

# ANDY CHARLWOOD

MPharm, GPhC Registered Pharmacist

Norwich, England, United Kingdom | 07795553088 | [andy@charlwood.xyz](mailto:andy@charlwood.xyz) |  
<https://andy.charlwood.xyz/>

## PROFESSIONAL SUMMARY

Experienced clinical pharmacist with comprehensive background in patient care and pharmacy operations across community and NHS settings. GPhC registered pharmacist with expertise in medication therapy management, clinical interventions, and team leadership. Combines hands-on clinical practice with advanced data analytics capabilities to drive measurable improvements in patient outcomes, medication safety, and operational efficiency. Proven track record managing large-scale pharmaceutical programmes, optimising prescribing practices, and delivering evidence-based clinical interventions. Skilled in collaborating with multidisciplinary healthcare teams to enhance medication management and improve service delivery.

## PROFESSIONAL REGISTRATIONS

### GPhC Registered Pharmacist

General Pharmaceutical Council

*August 2016 – Present*

GPhC Registration Number: Available upon request

## SKILLS

### Clinical Skills

Patient counselling | Medication reviews | Clinical interventions | Prescription verification | Medication therapy management | Medication reconciliation | Minor ailment consultations | Vaccination administration | Chronic disease management | New Medicine Service (NMS) | Multi-dose systems (MDS) | Pharmacy First | Ward rounds | Discharge counselling | Medicines optimisation | Clinical safety monitoring | Patient Group Directions (PGDs)

### Technical & Data Analytics

Power BI | SQL | Python | Advanced Excel | JavaScript | TypeScript | Pharmacy management systems (PharmOutcomes, Pharmacy2U, Eclipse) | Electronic prescribing systems (ePMA) | NHS systems (EPS, SCR, EPACT) | Blueteq platform | Patient-level prescribing data analysis | Clinical decision support systems | Health informatics | dm+d/SNOMED | Population health management

### Leadership & Management

Team supervision | Staff mentoring | Training and development | Budget management | Service development | Quality improvement | Project management | Workforce planning | Stakeholder engagement | Multidisciplinary team (MDT) collaboration | Formulary management | Service transformation

## PROFESSIONAL EXPERIENCE

### NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD (ICB)

#### Deputy Head of Population Health and Data Analysis, Medicines Optimisation

*July 2024 – Present | Norwich, England*

Provide comprehensive medication therapy management and clinical pharmacy services for a population of 600,000 patients across Norfolk and Waveney. Collaborate with GPs,

consultants, and multidisciplinary healthcare teams to optimise individual patient medication regimens and improve prescribing quality. Lead data analytics strategy for medicines optimisation programmes, developing evidence-based interventions that enhance patient safety and clinical outcomes.

#### **Key Achievements:**

- **Budget Management:** Managed £220M prescribing budget with sophisticated forecasting models, identifying opportunities for cost-effective, clinically appropriate medication choices that maintain patient care quality
- **Clinical Data Infrastructure:** Collaborated with ICB data engineering team to create comprehensive medicines datasets enabling patient-level analysis, medication adherence monitoring, and prescribing pattern identification
- **Strategic Analysis and Planning:** Conducted trend modelling and horizon scanning using clinical databases (Fingertips, OpenPrescribing) to support evidence-based prescribing recommendations and service improvements
- **Quality Improvement Leadership:** Developed and implemented GP incentive payment system linking financial rewards to demonstrable improvements in prescribing quality and patient outcomes
- **Clinical Dashboard Development:** Created interactive Power BI dashboards providing real-time insights on prescribing patterns, medication safety indicators, and clinical intervention opportunities for frontline healthcare teams
- **Team Development and Education:** Educated colleagues on data interpretation, clinical analytics, and evidence-based decision-making, improving team capability to identify and act on medication optimisation opportunities

*Technical Environment: Python, SQL, Power BI, Fingertips, OpenPrescribing, Eclipse, NHS prescribing databases, patient-level data analysis*

#### **Interim Head of Population Health and Data Analysis, Medicines Optimisation**

*May 2025 – September 2025 | Norwich, England*

Provided senior clinical pharmacy leadership for population health initiatives across Norfolk and Waveney ICS during organisational transformation. Delivered strategic oversight of medicines optimisation programmes whilst maintaining focus on direct patient care improvements and clinical service delivery. Led multidisciplinary teams to implement evidence-based prescribing interventions and enhance medication safety across primary and secondary care settings.

