

Andy Charlwood - Cover letter

I'm a medicine optimisation Pharmacist, working primarily with high-cost drugs for the Norfolk & Waveney Integrated Care Board (ICB). I'm passionate about providing excellent healthcare to our population and finding innovative ways to do so.

At the Eclipse conference I was excited by the passion for Eclipse held by Dr Brown and the other speakers. I realise that there is no job role I am applying for, and no description of the person you might consider employing. I believe you want someone innovative, with a passion for technology whose motivation is to improve patient outcomes. I believe I am that person.

I've been a registered pharmacist for over 7 years, with 5 years of experience in the community and nearly 2 years within the ICB. I have the expected skill set of a pharmacist working within those roles, but I also have different, more unique skills that the typical pharmacist does not have, which would make me an asset to Eclipse.

I wanted to demonstrate my eagerness to learn new skills, and enthusiasm for Eclipse, so I decided to use this opportunity to learn the basics of Typescript and build this website (although I realise the practicalities of a single document, so have produced this accompanying document).

My career as a registered pharmacist started in Tesco pharmacy, Great Yarmouth. I had significant concerns relating to patient safety and potentially fraudulent activity in the branch. which, after escalating through appropriate channels, led to the pharmacy manager being suspended and dismissed.

As a pharmacist with less than 2 months of experience and no personal contacts with locum pharmacists or other branches (having recently moved to the area), being thrust into managing and being responsible for the operation of a 100-hour pharmacy was extremely challenging.

That challenge, however, helped to define me as the pharmacy professional I am today. I am proud of making the difficult decision to voice my concerns and being the driving force of change, which led the branch to become far safer, from 1-2 medication errors a month to 1-2 a year. The branch grew much busier, by around 50% in items supplied. Our KPIs also grew to the top of the group for the provision of NMS and customer service scores.

My motivation has always been to provide excellent healthcare. How I channel that motivation has changed massively since 2016. Thanks to courses such as the NHS Mary Seacole Leadership course, I am far better equipped to use my leadership skills to engage with my colleagues or any stakeholder to achieve what is needed.

I feel innovation has been a core part of what has enabled me to progress successfully in my career. One notable example in 2017, the quality payments scheme was introduced, requiring checks on patient inhaler use. The solution proposed by the company involved checking patient summary care records for each prescription with an inhaler dispensed. This process would have been laborious, possibly taking up to an hour of pharmacist time each day.

I took the initiative to explore what could be achieved with the antiquated dispensing system and developed a process requiring an audit every 6 months, taking 4 hours to complete. Achieving this criterion was worth nearly £1 million in total funding across all branches. I created a walkthrough document, which was distributed to stores and used as the official process for the company.

All branches met the criteria successfully.

I'm a big fan of tech, spending my spare time working on projects involving software development, in doing so I've been able to apply these skills to implement solutions in my current/previous role.

When I was working as a community pharmacist, we were responsible for ordering medication for patients. We had a process of manually checking to see if we had received these prescriptions, which would take ~6 hours each week. This prompted me to write some macros in visual basic that would cross-reference dispensed vs. requested items in under a minute. This saved us significant time each week, enabling us to serve our patients more effectively. I felt empowered by the fact that I could take an idea and create something that helped people.

That was nearly 6 years ago, and the first time I'd leveraged software to build my own solution. It led me down a path where I not only see the value in learning these skills but have a passion for it. More recently in my current role I've discovered how to link secondary care activity data to Blueteq form data, something previously not thought to be possible. Using this, I've initiated and completed projects which have improved efficiencies for my colleagues and clinicians in the wider integrated care system. To see some of these examples, please see the projects section on www.andrewcharlwood.live.

I hope these examples demonstrates the mindset I bring to work every day. I strive to develop and implement efficient processes through innovative solutions. My fluency in technology and data analysis supports me in this endeavour, and where possible, I automate a large part of my workflow.

As a pharmacist, I feel I bring a clinical knowledge base. What I believe sets me apart from other pharmacists is my passion and understanding for technology & software. When building clinical technology products like Eclipse, I believe that bringing a clinical mind with an understanding of software development would be of real value.

Thank you for your consideration, and I look forward to hearing from you.

Curriculum Vitae

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D.O.B: 24th August 1993

I'm an innovative, data-driven medicine optimisation Pharmacist with a passion for utilising technology to drive efficiencies through automation. With an extensive background in community pharmacy before moving into local health commissioning, I've worked on both regional and national projects in both sectors.

Education/Qualifications:

Mary Seacole – 79% - NHS Leadership Academy, April - October 2018

I took the opportunity to undertake the Mary Seacole leadership programme offered by the NHS leadership academy when it was first made available to community pharmacists. Seacole provided me with the tools necessary to embed the values of healthcare leadership in my regular practice and has been the single biggest influence on how I manage and lead a team.

One of the biggest shifts in perspective I had from the course was seeing leadership as a behaviour that we employ, rather than being restricted to a person or a position. Practical skills such as providing effective feedback, interviewing skills, and inspiring colleagues through techniques such as "line-of-sight" have been extremely effective when managing colleagues.

