

JOB DESCRIPTION

JOB TITLE: DISPENSER

OPERATIONALLY RESPONSIBLE TO: DISPENSARY LEAD

MANAGERIALLY RESPONSIBLE TO: PRACTICE MANAGER/DISPENSING GP PARTNER

Job Summary:

The post-holder will project a positive and friendly image to dispensing patients and other visitors and deal with queries in a professional, courteous and efficient way.

Job Responsibilities:

To actively contribute within the dispensing team in assisting in the preparation of all aspects of dispensing including stock control, ordering, re-stocking of the dispensary and in line with the team agreed daily minimum objectives.

To provide reception cover to meet the needs of the service.

1. Issuing stock items and prepared prescriptions
2. Handing out prescriptions, collection of prescription charges / checking patient exemption statements and prescriptions are completed correctly
3. Processing and dispensing repeat prescription requests received in the surgery in line with practice policies
4. Collecting private charges for 'private' medications, vaccines and other medications.
5. Issuing and dispensing dosette boxes throughout the week.
6. Sorting, stamping and endorsing prescriptions in preparation to send to PPD on monthly basis by the required date to ensure timely reimbursement.
7. Remove items from the collection baskets which have not been collected on a monthly basis.
8. Check invoices with PA and clearly marked for Practice Manager to ensure accurate financial records are maintained.
9. Operation of efficient stock control appropriate to the needs of the dispensary with the objective of ensuring continuity of supply for patients and minimising wastage and ordering appropriate quantities of goods via the wholesaler's preferred method
10. Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturers' instructions
11. Ensuring that refrigerated items are stored at the appropriate temperature and maintaining the temperature control record / log book

12. Cleaning work surfaces and shelving on a regular basis and ensuring that all dispensary equipment is kept clean and kept in good working order.
13. Maintaining full and accurate records of all dispensing transactions
14. Accepting orders for repeats and dealing with queries from district nurses and support staff.
15. Amend stock levels if found to be incorrect at the time of dispensing
16. Checking goods in as and when they are delivered
17. Returning incorrect goods to the wholesalers
18. Stocking shelves, refrigerators and other storage areas using the rotation method.
19. Removing 'out of date' stock from the shelves, refrigerators and other storage areas.
20. To action tasks, notifications and emails
21. Using the computer to maintain accurate and up to date records
22. Liaise with the GPs or in patient records if concerned about the appropriateness of medication requests.
23. Dealing with queries from patients regarding prescriptions
24. To handle controlled drugs and maintain accurate register for legal and stock control purposes in line with current legislation and safe storage as required
25. Assist in stock checks where required
26. To provide cover for members of the team during absence
27. To perform safe disposal of pharmaceutical waste ensuring compliance including controlled drugs where appropriate
28. To correlate invoices with delivery notes before passing to Practice Manager for payment
29. To act upon any new information relating to stock or procedures
30. To keep professionally up to date with current dispensing practice
31. Issue repeat medications only for Care homes monthly MAR sheets and raise medication queries with Doctors for GP's authorization, in line with practice policies/safeguarding.
32. To work with the Dispensing Partner, Practice Manager and other members of the team to update Standard Operating Procedures following any legislative changes or other relevant procedures.

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 Manager.

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 others' health, safety and security as defined in the Practice Health & Safety Policy, to 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
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- 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
- 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 patient's 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
- Attend Team Meetings
- Participate in audit where appropriate

Job Description fully revised:	October 2010						
Document owner:	Practice Manager						
Review date:	Apr 2011	Jan 2012	Jan 2013	Mar 2015	Jan 2016	Jun 2018	Sept 2019
	Feb 2022						

Person Specification – Dispenser

ESSENTIAL (SKILLS)	DESIRABLE (SKILLS)
<ul style="list-style-type: none"> • NVQ 2 Pharmacy Services or equivalent qualification 	<ul style="list-style-type: none"> • Dispensary / pharmacy experience
<ul style="list-style-type: none"> • Experience of dealing with members of the public. 	<ul style="list-style-type: none"> • Reception experience
<ul style="list-style-type: none"> • Understanding of the importance of confidentiality within healthcare 	<ul style="list-style-type: none"> • Experience in primary care/NHS/caring profession
<ul style="list-style-type: none"> • Ability to work flexible hours as required by the service 	<ul style="list-style-type: none"> • Experience in using TPP (Systmone) clinical software
<ul style="list-style-type: none"> • Good communicator (verbal & written) at all levels 	<ul style="list-style-type: none"> • Empathy for Healthcare environment
<ul style="list-style-type: none"> • Evidence of team working 	<ul style="list-style-type: none"> • Hardworking and reliable
<ul style="list-style-type: none"> • Numerate, and IT literate 	
<ul style="list-style-type: none"> • Good organisation and prioritisation skills 	
<ul style="list-style-type: none"> • Accurate and good attention to detail 	
<ul style="list-style-type: none"> • Ability to work under pressure 	
<ul style="list-style-type: none"> • Ability and willingness to understand and learn new software and procedures 	
<ul style="list-style-type: none"> • Willingness to undertake training as required and within specific timeframes 	

Team agreed daily minimum objectives	
1	<u>Notifications</u> Check when logging on to see if a notification was sent from the previous day. Treat as a handover
2	<u>Owing / Chasing</u> This is a priority to ensure any owings or items requiring chasing are actioned early to get the next available delivery to avoid delays with an already tight turnaround
	<u>Intradoc</u> Check any tasks / alerts which need to be actioned.
	<u>Email – Outlook version</u> Log onto the email – delete anything of no interest – Action DDA and Alerts and Notify Doctors and Dispensers. Any non-urgent emails can wait until the next “proper” admin session to be dealt with.
	<u>Dispensing</u>
	<u>Tasks</u> Work through tasks to avoid further delays

	<u>Folder in the dispensers tray</u> Action
	<u>Skipping pending prescriptions</u> Team agreed only acceptable to skip pending prescriptions at the end of the day when it would be impossible to dispense especially when there may be several large requests, however any items not in stock should be ordered. Emergency requests should be processed
	<u>Dosettes</u> Discussion around number of dosettes which should be done during a full dispensing day, it was felt that 2 dosettes was an achievable number each day by each person and the person following them should check.

I confirm I have read and understand the above job description and person specification

Name	
Signature	
Date	