



**Guy's & St Thomas' NHS Foundation Trust
King's College Hospital NHS Foundation Trust
Lewisham & Greenwich NHS Trust**

Structured Training Experience for Pharmacists

STOP

Programme Handbook



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1. Introduction

This programme handbook sets out all details involved in the co-operation between all partners and prospective and current pharmacists involved in the Structured Training and Experience for Pharmacists (STEP) training programme across South East London. It details the responsibilities of all parties and logistical arrangements associated with multi-partner hosting of rotational STEP Pharmacists.

This handbook also provides information for interested, prospective and current pharmacists on the STEP programme. The details include information about the hospitals affiliated, the training programme and employment details.

What is STEP?

The STEP training programme began in 2001. It is a unique collaboration of three acute NHS Trusts in South East London aligned with King's Health Partners (KHP). It is at the forefront of early-career pharmacist career development and postgraduate education.

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Lewisham and Greenwich NHS Trust

Overview of STEP

The STEP training programme provides competency-based training, education and experience over two years. The programme equips pharmacists with the skills and knowledge to provide the highest quality of professional care and to help progress their careers.

Pharmacists are employed by one of the five base sites. Each pharmacist will initially gain confidence and develop their competence through a 12-month structured programme at their base hospital. These are rotational programmes grounded in clinical and patient facing services, designed to build upon clinical competences in medicines management, optimisation and supply, along with communication and consultation skills. STEP pharmacists contribute to out-of-hours services developing skills in time management and prioritisation.

Following that, STEP pharmacists will complete two six-month placements which can be at any site within the programme, and all pharmacists are expected to be able to travel to all sites within STEP.

The placements give STEP pharmacists the opportunity to work in a particular area that may be of interest to them, this may include (but not limited to) patient facing clinical roles in various specialties across the sites, technical/aseptic services, medicines information or clinical trials.

The placements give STEP pharmacists at an early point in their career the opportunity to experience practice in a variety of different practice or specialist areas which will be of benefit in their personal and professional development. Placements also give the opportunity to work at other Trust sites and encounter different opportunities such as working in specialties not available in their base hospital or undertaking clinical duties they have not had the opportunity to undertake at their base site.

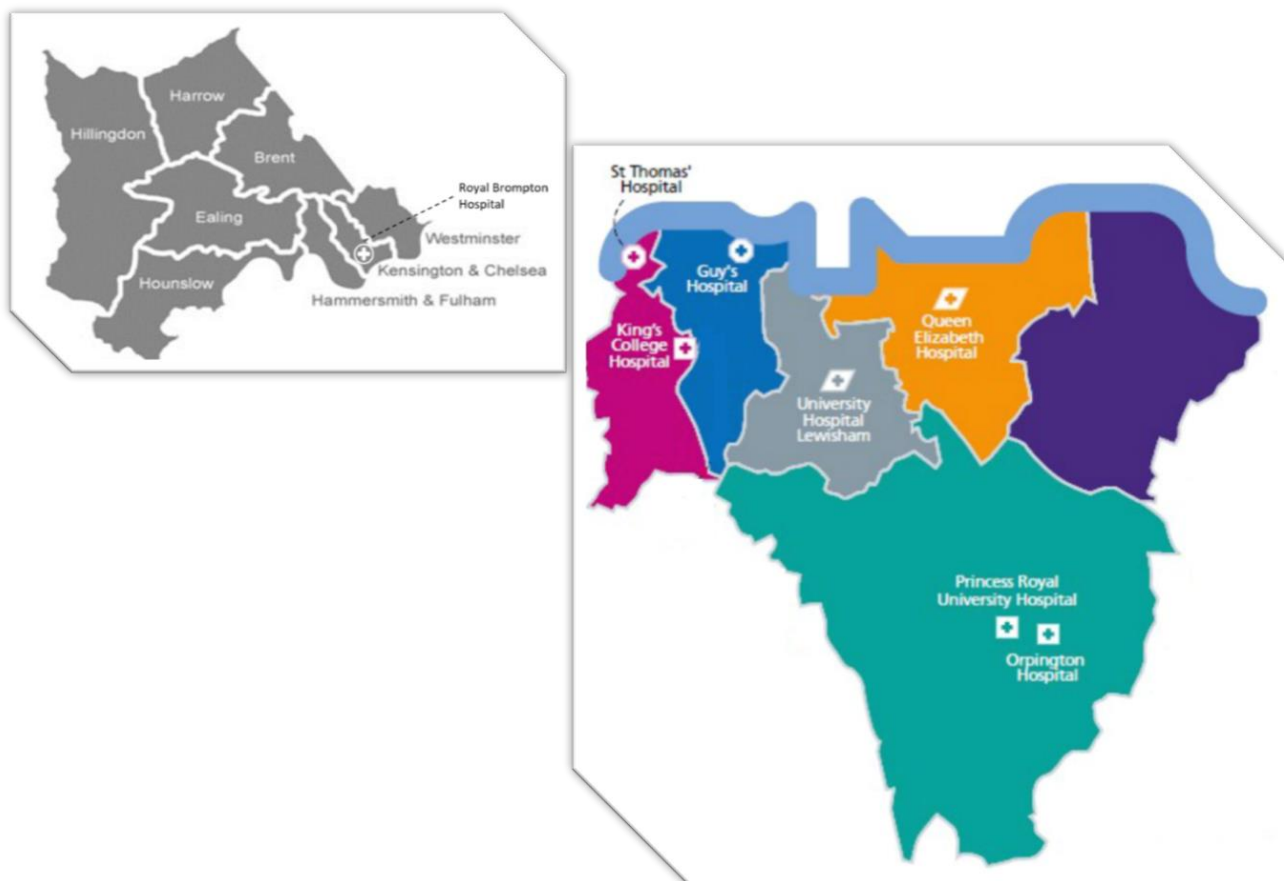
The **UCL Joint Programmes Board (JPB) Diploma in General Pharmacy Practice (DipGPP)** is fully integrated into the STEP programme and all STEP Pharmacists enrol on the Certificate level of the programme during their induction period. The STEP Programme is kept under continual review to ensure it is current and meets the needs of STEP pharmacists, the services they provide and the patients that STEP pharmacists provide care for.

King's Health Partners

Guy's and St Thomas' and Kings are part of King's Health Partners (KHP), Lewisham and Greenwich Pharmacy department and RBHT Pharmacy department are associate members. KHP is an Academic Health Science Centre where world-class research, education and clinical practice are brought together for the benefit of patients. More information can be found at www.kingshealthpartners.org

2. Map of STEP sites

Base sites will be allocated as part of the offer process and this is where you will spend the first 12 – 18 months of the programme. However, after this it is expected all STEP pharmacists will be able to travel to all sites within the STEP programme you may be allocated any one of these in the placement allocation process.



