JOB DESCRIPTION

## JOB TITLE: DISPENSER

**REPORTS TO: DISPENSARY MANAGER/PRACTICE MANAGER/THE PARTNERS**

**HOURS: 16 HRS PER WEEK (in accordance with specified rota)**

**Job Summary:**

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

To process all relevant prescriptions as authorised by GPs and prescribing nurses, where appropriate, in accordance with the principles of good practice, dispensing and sale of prescriptions and medicines/appliances and assist with stock control, ordering and re-stocking of the dispensary

**Job Responsibilities**:

* Take requests for prescription repeats via the telephone, online or over the counter
* Issue paper and electronic prescriptions to dispensing and non-dispensing patients within the required timescales for monthly repeat prescriptions
* Prepare information for GPs regarding requests for Dosset boxes and prepare boxes as appropriate
* Checking of dispensed prescriptions for signature/endorsements and oversee the sorting into paid/unpaid by doctor
* Submission of all unsigned prescriptions to the Partners, ensure nurses’ prescriptions are completed for stock used, oversee sorting post-dated prescriptions
* 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.
* 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.
* Ensure that all monies received or handled on behalf of the Practice are appropriately stored and a record kept of all financial transactions.
* Ensure the relevant checks are performed, these include but are not limited to CDs, PA items, PPA return, expiry dates, ‘owings’, fridge temperatures etc
* Check incoming stock against the invoice. Enter stock onto SystmOne for stock control. Identify any errors in incoming stock and report to wholesaler and re-order item if necessary.
* Promptly forward all invoices and dispensary related correspondence to the Practice Manager or Dispensary Manager according to Practice policy.
* Keep up-to-date to any drug alert bulletins including advising appropriate staff and patients as required
* 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 accompanying instructions.
* Ensure safe and effective procurement, storage, dispensing and destruction of controlled drugs
* Ensure checking of all injectables and ordering as necessary
* Ensure the disposal of returned and out of date stock
* