

KENNET AND AVON MEDICAL PARTNERSHIP

JOB DESCRIPTION

JOB TITLE: DISPENSARY ASSISTANT

REPORTS TO: DISPENSARY TEAM LEADER

JOB SUMMARY

- To ensure that all medicines are dispensed in a safe and timely manner adhering to all legal requirements and Practice Standard Operating Procedures (SOPs).
- Provide a high level of service to patients, doctors, nurses and other members of the Practice team.

KEY RESPONSIBILITIES

DISPENSING

- Take prescription repeats via fax, over the counter or clinical system
- Generate monthly repeat prescriptions for the practice, liaising with the relevant clinicians over any necessary changes in medication
- Ensure that all medicines and appliances dispensed are checked against the prescription and whenever there is doubt about the appropriateness of the item, or about the dose or labelling instructions to check with the authorising doctor or duty doctor
- Hand out prescriptions and dispensed items
- Collect all due prescription charges and ensure that the patient declaration on the reverse of the FP10 is duly filled in and signed by the patient
- Participate in weekly monitored dose system orders
- Deal with queries relating to prescriptions as necessary and ensure outstanding queries are explained and handed over to the next shift as necessary
- Undertake DRUMs (Dispensing Review of Use of Medicines) as required by the Dispensing Service Quality Scheme
- Notify the authorising doctor of any FP10 returns/feedback from the NHS Prescription Services so that any appropriate remedial action may be taken
- Oversee/Check colleagues' dispensing
- Dispense acute prescriptions as required
- As necessary, provide details of any private prescription, confirm a price and, once paid, dispense private patient prescriptions, ensuring the necessary information is recorded by the relevant team member or team

PURCHASING AND STOCK CONTROL

- Ad hoc daily ordering of stock
- Monthly checking of injectables and ordering as necessary
- Ensure goods are correctly delivered and incoming stock is dealt with promptly
- Check dispensary invoices against delivery notes
- Promptly forward all invoices and dispensary related correspondence to the Dispensary Team Leaders or practice management, as directed by Practice policy
- Check credit notes against returns and chase outstanding credits
- Maintain adequate stocks ensuring timely stock rotation

- Regularly identify and remove out of date stock from dispensary shelves and SystemOne
- Operate efficient stock control appropriate to the needs of the Practice with the objective of ensuring continuity of supply for patients and minimising wastage through out of date stock
- Ensure that drugs are stored in an appropriate manner in accordance with the manufacturer's instructions
- Ensure that refrigerated items are stored at the appropriate temperature and maintain the temperature control records
- Prepare stock control for end of year accounts

PRESCRIPTIONS AND PRESCRIPTION MONIES

- Daily check of prescriptions for signature/endorsements and sort into paid/unpaid by doctor
- Daily submission of all unsigned prescriptions to the doctors and prescribing nurses
- Sorting post-dated prescriptions
- Ensure that all monies received or handled on behalf of the Practice are appropriately stored and banked and a record kept of all financial transactions
- Reconcile prescription till with scripts and cash and ensure float is maintained
- Ensure all scripts are signed
- Daily cashing up of prescription moneys, balancing and recording
- Weekly submission of prescription monies for banking
- Monthly calculation of number and value of prescription charges to enable checking against NHS Prescription Services statements

ADDITIONAL DUTIES

- Take prompt action in response to any drug alert bulletins that may be received
- Maintain full and accurate records of all dispensing transactions incorporating the use of computers when available and appropriate
- Ensure that shelves and all work surfaces are regularly cleaned to maintain a high level of hygiene within the dispensary and that all dispensary equipment is kept clean and in good working order
- Help maintain good relationships with staff at residential homes and pharmacies to facilitate the smooth running of dispensary service
- Undertake other reasonable duties within the framework of the post as directed by the Dispensary Team Leader.

GENERAL DUTIES

- Input and extract information from the Practice's clinical system to maintain accurate patient records, ensuring agreed Read Codes are used as appropriate.
- Participate in overtime rota to cover sickness and holidays
- Attend and participate in Team and Practice meetings as required
- Undertake any training as necessary to ensure continued safe and efficient performance
- Attend external and in house mandatory training
- Any other tasks allocated by the Team Leaders, Practice Managers or GPs
- Photocopying and faxing and any other admin functions as required
- To undertake specific assigned tasks, project support, or development work which may arise from time to time

OTHER

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Partners or the Practice Management. *Some of the above duties may be delegated.* The Practice reserves the right to make changes to the Job Description and Personal Specification.

CONFIDENTIALITY

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately
- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, Practice staff and other healthcare workers. They may also have access to information relating to the Practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the Practice may only be divulged to authorised persons in accordance with the Practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

HEALTH & SAFETY

The post-holder will assist in promoting and maintaining their own and other's health, safety and security as defined in the Practice Health and Safety Policy, the practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills
- Responsible for correct hand hygiene of self and others
- Always using appropriate infection control procedures, maintaining work areas in a tidy clean and sterile and safe way, and free from hazards
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general/patient areas generally clean, sterile, identifying such hazards/risks in relation to other work areas within the practice and assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Correct use of Personal Protective Equipment (PPE) when appropriate
- Waste management including collection, handling, segregation, container management, storage and collection
- Undertaking periodic infection control training
- Reporting potential risks identified

EQUALITY AND DIVERSITY

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, behave in a manner which is welcoming, non-judgmental, and respectful to the privacy, dignity and needs and beliefs of patients, carers and colleagues. This includes, but is not limited to:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

PERSONAL/PROFESSIONAL DEVELOPMENT

The post-holder will participate in any training programme implemented by the Practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Participation in mandatory training sessions such as fire training, CPR, manual handling, information governance etc
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

QUALITY

The post-holder will strive to maintain quality within the Practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

COMMUNICATION

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES

The post-holder will:

- Apply Practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate

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Organisation:	Kennet and Avon Medical Partnership
Reviewed By	Ellen Hicks, Dispensary Team Leader
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Next Review	August 2018

Declaration

I accept the roles and responsibilities of my job as set out in this document

Job Holder:

Signature: _____ Date: _____

Practice Management:

Signature: _____ Date: _____

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PERSON SPECIFICATION – DISPENSARY ASSISTANT

Job Title:	Dispensary Assistant
Recruiter:	Patient Services Manager / Dispensary Team Leader
Date:	August 2017

Qualifications	Essential	Desirable
Good standard of general education	✓	
GCSE Mathematics C or above (or equivalent)	✓	
GCSE English C or above (or equivalent)	✓	
NVQ2 Pharmacy Service Skills		✓
ECDL / CLAIT qualification		✓
Experience	Essential	Desirable
Experience of using own initiative	✓	
Practical experience of working in a dispensary		✓
Experience of working within a customer service environment		✓
Skills	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
Basic understanding of Microsoft Office	✓	
Clear, polite telephone manner	✓	
Time Management and the ability to work to deadlines	✓	
Problem solving skills using diplomacy and tact	✓	
Interpersonal skills	✓	
Accuracy and attention to detail	✓	
Behaviours	Essential	Desirable
Smart, polite and confident	✓	
An organised approach to work with the ability to plan, prioritise and balance conflicting demands	✓	
Performing under pressure	✓	
Adaptability	✓	
Ability to use own initiative, judgement, resourcefulness and common sense	✓	
Ability to work as part of a team and autonomously	✓	
Self-motivated	✓	
Ability to work flexibly	✓	
Understanding, acceptance and adherence to the need for strict confidentiality	✓	
Knowledge	Essential	Desirable
Knowledge of TPP SystemOne Clinical System		✓
An understanding of a primary care environment and patient care		✓