Trust	Site	Location (Postcode)	Base Site	Placement Site
Guys & St Thomas' NHS Foundation Trust	St Thomas' Hospital	SE1 7EH	Yes	Yes
	Guy's Hospital	SE1 9RT	No	Yes
King's College NHS Foundation Trust	King's College Hospital	SE5 9RS	Yes	Yes
	Princess Royal University Hospital	BR6 8ND	Yes	Yes
Lewisham & Greenwich NHS Trust	Queen Elizabeth Hospital	SE18 4QH	Yes	Yes
	University Hospital Lewisham	SE13 6LH	Yes	Yes

3. Site Information

King's College Hospital NHS Foundation Trust

Trust Overview																			
Website:	https://www.kch.nhs.uk/patients-and-visitors/useful-information/pharmacy/																		
Trust Values:	<p>Kind: We show compassion and understanding and bring a positive attitude to our work</p> <p>Respectful: We promote equality, are inclusive and honest, speaking up when needed</p> <p>Team: We support each other, communicate openly, and are reassuringly professional</p>																		
Trust Overview:	<p>King's College Hospital NHS Foundation Trust is one of the biggest and busiest Trusts in the country, primarily serving the London boroughs of Southwark, Lambeth, and Bromley, with a population of 1 million people, over 1500 beds and acting as a tertiary referral centre for millions more.</p> <p>Services are provided to the people of South East London and beyond for its world-renowned specialist services such as liver, neurosciences, haematology and foetal medicine. King's is a world-class teaching and research centre and home to a set of highly specialised diagnostic and emergency care services including one of London's leading trauma centres, a high-volume heart attack centre, and two hyper-acute stroke units, as well as the largest critical care unit in the UK.</p> <div data-bbox="821 891 1364 1579"> <p>King's by numbers</p> <table border="1"> <tr> <td>LOCAL POPULATION ACROSS LAMBETH, SOUTHWARK, BROMLEY 1,008,700</td> <td>NUMBER OF STAFF AT KING'S 13,496</td> <td>NUMBER OF VOLUNTEERS AT KING'S 439</td> </tr> <tr> <td>NUMBER OF BEDS 1,673</td> <td>NUMBER OF OPERATING THEATRES 46</td> <td>AVERAGE BIRTHS PER MONTH 663</td> </tr> <tr> <td>NUMBER OF VIDEO APPOINTMENTS IN 2020/21 152,021</td> <td>NUMBER OF RADIOLOGY IMAGES AND SCANS IN 2020/21 496,836</td> <td>TOTAL NUMBER OF HELICOPTER LANDINGS 1,006</td> </tr> <tr> <td>NUMBER OF PARTICIPANTS IN RESEARCH STUDIES IN 2020 19,675</td> <td>NUMBER OF RESEARCH STUDIES IN 2020 835</td> <td>TOTAL NUMBER OF LIVER TRANSPLANTS 6,057</td> </tr> <tr> <td colspan="3">ACROSS THE TRUST EVERY DAY, ON AVERAGE WE SEE:</td> </tr> <tr> <td>PEOPLE IN OUR EMERGENCY DEPARTMENTS AND WALK-IN CENTRES 784</td> <td>PATIENTS ADMITTED TO HOSPITAL 174</td> <td>OPERATIONS PERFORMED 83</td> </tr> </table> </div>	LOCAL POPULATION ACROSS LAMBETH, SOUTHWARK, BROMLEY 1,008,700	NUMBER OF STAFF AT KING'S 13,496	NUMBER OF VOLUNTEERS AT KING'S 439	NUMBER OF BEDS 1,673	NUMBER OF OPERATING THEATRES 46	AVERAGE BIRTHS PER MONTH 663	NUMBER OF VIDEO APPOINTMENTS IN 2020/21 152,021	NUMBER OF RADIOLOGY IMAGES AND SCANS IN 2020/21 496,836	TOTAL NUMBER OF HELICOPTER LANDINGS 1,006	NUMBER OF PARTICIPANTS IN RESEARCH STUDIES IN 2020 19,675	NUMBER OF RESEARCH STUDIES IN 2020 835	TOTAL NUMBER OF LIVER TRANSPLANTS 6,057	ACROSS THE TRUST EVERY DAY, ON AVERAGE WE SEE:			PEOPLE IN OUR EMERGENCY DEPARTMENTS AND WALK-IN CENTRES 784	PATIENTS ADMITTED TO HOSPITAL 174	OPERATIONS PERFORMED 83
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Hospital Sites:	<ul style="list-style-type: none"> • King's College Hospital • Princess Royal University Hospital • Orpington Hospital • Queen Mary's Hospital • Sidcup • Beckenham Beacon. 																		
Pharmacy Service:	King's pharmacy team of over 400 pharmacy staff across all sites provide an extensive hospital pharmacy service. These include fully integrated																		

	<p>specialist clinical pharmacy teams, electronic prescribing and patient notes, automation and robotics for dispensing, and modern aseptic compounding units.</p> <p>The King's Pharmacy Service is highly respected across the Trust and staff work closely with multi-disciplinary teams. King's is patient-centred, research-oriented and supportive to staff training and development.</p>
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STEP at King's College Hospital, Denmark Hill

King's College Hospital is a large and busy teaching hospital in Camberwell with over 1,000 inpatient hospital beds. The neuroscience centre is the largest in the South East and the Liver Unit is the largest in Europe (second largest in the world). In addition, the hospital is also a major trauma centre with a helipad that has transformed trauma care across South East London and Kent since its launch in 2016. The helipad serves a trauma population of 4.5 million people across the region, enabling patients to receive expert and timely treatment.