Master of Pharmacy (MPharm) - 2.1 - University of East Anglia, 2011 – 2015

During my time at UEA, I gained experience through a selection of societies and roles, gaining experience and developing skills which would benefit my career. Academically I take most pride from my research project, based on drug delivery, which allowed me to independently explore and research complex ideas of cocrystals. Throughout my studies I grew to develop excellent consultation skills, shown in my 4th year OSCE result of 80%.

My ability to work effectively, creatively, with strict time management, is shown with result of my final year project which attained a grade of 75.1%

Non-academic activities

During my time at UEA I supported several clubs/societies as a committee member:

- **President** - Pharmacy society
- **Secretary/Vice-president** - Ultimate frisbee
- **Publicity officer** - Alzheimer's society

Highworth Grammar School 2009 – 2011 Quantock Drive, Ashford, Kent, TN24 8UD

A-Level Results: Maths (A*), Chemistry (B) & Politics (C)

Employment History

Medicines Optimisation: High-cost drugs - NHS Norfolk and Waveney Integrated Care Board • May 2022 – Present

As the high-cost drug Pharmacist, my primary role relates to collaborating with specialists across the ICS to ensure patients have access to medicines mandated by new NICE technology appraisals (TA). I collaborate with specialists across the ICS to formulate patient care pathways which follow NICE TA recommendations, include local advice from specialists and follow a best value approach to delivering care to minimise wasteful spending.

A substantive project I've undertaken related to the Blueteq platform, which is used to send approval requests for high-cost drugs to ICB. Despite our BI team having stated activity data from secondary care could not be connected to data from Blueteq, I was able to match all forms submitted to the relevant activity data.

I proposed an entire revamp of all Blueteq forms, with automatic form generation directly from NICE TAs, and removing redundant forms which could now be replaced with the linked data. The results were:

- Number of forms reduced by 70%
- Saving ~5-6 hours of ICB admin time per week
- Saving ~10 hours of ICB Pharmacist time per month
- Reduced admin burden on secondary care clinicians
- Auditing of drug usage to be completed significantly faster, with greater precision

Other recent notable pieces of work:

- Responding to the recent ADHD medicine shortage, collaborating with NSFT to formulate guidance for primary care.
- Creating an oxygen data dashboard to support primary care clinicians to identify patient in need of review.
- Completing high-cost drug pathways for several directorates such as rheumatology, ophthalmology, and gastroenterology.

Pharmacy Manager - Tesco Pharmacy • November 2017 - May 2022

As the pharmacy manager, I was responsible for the day-to-day operation of the pharmacy. I was given a large amount of autonomy to ensure we delivered a high-quality service to our customers, whilst ensuring that safety is at the core of everything we did.

- Leading projects within my region, including KPIs such as the New Medication Service (NMS), and operational changes being rolled out nationally.
- National projects, including developing a new training plan all new starters undertake on induction.
- As a member of the Local Pharmaceutical Committee (LPC), I worked with other pharmacy contractor representatives to support community pharmacies in Norfolk.
- Creating and implementing plans to ensure we meet our KPI targets for the financial year (e.g., customer service feedback, provision of health services).
- Being the responsible pharmacist, and all functions/responsibilities related to being the RP.
- Booking and managing locum pharmacists
- Ensuring there is a robust business continuity plan which is up to date and accessible if we are unable to operate as expected.
- HR roles including but not limited to staff rotas, training, recruitment, disciplinaries, performance management, and grievances.
- Collaboration with non-healthcare managers in store. Primarily the store manager, and other pharmacy managers in my region, through Microsoft Teams, WhatsApp and conference calls.

Duty Pharmacy Manager - Tesco Pharmacy • August 2016 - November 2017

In August 2016 I started working at Tesco as a newly qualified pharmacist, after two months of working alongside the Pharmacy Manager, as Duty (deputy) Pharmacy manager, I stepped up to be the acting Pharmacy Manager for the store.

Notable work in this role includes working as joint lead for NMS and asthma referrals, focussing on providing resources which can be used by stores to help facilitate the provision of services. One solution related to quality payments, involving screening asthma patients was implemented nationally, which saved Pharmacists ~30-60 minutes of work a day, with the potential of generating ~£1 million in revenue from patient identification.

Pre-Registration Pharmacist - Paydens Pharmacy • July 2015 - July 2016

As a pre-registration pharmacist I took the decision to move to a busier, understaffed pharmacy – which provided a much wider variety of services and gave me the opportunity to challenge myself. This provided me with a great foundation to begin my professional career.

My responsibilities included those atypical to a pre-registration pharmacist, such as consulting patients on new medications, highlighting and solving prescription interventions, and providing support to other pharmacy staff.

Other areas where I have taken the opportunity to experience and learn from include:

- Clinically screening patient charts for a palliative care hospice
- Understanding and undertaking wholesale procedure
- Undertaking audits, including one which resulted in an increase in completed NMS, from less than 10% of target to reaching 50-60% target
- Instigating multiple PGDs, including NRT, EHC & Chlamydia screening/treatment
- Two-week hospital-placement at the Queen Elizabeth The Queen Mother Hospital

McDonald's - Eureka Park, Ashford, Kent, TN25 4BN

Floor Manager August 2011 – August 2014

Crew Trainer August 2010 – August 2011

Crew Member September 2009 – August 2010

References available on request.