#### **Key Achievements:**

- **Clinical Efficiency Programme:** Led delivery of £14.6M quality improvement and efficiency savings programme, achieving over-target performance through clinically appropriate medication optimisation that maintained high standards of patient care
- **Process Innovation:** Automated incentive scheme analysis, reducing administrative burden from months of manual work to days, allowing pharmacists and clinicians to focus more time on direct patient care activities
- **Clinical Algorithm Development:** Designed cost-optimisation algorithm identifying £2.8M in potential annual savings through therapeutic substitutions and prescribing pattern improvements, all maintaining clinical effectiveness and patient safety
- **Data Transformation:** Led team evolution from aggregate practice-level data to comprehensive patient-level SQL-based analytics, enabling more targeted clinical interventions and personalised medication reviews
- **AI-Enhanced Clinical Services:** Leveraged artificial intelligence to audit repeat prescription adherence at system-wide scale, identifying patients requiring clinical intervention for medication optimisation and adherence support

*Technical Environment: Python, SQL, Power BI, patient-level prescribing databases, population health analytics platforms*

## **Medicines Optimisation Pharmacist – High Cost Drugs & Interface**

*May 2022 – July 2024 | Norwich, England*

Provided specialist clinical pharmacy services for patients requiring high-cost medications and complex treatment pathways. Led implementation of NICE technology appraisals, ensuring timely patient access to evidence-based treatments whilst maintaining cost-effective prescribing practices. Collaborated with hospital consultants, GPs, and chief pharmacists to develop clinical pathways supporting seamless patient care across primary and secondary care interface.

### **Key Achievements:**

- **Clinical Pathway Development:** Created evidence-based clinical pathways for multiple therapeutic areas including inflammatory bowel disease, rheumatology, and neurology, ensuring consistent high-quality patient care across the care system
- **Medication Access Innovation:** Developed software solution automating Blueteq prior approval form creation, reducing approval time from 45 minutes to under 2 minutes and accelerating patient access to essential medications
- **Multidisciplinary Collaboration:** Engaged specialists, GPs, chief pharmacists, and operational leads across hospital trusts to create agreed medication management protocols and shared care arrangements
- **Clinical Guidance Leadership:** Provided primary care prescribing guidance during ADHD medication shortage in partnership with consultant psychiatrists, ensuring continued safe and effective patient treatment
- **Patient Journey Analysis:** Developed analytical tools visualising patient pathways through treatment protocols, identifying opportunities to improve care coordination and reduce treatment delays
- **Horizon Scanning:** Monitored pipeline for new NICE technology appraisals, preparing commissioning strategies and ensuring seamless implementation of new evidence-based treatments

*Technical Environment: Python, Blueteq platform, NHS data systems, clinical pathway development tools*

## **TESCO PLC**

### **Pharmacy Manager**

*November 2017 – May 2022 | Great Yarmouth, Norfolk*

Managed all aspects of community pharmacy operations with full autonomy, delivering comprehensive clinical services including medication reviews, patient counselling, vaccination services, and chronic disease management. Supervised and developed pharmacy team whilst ensuring excellent patient care, regulatory compliance, and service quality. Provided expert clinical advice on medicines use to patients, carers, and healthcare professionals.