What rotations will I do?	STEP Pharmacists will undertake core rotations e.g. patient, clinical and technical services are covered during the first year. The exact details e.g. length of each rotation may vary depending on operational needs at the time. Each rotation consists of a clinical and technical commitment as well as a 2-week rotation in medicines information at Guy's MI centre.
What kind of teaching or training will I get?	A robust induction 8-week induction will take place in order to prepare you for our residency service including accreditations and specialist teaching. STEP pharmacists receive weekly on-call debriefing meetings to discuss different topics that came up during on-call, areas of further learning and any issues that need to be resolved. The department also offers learning at lunch as well as monthly clinical teaching. Ward visits and supervised learning events are also undertaken with STEP pharmacists to support clinical development.
What is it like working in Camberwell?	Camberwell is a flourishing residential area. It's a short bus ride away from the leafy attractions of Dulwich Village and less than five minutes on the train to Peckham Rye where many cocktail bars, restaurants and rooftop bars are found. The area is well connected to central London. Within 20 minutes you can reach London Victoria, London Blackfriars or the bustling Shoreditch High Street.
What are the closest stations to the hospital?	Denmark Hill station is the closest train station, only about 2-minute walk from the hospital. Loughborough junction railway station is about 10-minute walk away. The hospital is on a main bus route.
What will my hours of work be?	To meet the growing demands of the patient needs, King's College Hospital pharmacy service has needed to adapt into a 7-day service. When you are not on-call you will work 9am to 5:30pm Monday to Friday.
Is there accommodation at the hospital?	Hospital accommodation with good facilities is available to all new staff.

	Further information about working at King's College Hospital NHS Foundation Trust can be found on the King's College Hospital website https://www.kch.nhs.uk/careers/
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On-Call Service at King's College Hospital

Where do I do the on-call shifts?	On site. The on-call service involves providing urgent clinical advice and supplies of medicines with a back-up on-call pharmacist to support you. We provide an on-call room for you to utilise during your overnight shift.
How often are the on-call shifts?	In the first year of STEP, the first on-call shifts are approximately 1 in 12, decreasing to around 1 in 24 thereafter.
What are the shift patterns?	The shift patterns are from 9.00am-5.30pm on a standard day, 9.00am-9.00pm on a long day and 5.30pm-9.30am for an overnight shift Monday – Saturday and 5.00pm-10.30am on a Sunday overnight shift.
How busy are the on-call shifts?	On-call shifts can get very busy, usually around 15-70 calls/night. However, this can vary greatly depending on if it's a weekend or time of year such as the Christmas period. It is a very good learning experience, but it can also be stressful. We provide a minimum 6-week induction to ensure that you are ready and confident to start your on-call responsibilities.
Will I work Saturdays and Sundays?	Currently, during the first year of STEP, you will be on-call every 1 in 12 days, whatever day this falls on. After the first year, your on-call shifts are less frequent (every 1 in 24). You should be removed from the on-call rota after year 2, but this can change. When you are not on the on-call rota, you are expected to do Saturday/Sunday working as per the 7-day working timetable.
What is the on-call service remuneration?	You will receive a fixed payment for the residency shift depending on the day of the week. You then receive a standard hourly rate for the hours worked. However, you receive 30% extra pay for the evening hours and any calls are paid at 150% of your hourly rate. Weekend hourly rate payment is more.

STEP at Princess Royal University Hospital (PRUH)

Princess Royal University Hospital in Bromley is a modern district general hospital with over 500 inpatient beds. It opened in 2003, serving the local community and providing a wide range of general and specialist services including emergency medicine, surgery, intensive care, cardiology, paediatrics, stroke and haemato-oncology.

What rotations will I do?	STEP pharmacist current rotations include acute medicine, post-acute medicine, surgery, surgery & dispensary, paediatrics & aseptics, post-acute medicine & dispensary, Orpington Hospital (surgery), medicines information (2 weeks). However, this can change as demand and operational needs change.
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What kind of teaching or training will I get?	STEP pharmacists receive weekly on-call debriefing meetings to discuss different topics that came up during on-call, areas of further learning and any issues that need to be resolved. They are also weekly departmental teaching sessions where different topics are presented including case studies and audits and are often aimed at STEP pharmacists. Ward visits and supervised learning events are also undertaken with STEP pharmacists to support clinical development.
What is it like working in Bromley?	Bromley is a vibrant London suburb with excellent shopping and entertainment facilities. There are plenty of fast transport links to both Central London and the Kent and Sussex coasts. The PRUH is a short bus ride away from the mainline railway stations of Bromley South (served by fast trains from London Victoria) and Orpington (served by trains from London Charing Cross or London Bridge).
What are the closest stations to the hospital?	Regular bus services run to the hospital from the nearest mainline stations, Bromley South and Orpington.
What will my hours of work be?	To meet the growing demands of the patient needs, King's College Hospital pharmacy service has needed to adapt. Therefore, all staff are contracted to work 37.5 hours over seven days a week according to rotas at the base hospitals
Is there accommodation at the hospital?	Hospital accommodation with good facilities is available to all new staff. Further information about working at King's College Hospital NHS Foundation Trust can be found on the King's College Hospital website https://www.kch.nhs.uk/careers/

On-Call Service at Princess Royal University Hospital

Where do I do the on-call shifts?	The on-call service is provided from home.
How often are the on-call shifts?	Dependant on staff the rota can vary, between a 1 in 15 and 1 in 20 shift pattern.
What are the shift patterns?	Monday evening to Friday morning and Friday evening to Monday morning. This on-call service involves providing urgent clinical advice and supplies of medicines with a back-up on-call pharmacist to support you if required. You are expected to come on-site if you are required to supply an urgent medicine. There is a permit available that allows for parking in the main car park and there is also a taxi service available. Shifts begin at 5.15pm and finish at 8.45am. The on-call service is currently under review.
How busy are the on-call shifts?	The non-residency on-call covers the PRUH and South Sites (Orpington and Beckenham Beacon Hospitals), usually receiving an average of around 1-6 calls/night. However, this can vary greatly. It is a very good learning experience and

	builds your medicines information skills. We provide on-call training to ensure you are ready and confident to start your on-call responsibilities.
Will I work Saturdays and Sundays?	You will work Saturday and Sunday, as per a set rota which is approximately every 1 in 6 weekends, however this varies depending on how many on-call pharmacists are within your team. If a weekend is worked, a rostered day off is scheduled the week prior to your shift and the week following your shift.
What is the on-call service remuneration?	It's a combination of the standard Trust non-residential on-call availability payment (Currently base rate £15 per night for availability) plus payment for any work done during the on-call shift (1.5 x paid for time work non-BH, 2 x paid for time work BH). You may also claim expenses for fuel, bus fares if required to travel into work during on-call shifts. You will also be paid an enhancement for working a weekend.

