



# Andy Charlwood

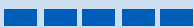
Deputy Head of Population Health & Data Analysis @ NHS | GPhC Registered Pharmacist

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## Skills

### Pharmacy

Primary care/Community



### Customer Service



### Microsoft Office

Excel/Word/Powerpoint



### Clinical Data Management



### Data Analysis



### Teamwork



### Public Speaking



### Mentoring



### Patient Safety



### Communication



### Leadership



### Problem Solving



### Python (Programming Language)



### Training & Development



### SQL



Experienced Pharmacist with a focus on data-driven medicine optimization, leveraging technology to enhance efficiencies through automation. Currently holding the position of Deputy Head of Population Health & Data Analysis at NHS Norfolk and Waveney ICB, where I concentrate on utilizing data analytics to enhance medicines usage, elevate prescribing quality, and tackle health disparities. Skilled in Python & SQL for creating analysis to shape the strategic direction of the medicine optimization team. In my free time, I enjoy quality time with my family, engaging in photography/videography, and keeping up with emerging technologies.

## Experience

### NHS Norfolk and Waveney Integrated Care Board (ICB)

Jul 2024 -

Norwich, England, United Kingdom

Deputy Head of Population Health and Data Analysis, Medicines Optimisation

I drive the strategic delivery of population health initiatives from the perspective of medicines optimisation. My role involves spearheading data-driven approaches to improve prescribing quality, address health inequalities, and enhance system efficiency. I provide clinical expertise and oversee complex projects, ensuring alignment with national policies and local healthcare needs.

In this role, I have successfully implemented solutions using Python, SQL, and Power BI to deliver actionable insights, develop interactive dashboards, and streamline decision-making processes for medicines optimisation and population health management.

#### Examples of completed/ongoing work include:

- Collaborating with the ICB data team to access, and create insights with patient-level data. Previously the Medicine Optimisation team has been limited to practice-level.
- Creating an Opioid dashboard to convert all opiates to oral morphine equivalent, to identify and prioritise reviews of patients being over prescribed opiates.
- Leveraging AI to audit repeat prescription adherence at a system-wide level.

### NHS Norfolk and Waveney Integrated Care Board (ICB)

May 2022 - Jul 2024

Norwich, England, United Kingdom

Medicines Optimisation - High cost drugs & care homes

Collaborated with specialists to ensure patient access to medicines mandated by new NICE technology appraisals (TAs) while optimizing care pathways to align with national and local guidance and minimize waste.

#### Key Achievements:

- Integrated Blueteq platform data with secondary care activity data, resolving data-matching limitations.
- Redesigned Blueteq forms based on NICE TAs, reducing forms by 70% and saving ~30 hours of admin and pharmacist time monthly.
- Developed primary care guidance with NSFT during the ADHD medicine shortage.
- Created an oxygen data dashboard to identify primary care patients needing review.
- Completed high-cost drug pathways for rheumatology, ophthalmology, and gastroenterology.

<b>Education</b>	
<b>University of East Anglia</b>	
Master of Pharmacy	
2.1	
<b>2011 – 2015</b>	
Master's Degree	
Developed strong academic and practical skills through research and extracurricular activities.	
<ul style="list-style-type: none"> <li>Conducted an independent research project on drug delivery, exploring complex ideas in cocrystals, achieving a distinction-level grade of 75.1%.</li> <li>Demonstrated excellent consultation skills, reflected in a 4th-year OSCE result of 80%.</li> <li>Honed time management, creativity, and problem-solving skills while balancing academic and extracurricular commitments.</li> </ul>	
<b>Highworth Grammar School</b>	
Maths (A*), Chemistry (B), Politics (C)	
<b>2009 – 2011</b>	
A-Levels	
<b>CPD</b>	
<b>Mary Seacole programme</b>	
78%	
<b>April – October 2018</b>	
NHS Leadership Academy	
<b>Registration</b>	
<b>GPhC Registered Pharmacist</b>	
General Pharmaceutical Council	
<b>Aug-16 – Current</b>	
<b>Volunteering</b>	
<b>UEA Pharmacy Society</b>	
President	
<b>May 2014 – Apr 2015</b>	
<b>UEA Ultimate Frisbee</b>	
Secretary & Vice-President	
<b>May 2014 – Apr 2015</b>	
<b>UEA Alzheimer's Society</b>	
Publicity officer	
<b>May 2013 – Apr 2014</b>	
<b>References</b>	
<b>Norfolk &amp; Waveney ICB</b>	
Available on request	
<b>Tesco PLC</b>	
Available on request	

<b>Tesco PLC</b>	<b>Nov 2017 – May 2022</b>
Pharmacy Manager	Great Yarmouth, Norfolk
Oversaw day-to-day pharmacy operations with autonomy to deliver high-quality, safety-focused services.	
<ul style="list-style-type: none"> <li>Led regional projects, including achieving KPIs like the New Medication Service (NMS) and implementing national operational changes.</li> <li>Contributed to national initiatives, such as developing induction training plans for new starters.</li> <li>Served on the Local Pharmaceutical Committee (LPC), supporting Norfolk's community pharmacies.</li> <li>Created and executed plans to meet annual KPI targets, including customer feedback and health service provision.</li> <li>Managed locum pharmacist bookings and ensured an up-to-date business continuity plan.</li> <li>Handled HR responsibilities, including staff rotas, training, recruitment, performance management, and grievances.</li> <li>Collaborated with store and regional pharmacy managers via Microsoft Teams, WhatsApp, and conference calls.</li> </ul>	
<b>Tesco PLC</b>	<b>Aug 2016 – Oct 2017</b>
Duty Pharmacy Manager	Great Yarmouth, Norfolk, United Kingdom
Joined as a newly qualified pharmacist in August 2016 and, after two months, stepped up as Acting Pharmacy Manager.	
<ul style="list-style-type: none"> <li>Co-led initiatives for NMS and asthma referrals, developing resources to support service provision.</li> <li>Designed a quality payments solution for asthma patient screening, implemented nationally, saving pharmacists 30–60 minutes daily and generating potential revenue of ~£1 million.</li> </ul>	
<b>Paydens Pharmacy</b>	<b>Jul 2015 – Jul 2016</b>
Pre-Registration Pharmacist	Tunbridge Wells, Kent & Ashford, Kent
Chose to train at a busy, understaffed pharmacy offering a wide range of services, providing a strong foundation for my professional career.	
<ul style="list-style-type: none"> <li>Took on advanced responsibilities, including patient consultations, resolving prescription interventions, and supporting pharmacy staff.</li> <li>Gained experience in: <ul style="list-style-type: none"> <li>Clinically screening patient charts for a palliative care hospice.</li> <li>Wholesale procedures and regulatory compliance.</li> <li>Conducting audits, increasing NMS completion rates from under 10% to 50–60% of the target.</li> <li>Initiating PGDs, including NRT, EHC, and chlamydia screening/treatment.</li> </ul> </li> </ul>	
<b>Paydens Pharmacy</b>	<b>Jul 2014 – Sep 2014</b>
Pharmacy Student	
<b>McDonald's Corporation</b>	<b>Sep 2009 – Jun 2014</b>
Crew Member, Trainer, and Floor Manager	
Gained valuable experience in customer service, training, and team management within a fast-paced, high-pressure environment.	
<ul style="list-style-type: none"> <li>Trained and evaluated staff performance, ensuring competence across diverse roles and backgrounds while meeting training targets.</li> <li>Developed leadership skills as a floor manager, overseeing cash and inventory management, health and safety compliance, and operational efficiency.</li> </ul>	