### **Key Achievements:**

- **Clinical Service Leadership:** Led regional KPI delivery initiatives including New Medicine Service (NMS), achieving target performance and improving patient medication adherence through structured follow-up consultations
- **Patient Care Innovation:** Designed quality payments solution for asthma screening implemented nationally across Tesco pharmacies, improving patient identification and clinical intervention rates whilst reducing pharmacist workload by 30-60 minutes daily
- **Integrated Care Collaboration:** Established collaborative working relationships with local Primary Care Network (PCN) and Integrated Care System (ICS) partners, creating agreed protocols for managing medicine shortages and ensuring continuity of patient care

- Team Development: Supervised two staff members through NVQ3 qualifications to pharmacy technician registration (GPhC), providing comprehensive clinical training and professional development support
- National Training Development: Led creation of induction training plan and eLearning modules for all new Tesco pharmacy staff nationwide, with enhanced focus on clinical competencies and patient safety
- Operational Excellence: Maintained 100-hour contractual requirements through effective locum management, ensured robust business continuity planning, and managed full employee lifecycle including recruitment, performance management, and professional development

*Clinical Services: NMS, MDS, vaccination services, minor ailment consultations, Patient Group Directions, chronic disease management, prescription verification, patient counselling*

## **Duty Pharmacy Manager**

*August 2016 – October 2017 | Great Yarmouth, Norfolk*

Rapidly progressed from newly qualified pharmacist to Acting Pharmacy Manager within two months, demonstrating strong clinical capabilities and leadership potential. Gained comprehensive experience across diverse pharmacy services in busy, understaffed environment, building strong foundation for future clinical and operational roles.

### **Key Achievements:**

- Service Development Leadership: Co-led initiatives for NMS and asthma referrals, developing clinical resources supporting high-quality service provision across the region
- National Clinical Innovation: Designed quality payments solution for asthma patient screening (referenced above), demonstrating early impact of technology-driven process improvements on patient care delivery
- Clinical Foundation Building: Gained comprehensive experience across diverse pharmacy services including prescription verification, patient counselling, medication reviews, and minor ailment consultations in demanding clinical environment

*Clinical Services: NMS, patient counselling, prescription verification, medication reviews, asthma screening, minor ailments*

## **PAYDENS PHARMACY**

### **Pre-Registration Pharmacist**

*July 2015 – July 2016 | Tunbridge Wells & Ashford, Kent*

Completed professional training in challenging, service-rich environment, taking on advanced responsibilities and initiating service improvements demonstrating early clinical leadership capabilities.

### **Key Achievements:**

- Clinical Service Expansion: Led initiation of Patient Group Directions (PGDs) including nicotine replacement therapy, emergency hormonal contraception, and chlamydia screening/treatment services
- Quality Improvement Excellence: Conducted comprehensive NMS audit, increasing completion rates from under 10% to 50-60% of target through systematic process improvement initiatives
- Specialist Clinical Experience: Provided clinical screening services for palliative care hospice, gaining valuable experience in complex patient care and end-of-life medication management
- Operational Learning: Developed comprehensive understanding of wholesale procedures, regulatory compliance (MHRA/GPhC), and pharmacy business operations

*Clinical Services: NMS, PGDs (NRT, EHC, chlamydia), palliative care screening, patient counselling, prescription verification*

## **EDUCATION**

### **University of East Anglia**

Master of Pharmacy (MPharm), 2:1 Honours

2011 – 2015

- Independent research project on drug delivery and cocrystals: 75.1% (Distinction level)
- 4th year OSCE (clinical skills assessment): 80%
- Active in extracurricular leadership: President of UEA Pharmacy Society, Secretary & Vice-President of UEA Ultimate Frisbee, Publicity Officer for UEA Alzheimer's Society

### **Highworth Grammar School**

A-Levels: Mathematics (A\*), Chemistry (B), Politics (C)

2009 – 2011

### **NHS Leadership Academy**

Mary Seacole Programme - 78%

April – October 2018

Formal NHS leadership qualification providing theoretical grounding in healthcare leadership approaches, change management, and system-level thinking.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

Maintain active GPhC registration through ongoing CPD portfolio demonstrating continued development in clinical practice, data analytics, and healthcare leadership. Regular participation in professional pharmacy networks and medicines optimisation forums.

## **REFERENCES**

Available upon request from:

- Norfolk & Waveney ICB (Current role)
- Tesco PLC (Pharmacy Manager role)

*CV prepared November 2025*