Lewisham and Greenwich NHS Trust

Website:	https://www.lewishamandgreenwich.nhs.uk/
Trust Values:	<p>Our Vision is...to be exceptional. In the quality of our patient care; our support for colleagues; and in the difference we make through our partnerships and in our communities.</p> <p>To achieve that, we value: Respect, Compassion and Inclusion</p> <p>Being Accountable over staying comfortable Listening over always knowing best Succeeding together over achieving alone</p>
Trust Overview:	Lewisham and Greenwich NHS Trust, (LGT), is a community-focused provider of local and acute care, delivering high-quality services to over one million people living across the London boroughs of Lewisham, Greenwich and Bexley. The Trust incorporates services on two sites at University Hospital Lewisham (~480beds) and Queen Elizabeth Hospital (~520beds) in Woolwich. The Trust also runs a range of NHS community services in Lewisham.
Hospital Sites:	<ul style="list-style-type: none"> • University Hospital Lewisham • Queen Elizabeth Hospital
Pharmacy Service:	<p>The pharmacy department provides support to clinical teams through optimising the use of medicines, safely dispensing medicines to patients, conducting research and providing education and training. An automated dispensing system was installed in March 2014 at Lewisham and in May 2024 at Queen Elizabeth. The pharmacy department is an associate partner of King's Health Partners Pharmaceutical Sciences Clinical Academic Group.</p> <p>The pharmacy department is friendly, sociable and there are many opportunities for departmental and 'multidisciplinary' nights out with a range of activities nearby, including restaurants, bars, shopping, cinemas, theatres, and sports centres.</p>

STEP at University Hospital Lewisham

<p>What rotations will I do?</p>	<p>STEP pharmacists rotate through general medicine (e.g. endocrinology or respiratory), elderly care, stroke, paediatrics, admissions, obstetrics and gynaecology, general surgery orthopaedics, ENT, aseptic services and medicines information. Please note not everyone will rotate through all rotations and you will get exposure to a selection of areas. Rotations are generally 3 months. Also note they are reviewed regularly to ensure they are clinically appropriate. As a minimum, everyone will rotate through medical and surgical wards and undertake a medicines information rotation.</p>
<p>What kind of teaching or training will I get?</p>	<p>Training will be supported by daily clinical clusters which support shorter teaching and professional development meetings held weekly where different topics are presented including case studies and audits. Ward visits and supervised learning events are also undertaken with STEP pharmacists to support clinical development.</p>
<p>What is it like working in Lewisham?</p>	<p>University Hospital Lewisham is situated a 10-minute walk from Lewisham town centre which has a variety of shops and cafes. A walk in the other direction takes you to Catford which also has restaurants that you may frequent for lunch. You are also only a 15-minute train ride away from central London. The hospital itself has a couple of cafes and a staff restaurant, and the pharmacy department has its own tearoom.</p>
<p>What are the closest stations to the hospital?</p>	<p>Ladywell is the closest train station to the hospital. Alternatives stations include Catford, Catford Bridge, Lewisham, Hither Green or the DLR but will need to walk or catch a bus to get to the Hospital. The hospital is also on a number of main bus routes.</p>
<p>What will my hours of work be?</p>	<p>37.5 hours per week (or part time as agreed) to be worked over 7 days per week according to rotas at the base hospital. If you work a weekend, time off is scheduled the following week depending on the day worked. The working hours for STEP Pharmacists are Monday-Friday 9.00am-5.30pm with an hour lunch break.</p>
<p>Is there accommodation at the hospital?</p>	<p>Although there are no hospital accommodation facilities, there is plenty of private accommodation for rental in the surrounding residential areas.</p>

STEP at Queen Elizabeth Hospital, Woolwich

<p>What rotations will I do?</p>	<p>STEP pharmacists rotate through general medicine (endocrinology, respiratory or cardiology), elderly care, paediatrics, admissions, obstetrics and gynaecology, general</p>
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	surgery orthopaedics, ENT and medicines information. Please note not everyone will rotate through all rotations and you will get exposure to a selection of the rotations listed below. Rotations are generally 3 months. Also note they are reviewed regularly to ensure they are clinically appropriate. As a minimum, everyone will rotate through medical and surgical wards and undertake a medicines information rotation.
What kind of teaching or training will I get?	Training will be supported by daily clinical clusters which support shorter teaching and professional development meetings held weekly where different topics are presented including case studies and audits. Ward visits and supervised learning events are also undertaken with STEP pharmacists to support clinical development.
What is it like working in Woolwich?	Queen Elizabeth is situated on Woolwich common, great for lunchtime walks. Woolwich town centre is accessible by bus around 10 minutes away. The hospital itself has a cafe and a staff restaurant, and the pharmacy department has its own tearoom.
What are the closest stations to the hospital?	Woolwich Arsenal is the closest mainland station and is a 15 minute bus ride away. The Elizabeth Line also has a station at Woolwich, as does the DLR. North Greenwich Tube station on the Jubilee line is a 25 minute bus journey.
What will my hours of work be?	37.5 hours per week (or part time as agreed) to be worked over 7 days per week according to rotas at the base hospital. If you work a weekend, time off is scheduled the following week depending on the day worked. The working hours for STEP Pharmacists are Monday-Friday 9.00am-5.30pm with an hour lunch break.
Is there accommodation at the hospital?	There is a small amount of accommodation provided by a private provider available on the Queen Elizabeth site. However, it is extremely limited, and availability cannot be guaranteed.

On Call service at Queen Elizabeth Hospital, Woolwich & University Hospital Lewisham

Where do I do the on-call shifts?	The on-call service is provided by a single pharmacist oncall from home providing a service to both sites. The oncall pharmacist will have a mobile phone and laptop to enable remote access to the iCARE system. Most calls can be dealt with remotely but you need to be prepared to travel into the site if the situation requires it.
How often are the on-call shifts?	Our on-call service is provided by our band 6 and band 7 pharmacists and so fluctuates depending on staffing levels. As a rough guide staff will do no more than 2 weeks of on-call and 2 weeks of back-up on-call per year. These nights are broken up and are not run consecutively.
What are the shift patterns?	There is currently a split-week on call service from <ul style="list-style-type: none"> • 5.15pm Monday until 9.00am Wednesday

	<ul style="list-style-type: none"> • 5.15 pm Wednesday until 9.00 am Friday • 5.15pm Friday until 9.00am Monday.
How busy are the on-call shifts?	Roughly 5-10 calls per night, and you may need to physically come in for a call once per week.
Will I work Saturdays and Sundays?	<p>Saturday & Sunday duty is currently a rota of 1 in 7:</p> <ul style="list-style-type: none"> • Saturday & Sunday: 9.30am-5.30pm <p>All STEP pharmacists are contracted to do 37.5 hours per week. If you work a weekend, designated days off are allocated the days surrounding the weekend worked; i.e. if you work Saturday and Sunday you will be allocated 2 days off either the week before or week after the weekend worked. You will also be paid an enhancement for working a weekend.</p>
What is the on-call service remuneration?	It's a combination of the standard Trust on-call availability payment for those on-call or back-up plus payment for any work done during the on-call shift (enhancements are paid for Sunday and Bank Holiday work). You may also claim expenses for fuel, bus fares if required to travel into work during on-call shifts.

