

STANDARD 10 WORKFORCE

The pharmacy team have the right skill mix and the capability and capacity to develop and provide quality services to patients.

10.1 WORKFORCE PLANNING

The pharmacy workforce is planned and appropriately resourced in order to support service quality, productivity and safety.

Colchester Hospital University NHS Foundation Trust

There is continuous audit of clinical activities at Colchester University Hospital. Clinical staff, pharmacists and technicians, audit how much of their daily time is spent on patient facing services e.g. clinical activities, dispensary work etc and on other more strategic or development activities such as education and training. The audit is carried out for 1 week, every 6 months; the outcomes are discussed internally and reported as departmental KPIs to Trust senior management.

The aim of the audit is primarily to identify and help define patient facing and supporting pharmacy services, as well as manage workforce planning and resources. Interestingly, some early results show that clinically trained technicians spend more time in patient facing activities, whereas pharmacists are more involved with activities that are strategic based e.g. guideline development. The regular audit outcomes are used to help plan resources and workforce activities, with the department looking to introduce a mixture of 'sessions' for staff activities e.g. ward-based work, strategic/developmental activities, dispensary sessions etc.

Royal Derby NHS FT

The pharmacy department is managed as an independent business unit, within the Trust, that aligns to overall Trust vision and planning. As one of the Trust business units, pharmacy has an ongoing transformation plan that prioritises key projects for efficiencies and workforce, to meet the needs of the service and budget targets e.g. save money on drug procurement; appropriate skill-mix of staff; keeping certain posts empty due to budget constraints etc. There is an overarching workforce plan, aligned with the Trust, which aims to meet service needs and developments, so that recruitment drives, training needs etc can be planned and delivered.