC examination and qualification.

### **Cross sector placements**

As part of you training you have the opportunity to do a two) week placement in community. This is arranged by yourself with support from your Designated Supervisor or Educational Programme Director

### **Departmental meetings**

A continuous program of continuing education meetings runs throughout the year which you will be expected to attend.

### **CPD agenda meetings:**

Presented by various pharmacists on current areas of interest or development weekly. Trainee Pharmacists will also give a presentation of their practice audit project during one of these sessions. Outside speakers may also give presentations. You will also be expected to give case presentations at these.

### **Departmental meetings:**

Occur weekly, various departmental and staffing issues are discussed. Trainee Pharmacists will be required to participate actively.

### **Trainee Pharmacist team meetings:**

Twice a month, pre-reg issues, responding to symptoms topics and learning points are discussed. All Trainee Pharmacists and the Lead Pharmacist for Education and Training attend.

### **Higher Education England London and South East (HEE LaSE) study Days**

HEELaSE organize a programme of virtual study days, online training and webinars throughout the year, and study time is given for these where the trainee pharmacists can work from home. These study days are designed to complement the training received at the base hospital, and also cover areas which are better dealt with in a larger group, involving specialist speakers. This is closely monitored to ensure that trainees are attending and taking full advantage of the opportunities.

Examples of study days include: First Aid, calculations, responding to symptoms, Law and Ethics etc. There is also a large amount of training material on the Virtual Learning environment (Moodle)

Completion of your Trainee Pharmacist training year at either of the Chelsea and Westminster NHS Foundation Trust hospital sites will provide you with an all-encompassing start to your career and give you the opportunity to work in a unique healthcare environment in one of London's newest teaching hospitals.

## **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 at Chelsea and Westminster during the year. This may be on a short or long term basis and is subject to availability but is guaranteed for Resident Pharmacists.

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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