Guy's and St Thomas' NHS Foundation Trust

Website:	https://www.guysandstthomas.nhs.uk/Home.aspx Homepage Royal Brompton & Harefield hospitals (rbht.nhs.uk)
Trust Values:	<p>Caring – we put patients first</p> <p>Ambitious – we innovate and strive for excellence</p> <p>Inclusive – we respect each other and work collaboratively</p>
Trust Overview:	Guy's and St Thomas' NHS Foundation Trust has a long history of high-quality care, clinical excellence, research and innovation. We are among the UK's busiest, most successful foundation trusts. We provide specialist care for patients including heart and lung, cancer and renal services as well as a full range of local hospital and community services for people in Lambeth and Southwark.
Hospital Sites:	<ul style="list-style-type: none"> • Guy's Hospital • St Thomas's Hospital • Evelina Children's Hospital
Pharmacy Service:	GSTT's goal is to ensure each patient's medicines are optimised to meet their individual needs. With over 650 staff, the department provides extensive pharmaceutical services including procurement, distribution and dispensing, a licensed manufacturing unit, medicines information, governance and extensive and comprehensive clinical pharmacy services. In order to meet the needs of our patients we provide comprehensive seven-day services that is underpinned by the resident pharmacy service.

STEP at Guy's & St Thomas' Hospitals

<p>What rotations will I do?</p>	<p>The first 12 months of the programme offers a range of rotations across a variety of services within the pharmacy department and specialties based across the St. Thomas' and Guy's Hospital sites.</p> <p>Rotations available include:</p> <ul style="list-style-type: none"> • Acute Medicine (Emergency Department, Acute Admissions, General Medicine, Ageing & Health and Stroke) • Surgery (Elective and Emergency Services) • Paediatrics and Women's Services • Cardiovascular • Patient Services • Medicines Information <p>Rotations are subject to change and whilst not everyone will rotate through all of the above, a comprehensive and varied selection will be offered. Rotations are between 8 to 12 weeks long.</p>
<p>What kind of teaching or training will I get?</p>	<p>Alongside commencing the UCL Post-Graduate Diploma in General Pharmacy Practice, there is also the opportunity to participate in the regular Trust, departmental or team teaching sessions, as well as on-the-job learning from the wide range of specialist pharmacists. Each STEP pharmacist is allocated a professional tutor to support your wider personal and professional development.</p> <p>In order to prepare you to take on out-of-hours pharmacist duties, there is an extensive induction program provided. STEP pharmacists have protected fortnightly team meetings to discuss and share learning, provide feedback and in the ongoing development of our department.</p>
<p>What is it like working in Waterloo & London Bridge?</p>	<p>Both hospital sites are in central London with excellent transport links and everything the Capital City has to offer!</p>
<p>What are the closest stations to the hospital?</p>	<p>St Thomas': Waterloo (overground or underground) or Westminster underground are the closest train station to the hospital.</p> <p>Guy's: London Bridge (overground or underground) is the closest train station to the hospital.</p> <p>Both hospitals are on a number of bus routes making travel generally very easy.</p>
<p>What will my hours of work be?</p>	<p>STEP Pharmacists at Guy's and St. Thomas' Hospital are resident pharmacists, which currently requires them to work their 37.5-hour week in a shift system. This is described further below.</p>

Is there accommodation at the hospital?	Limited hospital accommodation is available however this does vary and cannot be guaranteed.
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Residency service at Guy's & St Thomas' Hospital

Our well recognised team of resident pharmacists are the first point of call for all our patients' pharmaceutical care needs out-of-hours to support the safe and effective use of medicines. All our STEP Pharmacists support the residency service which operates 24/7, 365 days a year.

Please note that the residency service is being reviewed and the below is indicative of current arrangements which may be subject to change.

Where do I do the residency shifts?	The out-of-hours residency service is based at St. Thomas' Hospital working on-site within our in-patient dispensary.
How often are the residency shifts?	<p>The frequency of shifts will vary depending on the number of STEPs on the programme. There are a number of different types of shift which are fairly allocated to ensure an even distribution.</p> <p>The shift pattern is constructed to ensure a resident does not work more than 37.5 hours a week as averaged as a cycle dependent on the size of the cohort. Shifts are rostered in a pattern that incorporates rest time with non-working days to support wellbeing and work-life balance.</p> <p>For example, with a cohort of 12 STEP 1s, you would be rostered to approximately 7 of each type of shift in a 3-month period.</p>
What are the shift patterns?	<p>Usual working hours are 9am to 5:30pm.</p> <p>In the first year of STEP as a resident pharmacist you will work a shift-based pattern that includes out-of-hours working from Monday to Sunday. There are three main types of shift with the hours below:</p> <p>Long day – 9am to 9pm</p> <p>Very late – 12pm to 12am</p> <p>Night – 8pm to 9am</p> <p>After the first year of STEP the shift pattern includes late duty cover only during the week and at weekends and public holidays. In exceptional circumstances, the STEP 2s and 3s may be needed to cover night shifts. STEPs on external placements participate in the clinical weekend rotas at GSTT and the late duty cover.</p>

<p>How busy are the residency shifts?</p>	<p>The residency service receives on average around 90 requests a day between the hours of 5:30pm and 9am. The shifts are busiest between 5:30pm and 12am where we have a team of residents working shifts in a staggered manner.</p> <p>We provide a comprehensive induction and training programme prior to commencing residency as well as ongoing development throughout to support you.</p> <p>Residents are supported by areas which provide extended hours working and teams of specialist pharmacists who are on call from home (including paediatrics, oncology and critical care).</p>
<p>Will I work Saturdays and Sundays?</p>	<p>Yes. In the first year of the programme, the weekend shifts described above are built in to the shift pattern. The frequency will depend on the size of the cohort.</p> <p>For example, with a cohort of 12 STEP 1s you would be rostered to approximately 4 Saturdays and 4 Sundays in a 3-month period.</p> <p>In the second year of the programme, the frequency reduces to approximately 1 in 6 Saturdays and Sundays.</p>
<p>What is the residency service remuneration?</p>	<p>Resident pharmacists are financially compensated in line with Agenda for Change terms and conditions. Pay enhancements are provided for working unsocial, night, weekend and bank holiday shifts which are in addition to the base salary.</p>

4. Employment Information

Base site employment information

STEP pharmacists remain employees of the employing organisation working under the employment policies and terms and conditions of the employing organisation with the exception of operational policies and procedures around e.g. health and safety, information governance and clinical practice, as required by the placement provider in relation to the role when working on a rotational placement.

