



Chelsea and Westminster Hospital
NHS Foundation Trust

Pharmacy Department

Vacational Pharmacy Student Information Pack

This booklet has been designed to give a brief overview of Chelsea and Westminster Hospital, West Middlesex University Hospital, the Pharmacy Department and the experience you may receive while working here

1. CHELSEA AND WESTMINSTER HOSPITAL NHS FOUNDATION TRUST

Our Trust is a teaching organisation linked to the Imperial College School of Medicine. It is comprised of two sites—Chelsea and Westminster Hospital and West Middlesex Univeristy Hospital.

Chelsea and Westminster site:

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.

Chelsea and Westminster Hospital covers a wide range of specialties, which are divided into the following four directorates in the pharmacy department: Medicine and A&E, HIV/GUM, Anesthetics/Imaging and Surgery and Women's & Children's.

The new building is quite unlike any other hospital. As you walk in, you will understand why Chelsea and Westminster Hospital has been described as having "a feeling of light and buoyancy alien to most other hospitals." 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.

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

West Middlesex site:

In 2015, West Middlesex Hospital merged with Chelsea and Westminster to create the Chelsea and Westminster Hospital NHS Foundation Trust. West Middlesex Hospital is a local acute hospital site in Isleworth, Middlesex, close to Richmond and Twickenham.

The hospital building is one of the newest in the region, opened in 2003, and serves a local diverse population in the London Boroughs of Hounslow and Richmond, offering a wide range of inpatient and outpatient specialties, including our award-winning maternity services. The hospital has been designated as a Major Acute Hospital as part of the NHS Shaping a Healthier Future plans, and significant investment has been made in Paediatrics, resulting in expansion of the paediatric services and creation of a Paediatric Assessment Unit.

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.

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 will be supported by an electronic prescribing system in the near future.

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

Medicine and ED	Cardiology, Care of the Elderly, Dermatology, Diabetes, ED, Gastroenterology, Microbiology, Neurology, Oncology, Respiratory, Rheumatology.
Surgery (inclusive of anaesthetics and imaging)	Burns, General Surgery, Ophthalmology, Orthopaedics, Plastics, Urology, Wound Care, Bariatric.
Women's and Children	Gynaecology, 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	Kobler Pharmacy, West London Centre for Sexual Health, 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. Pharmacists are given the opportunity to attend post take ward rounds and drug history and medicines reconciliation is undertaken on all wards. 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 check of 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, a dispensing robot was installed on both sites 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 will be introduced on both sites in 2018 -2019. 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 and West Middlesex Hospitals are in the West London Cancer Network area and provide comprehensive cancer care via a multidisciplinary team to defined patient groups. Chelsea and Westminster 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.

Additionally, 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 centre aims to support the safe, effective and efficient use of medicines by the provision of evidence-based enquiry answering on all aspects of drug therapy. The service answers a range of enquiries that essentially supports medicines management within the Trust and supports the pharmaceutical care of individual patients. The centre also has a designated patient help-line for providing medicines information directly to patients. With a high influx 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 centre. 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 both departments 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 and pre-registration graduates. 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 personal performance development reviews and individualised development plans.

5. VACATION WORK EXPERIENCE

Chelsea and Westminster site:

Work experience placements are usually for a four-week period. A student will be placed in one area for the duration of the four weeks and will be project based. Areas where the students were based in previous years include HIV, Medicine, Women's and Children's, Anticoagulation, Antibiotics, Clinical Governance, Electronic prescribing and Research. If you have a preference for anyone of these or an alternative area of the pharmacy department please indicate this on your application form. There will also be an opportunity during this time to gain an insight into many different areas of the pharmacy department and the services provided, for example:

- Inpatient Pharmacy
- Outpatient Pharmacy
- Kobler (HIV) dispensary
- Technical Services
- Purchasing
- Distribution
- Medicines Information
- Electronic Prescribing/Clinical
- Other clinical areas

In addition, you will also have an opportunity to accompany pharmacists on the wards.

West Middlesex Hospital site:

Work experience placements are for four weeks and aim to give you an insight into the role of a pre-registration pharmacist, with mini-rotations throughout the department where you will shadow relevant staff or participate in providing the service. You will also be asked to undertake a project for the department.

Rotational areas include:

- Patient Services (inpatients and outpatients)
- Clinical Services
- Technical Services
- Procurement
- Stores and Distribution

5.1 Terms and Conditions (unpaid experience)

Hours of work: Monday to Friday 9am to 5.00pm
For a fixed period of four weeks

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 the Fulham Road. 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.

7. Contact Details

For further information, please contact:

Chelsea and Westminster site:

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