

# WHITEPARISH SURGERY

## Job Specification

<b>Job title:</b>	<b>Practice Dispenser</b>
<b>Accountable to:</b>	<b>The Partners and Practice Manager</b>
<b>Reports to:</b>	<b>Dispensary Lead</b>

### Job summary

- To be professional in a courteous, efficient, and effective way either by telephone or face to face.
- To provide a positive, supportive, and friendly service to patients, colleagues, and visitors.
- To dispense accurately and in a timely manner any repeat and acute items for the registered list. To undertake and manage stock.
- To dispense MDS medication for all patients using this dispensing aid.
- To undertake elements of the Dispensing Service Quality Scheme as required.

### Job Responsibilities

#### 1. REPEAT AND ACUTE MEDICATION

- Works with the dispensary team to offer a comprehensive service to patients and colleagues.
- Issues patient repeat prescription requests
- Issues the monthly orders for the Nursing Homes in accordance with the pre-planned collection times.
- Dispenses medication to match both repeat and acute prescriptions.
- Medications are handed to patients making sure that the back of the prescription is completed appropriately.
- Prepares items and paperwork for weekly and monthly satellite deliveries.
- Ensures that all paperwork for receiving and dispensing controlled drugs is completed correctly.
- Ensures that CDs returned by patients which **are in date**, are disposed of according to current regulations.
- Ensures that CDs in stock, which have become out of date, are disposed of according to current regulations.
- Ensures that patient returned drugs are processed for destruction.
- Prescriptions are sent to receiving pharmacies or stored within the surgery according to SOP and paying particular attention to Data Protection principles.

#### 2. MDS ASSEMBLY

- Prescriptions are used weekly for those MDS boxes collected weekly.
- Boxes are dispensed in a separate area, with no distractions.
- An independent second check is made of dispensed items, once dispensing has taken place.

### **3. STOCK CONTROL**

- Orders items as required to ensure an efficient service to patients and within the guidelines.
- Orders items to replenish stock using pre-determined stock reordering systems.
- Adds items to stock and amends stock levels as required.
- Assists with efficient stock control ensuring continuity of supply for patients and minimising wastage.
- Ensures that drugs are received and stored in an appropriate manner in accordance with the manufacturers' instructions.
- Ensures that refrigerated items are stored at the appropriate temperature and maintaining the temperature control record log.

### **4. PATIENT QUERIES**

- Effectively answers patients' medication queries on the telephone and in person, using excellent customer service skills.
- Follows up on medication queries for patients, if these cannot be resolved on the first occasion.
- Deals with tasks from clinicians regarding medication queries in a timely manner and within 24 hours of receipt.

### **5. PRESCRIPTION CHARGES AND EXEMPTIONS**

Performance will be satisfactory when the post-holder:

- Collects prescription charges checking patient exemption statements.
- Ensures that the reverse side of the FP10 is completed at the time of handing out medications.
- Helps reconcile the fees taken at the end of the morning session on a Saturday reporting any discrepancies to the Dispensary Lead.
- Maintains full and accurate records of all dispensing transactions.
- Enters the details onto the till keyboard. Places the credit slip in the cash till in the appropriate compartment.

## **GENERAL**

### **ADMINISTRATIVE/PROFESSIONAL DUTIES**

Performance will be satisfactory when the post-holder:

- Participates in the administrative and professional responsibilities of the practice team.
- Ensures the clinical computer system is kept up to date with accurate details recorded.
- Ensures accurate completion of all necessary documentation associated with patient health care and registration with the practice.
- Ensures collection and maintenance of statistical information required for regular and ad hoc reports.
- Attends and participate in practice meetings as required.
- Obtains and evaluate all relevant information to handle enquiries and complaints.
- Takes ownership of and responds promptly and courteously to patients' enquiries referring to the duty doctor or to the dispensary manager for unresolved matters.
- Handles and as far as possible, resolves patients' complaints using the Practice Complaints Procedure.
- Directs unresolved issues to the Practice Manager/Dispensary Manager/Lead Dispenser

## **SECURITY**

Performance will be satisfactory when the following takes place:

- Open/Close procedures, as laid down in the Practice Standard Operating Procedures are always adhered to.
- All prescription requests are kept confidential.
- All paths, floor areas and doorways are always kept free from all obstructions, to include ice, snow, and other hazards.

## **CONTINUING PROFESSIONAL DEVELOPMENT**

Performance will be satisfactory when the following takes place:

- A minimum of two Clinical Governance afternoon sessions are attended in each year if these are organised by the practice.
- A folder of CPD is available to the Practice Manager at the time of Appraisal, as a topic for discussion
- An annual appraisal is undertaken with the dispensary lead.
- An active part is taken in significant event auditing, to include the raising of significant events, investigation of them and implementation of any changes made in the light of any investigations.
- Takes responsibility for own developmental learning and performance.
- Takes responsibility for maintaining a record of own personal development.
- Works with management on any new training requirements
- Demonstrates skills and activities to others who are undertaking similar work.

## **DATA MANAGEMENT and COMPUTER LITERACY**

Performance will be satisfactory when the following takes place:

- SMART cards are used in accordance with Practice policy for all working sessions.
- Demonstrate the principles of data protection in all aspects of working life and have a working understanding of GDPR. This includes work undertaken on the telephone, work undertaken in paper form and in relation to computer security.
- All opportunities are taken to improve computer skills, both in-post and in dedicated training sessions

## **MANAGEMENT OF PREMISES**

Performance will be satisfactory when the following take place:

- A check of the dispensary is undertaken as the end of the day to ensure no patient identifiable information is obvious before leaving.
- The practice alarm is set according to instructions if you are the last out of the building.
- All windows and doors are closed and locked at the end of the day.
- Workstations are left clear and tidy and any outstanding work is explained either electronically to the next staff, or with instructions.
- Dispensary Housekeeping duties are fulfilled as directed by the Dispensary Lead

## **HEALTH AND SAFETY**

This involves:

- Assisting in promoting and maintaining their own and others' health and safety and security as defined in the Practice Health and Safety Policy

- Using personal security systems within the workplace
- Identifying risks involved in work activities and to undertake such activities in a way that manages those risks.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, and keeping them free from hazards
- Reporting potential risks as identified and with due regard to Whistleblowing Policy

## **CONFIDENTIALITY**

This involves:

- 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 confidentiality and act appropriately.
- In the performance of duties outlined, the post-holder may have access to practice business information. This too must be regarded as strictly confidential.
- Any breaches of confidentiality will be treated as a disciplinary matter and may result in instant dismissal.

## **EQUALITY AND DIVERSITY**

Performance will be satisfactory when:

- The post-holder supports the equality, diversity and rights of patients, carers, colleagues, and partners.
- They act in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures, policies, and current legislation.
- They behave in a way that is welcoming to all individuals, which is non-judgmental and respects their circumstances, feelings, priorities, and rights.

## **OTHER**

This involves:

- Carrying out other duties that are required within the role as it evolves within the development of the organisation.
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises.
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work.
- If the additional responsibility or task become a regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff.

## **FLEXIBILITY**

*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 management team.*

No Job Description can give a complete account of all aspects of the post. Therefore, from time to time, the demands of the organisation will require adjustments in the responsibilities of the post. No such adjustments, however, may be made without the agreement of the Partnership or without full consultation with the post-holder.