STEP pharmacists will be employed on a permanent contract by their employing organisation. STEP pharmacists will work in line with the job description agreed in their employment contract.

When the STEP pharmacist is on a placement at an alternative site a named STEP placement supervisor will be assigned in each organisation for each pharmacist. The STEP placement supervisor will assume line management responsibilities for any non-employed pharmacist that are on placement.

Placement providers will provide professional indemnity cover for non-employed STEP pharmacists during a period of placement.

If a resignation of a pharmacist is received by their employing organisation, they should follow local arrangements for termination in accordance with the pharmacist's employment contract, and inform the STEP Programme co-ordinator (annabel.healey@nhs.net).

Where an employing organisation decides to dismiss a STEP pharmacist, the employing organisation should follow local arrangements for dismissal, in accordance with the pharmacist's employment contract, and inform the STEP Programme co-ordinator if the pharmacist is on a STEP placement.

Where the resignation or dismissal of a STEP pharmacist takes effect before the planned end of the placement then the host organisation of the placement will organise cover for the remainder of the placement.

All STEP programme partners agree not to pull back STEP pharmacists from placements, even when there is a gap at another organisation e.g. as a result of a resignation or dismissal. This may be overruled in exceptional circumstances, e.g. global pandemic, and as agreed by the collaboration.

Deferring the start date

Each organisation will agree a start date with their prospective employees. This may be agreed prior to knowing the outcome of the GPhC registration assessment. If you do not pass the assessment so that you can practice as a registered pharmacist then you will not be able to start work as a STEP pharmacist. Please contact the respective STEP lead in your employing organisation to discuss the options. There is no requirement for Trusts to keep positions open in these circumstances and individual cases will be assessed on their own merits.

Salary

STEP pharmacists will be paid band 6 Agenda for Change salary with the relevant London weighting according to their base site.

Annual Leave

You will receive 27 days pro-rotta plus bank holidays. You should follow your local trust procedures for applying for leave.

Maternity, paternity and adoption leave

STEP pharmacists should refer to the relevant policies within their employing organisation.

UCL also has policies and procedures to support students when undertaking the Postgraduate Diploma in General Pharmacy Practice for both learning and assessment. There are also specific regulations and procedures for maternity leave, paternity, carer and adoption leave, as well the 'interruption of studies' process mentioned above.

Rotational placement arrangements

STEP Pharmacists, after completing the first 12 months, will then undertake two placements. These placements may be at any of the sites within the STEP programme.

On-Call & Weekend Duties

STEP Pharmacists will continue to undertake their on-call shifts and weekend duties at their base site. Their placement will allow them travel time to ensure STEP pharmacists can start their shifts on time and will accommodate lieu time from weekend working. All shifts and lieu time should be communicated by the STEP pharmacist and agreed with the placement site on starting the placement.

Travel expenses

STEP pharmacists are expected to be able to travel to all the sites within the STEP Programme and excess travel expenses will be paid whilst trainees are on placement outside of their host employer.

Travel arrangements when on rotation will be in accordance with the terms and conditions of their employing organisation and will be covered by their employing organisation. The amount which can be claimed is the difference in cost when compared with the individual's usual travel costs to their employing organisation. STEP pharmacists should raise this with their base site STEP Lead at the earliest opportunity once the 6 month placement is allocated and to enable reimbursement in line with current Trust processes.

Applying for annual leave

Application for annual leave should be carried out using the system in place in your placement site. You also need to inform your base site using the procedures in place there once annual leave has been agreed so your record can be updated.

If a STEP pharmacist needs to request annual leave that falls in a future placement their base site, prior to confirmed allocations, can approve up to 2 weeks of annual leave.

Annual leave entitlement

Annual leave should be taken on a pro-rata basis during the 6-month placements. STEP pharmacists are entitled, in a 6 month period, to take the proportion amount of leave i.e. 13 days +/- 2 days unless agreed in advance with the STEP leads with clear extenuating circumstances.

Any issues relating to annual leave occurring during your placement should be communicated to the STEP Coordinator (Annabel Healey) or your base site STEP lead as soon as possible so a suitable resolution can be made quickly.

Christmas leave

Each base site will have its own procedure – please follow the placement site's procedure NOT your base site (apart for on-call, weekends and late duty).

Sickness and absence

If unwell and unable to attend work you need to contact the placement lead **and** your base site STEP lead at 9.00am on the first day of absence and each subsequent day unless a doctor's certificate has been issued. On return to work you should complete the placement site's return to work form **but ensure a copy is also sent to your base site STEP lead for their records**. If an occupational health referral is required you should follow your base site procedure.

5. Structure of the STEP training programme

The STEP Programme is a 2 year programme consisting of:

- 12 months at your base site
- 2 x 6 month placement at any of the sites within the STEP Programme

STEP is designed to provide pharmacists with early career experience of a variety of practice settings and clinical specialties and build professional skills and attributes which will allow them to thrive and progress into advanced pharmacy practice. The UCL postgraduate diploma in General Pharmacy Practice supports the development of STEP pharmacists as they move through the STEP Programme.

6. Overview of the UCL Postgraduate Diploma in General Pharmacy Practice

The aim of the Postgraduate Diploma in General Pharmacy Practice (PG Dip GPP) is to provide post registration foundation training that equips registered pharmacists currently employed in NHS Hospital Trusts, private hospitals and GP Practices with the core knowledge, skills and capabilities required to provide safe and effective pharmaceutical care to their patients.

The programme is patient-focused and trainee-centred, and uses a blended learning approach that requires trainees to further develop their knowledge and skills *in the workplace setting, under the guidance of a local educational supervisor*.

This approach is underpinned by a culture and infrastructure that supports appropriate *self-directed learning and provides assessment and feedback as a routine component of practice* to support trainees to deliver optimal patient care.

Through developing early career pharmacists to identify their own learning needs and address them, the programme aims to develop a workforce with the ability to reflect on learning and engage with continuing professional development throughout their careers and support others to do so. Assessments not only measure the knowledge base of practitioners but also their competence to undertake a range of core tasks as well as an ability to demonstrate critical thought and innovation.

This programme is a progressive approach to pharmacist development, and linked to established Royal Pharmaceutical Society professional development frameworks, which supports individuals to achieve the core and advanced capabilities that underpin pharmacy practice and progression to advanced roles.

The curriculum supports a broad approach to practice so that pharmacists are expected to manage issues that relate to the safe and effective provision of medicines regardless of context. This includes, within the first stage, providing information to patients and health care professionals, ensuring that the technical and legal aspects of medicines supply are met and providing clinical advice that is evidence led. In the second stage of training pharmacists are required to demonstrate the acquisition and application of more complex problem-solving skills to individual clinical cases and service needs, as they take on more responsibility within their teams.

How is training delivered?

The programme is provided by University College London (UCL) School of Pharmacy. Learning outcomes co-created with experts and research-informed workplace-based assessments and professional development frameworks underpin the curricula. Early career pharmacists practice and learn in the workplace, are supervised and assessed in the workplace and attend learning sets and summative assessments at UCL.

As the majority of learning is situated in the workplace, the programme builds on existing systems of supervision and facilitation. A senior pharmacist (known as the Educational Programme Director) will be nominated by the Training Centre (Hospital) to take overall responsibility for coordinating the development of practitioners registered on the programme. Trainees will then be allocated a specific pharmacist (known as the educational supervisor), who will monitor their progress throughout the programme, signing off aspects of performance as the pharmacist moves through the different stages of post registration foundation training.

As practitioners rotate through local pharmacy services (rotations) they are likely to be supervised for shorter periods by other senior pharmacists (known as practice supervisors), who will liaise with their educational supervisor to ensure continuity in the support offered, assessments undertaken and feedback provided.

UCL School of Pharmacy is responsible for the planning, provision and evaluation of the study events and formal (summative) assessments as well as providing academic support to practitioners and supervisors. In addition, UCL is responsible for the quality assurance of all aspects of the programme (delivery and assessment) including the accreditation of Training Centres.

Length of training

The Post Registration Foundation programme is studied on a part-time basis, usually over three years, although the maximum registration period is five years.

Post registration foundation training structure

The Postgraduate Diploma is currently organised as two distinct stages, embracing five discrete modules:

- Foundation Stage 1 (FS1). This is delivered within a single module (60 credits) entitled 'Foundations of General Practice', normally completed over

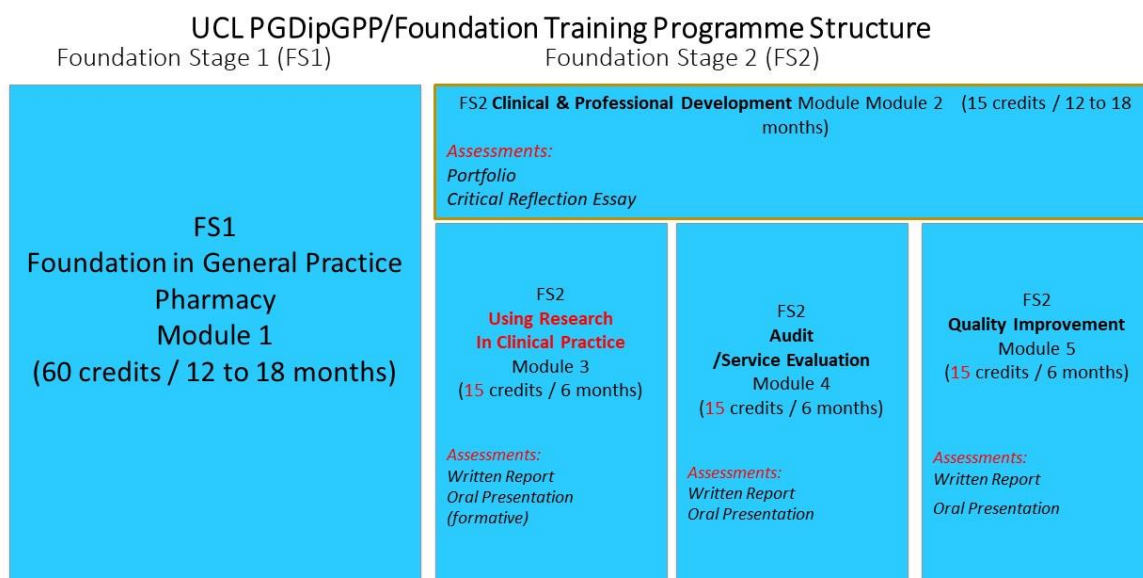
an 18-month period. Completion of Module 1 can allow for an exit award of Postgraduate Certificate in General Pharmacy Practice.

- Foundation Stage 2 (FS2). This is delivered within 4 discrete modules (15 credits each), each module involving 6-months of study and requiring a series of integrated, complex tasks to be completed in the workplace.

The initial 12-month period of Foundation Stage 2 (covering 2 modules) offers the practitioner an opportunity to develop their critical appraisal and analytical skills to improve key aspects of the pharmaceutical service delivered locally. Targeting key patient and/or service issues, they will focus on the appropriateness and quality of medicines use, critically appraise the situation and make recommendations on how future care should be improved. The final 6 months requires the trainee to critically and systematically review a service/process, identify and test ideas for improving the service or process. A Clinical and Professional Practice Portfolio designed to align with Band 7 objectives is completed alongside these, over whole 18-month period.

FS2 begins to prepare practitioners for the requirements of advanced practice and introduces aspects of leadership as outlined in the Advanced Pharmacy Framework and Core Advanced Curriculum. The experiences offered by Training Centres under the FS2 banner ensure that local service priorities are addressed and enhanced, often introducing trainees to specialist areas of care.

The structure of the Postgraduate Diploma is presently under review to reflect current and future developments in post registration pharmacist training and development including the pharmacist independent prescribing agenda. This could include the programme being re-designed as a two-year programme.



Funding

The employing STEP trust will provide financial sponsorship for the programme. Individual trusts may apply some conditions.

Assessment

The learning outcomes associated with this programme are informed by the needs of patients, the service commitment required of post registration foundation pharmacists as well as the content of the Royal Pharmaceutical Society Foundation Pharmacy Framework.

The overall philosophy is driven by the competency agenda and places a focus on patient safety. The assessment programme is designed to measure a pharmacist's performance in a variety of settings in the workplace. The programme draws on a range of assessment methods that address knowledge, competence and performance, using the following approaches:

- MCQ examinations
- Objective Structured Clinical Exams (OSCEs)
- Portfolio of Evidence
- Record of In-service Training Assessment (RITA)
- Workplace-based assessments and peer assessment
- A range of more complex service-driven tasks that require the evaluation of care provided to individual patients, groups of patients or service specific problems. Trainees are required to present their findings to a panel as well as providing a written report.

In order to demonstrate application of knowledge and skills when providing patient care, practitioners will be required to compile a portfolio of evidence throughout the programme. The portfolio will be reviewed at regular intervals so that satisfactory performance will allow individuals to progress to the next stage of the programme.

This formal process will allow educational supervisors to gain an overview of the practitioner performance against the defined standards of care, as described by the Foundation Pharmacy Framework (FPF), which forms an integral part of the portfolio.

For further information about assessments associated with the UCL diploma please see their website (<https://www.ucl.ac.uk/pharmacy/study/professional-development/pharmacy-practice-pg-dip/learning-set-and-assessment-period-dates>)

Inter post registration foundation school transfers

STEP pharmacists who join the STEP programme from another post registration training programme, may be eligible to map onto the UCL JPB PG Dip GPP programme via a formal accredited prior learning (APL) process.

Time out of the diploma

The UCL JPB PG Dip GPP programme is a flexible programme that can be completed over a maximum five year period. STEP pharmacists who begin the programme can 'pause' their academic learning using 'interruption of studies' processes. However, any modules that have commenced must normally be completed within 2 years.

Completing the PGDipGPP

By the end of 2 years on the STEP programme, practitioners are expected to have completed FS1 and one FS2 module, with three remaining FS2 modules to complete. These remaining modules are usually completed in the Band 7 roles that STEP pharmacist typically go on to do.

7. Annual appraisal

Each Trust has an annual appraisal programme for all staff that includes STEP pharmacists. In addition to appraisal against Trust values and behavioural attributes for STEP pharmacists the PGDip has a number of progress reviews (including the RITAs with educational supervisors and FS2 progress reviews with practice supervisors) plus the end module sign-off in FS1 and FS2. These take place between every 3 to 6 months. These training programme reviews are integrated and used in the Trusts' annual appraisals.

8. Equality, Diversity & Inclusion

All the Trusts involved in the STEP programme are equal opportunities employers and as such are committed to ensuring that equality and diversity is respected and supported. Wherever possible all reasonable adjustments and support will be put into place for staff with disabilities. It is important however, that if you require any adjustments or special support that you engage, initially with the relevant STEP lead and other relevant Trust staff.

9. Less than full time training

Although STEP pharmacist positions are full time positions, it may be possible to accommodate part time working, however this would need to be agreed between the STEP Pharmacist and the STEP lead for your base site.

For any STEP pharmacists in part time work undertaking the UCL diploma, due to the link between the experiential learning in the programme and the fact that the majority of assessment is work based, it is important that any pharmacist wishing to continue part time discusses their plans not only with the relevant STEP lead but also the JPB programme lead. As outlined above the PGDip is designed such that STEP pharmacists are able to complete the PGDip over a 5 year period and in a variety of roles.

10. Revalidation

All STEP pharmacists are expected to engage and complete the GPhC's annual revalidation requirements, as well as maintain their registration with the regulator. However, the nature of the STEP programme, the JPB Diploma and work based assessments means that STEP pharmacists should have sufficient material to meet the GPhC requirements.

11. Frequently asked questions (FAQs)

1. Where are STEP posts advertised?

STEP pharmacist posts are advertised on the NHS jobs website, usually through a lead Trust which coordinates the recruitment process.

2. When are the posts advertised?

The main and the largest group of posts are advertised usually in January/February for an August/September start. However, due to staff turnover, individual Trusts may advertise for STEP pharmacist positions at other times of the year.

3. How many posts are there?

The number of posts varies year on year dependent on a number of factors. However, in most years around 30 STEP pharmacists are recruited.

4. If I gained a position, when would I start?

Usually in the main recruitment round those appointed will commence in August/September. Each Trust has a specific uniform start date, i.e. all STEP pharmacists in that Trust will start on the same day and undertake the same induction. If a Trust has current vacancies, it may offer registered pharmacists an earlier start date. For individual Trust recruitment, the start date may be at a different time, depending on the date of advertising the positions.

5. How can I get more information on the posts and Trusts?

In addition to the information in this Handbook, all three Trusts have websites where you can get further information on the hospitals, pharmacy departments and services as well as information on the JPB course on the UCL website. Each year usually in January/February an open evening is held where you will hear from and ask questions of current STEP pharmacists, STEP leads and the programme coordinator.

6. I'm a Trainee pharmacist, can I apply?

Yes, the majority of our August/September starting STEPs are newly registered pharmacists. Sometimes positions advertised outside of the main recruitment process may specify that applicants have to be registered.

7. I've been registered for a couple of years; can I still apply?

Yes, applications from registered pharmacists with some experience are welcome.

8. I did my preregistration/trainee pharmacist training in community, can I apply?

Yes.

9. Can I choose where I want to work?

During the recruitment process, you will be asked to indicate which sites you are applying for as your base site. This is where you will spend the first 12 – 18 months. After this period, regardless of what you indicated at interview, you may be placed at any of the STEP sites for your 6 month placement(s). You therefore must be willing to travel to all the sites within the STEP programme.

10. Are there interviews for the posts and when will they be?

Yes, there are interviews and they are on fixed dates that are outlined in the job advert. The interviews are typically about 3-4 weeks after the closing date.

11. What can I expect at an interview?

The interviews are designed to identify your professional competences and abilities rather than knowledge or experience. The interview may include questions involving situational judgement & communication with patients. All interviewees are assessed using the same scenarios. Interviews are currently conducted online via Microsoft Teams.

12. How are the decisions to offer determined?

A scoring system is used to determine a ranking score for each candidate and this ranking score is used to determine the order in which offers are made.

Candidates will be contacted in order of ranking and offered available jobs. Offers will be made in order of ranking until all posts are filled.

Candidates will only be contacted about posts at the base sites they indicated they are applying for.

13. If I accept at one Trust can I transfer to another one subsequently?

Once you have accepted a position at one Trust then this will be a firm offer and the expectation is that you will start your STEP training in that Trust.

As STEP is a collaborative programme the training provided in all three Trusts is equivalent, which the main difference being the oncalls undertaken at each base site.

One of the major characteristics of the STEP programme is the opportunity to experience not only multiple specialties but also experience working in different organisations and environments. Regardless of base site all STEP pharmacists will undertake 2 x 6 month placements which could be at any of the sites within the STEP programme.

14. I'm currently a trainee pharmacist. What would happen if I accepted an offer for an August/September start and I failed my registration assessment or missed it for some reason?

Each situation would be considered on the individual circumstances. If this occurs, it is vital to engage with the relevant STEP lead and STEP Programme co-ordinator at the earliest opportunity. A delayed start or starting as a trainee pharmacist may be an option. However, it is likely that failure in the September/October/November assessment would result in an offer being withdrawn.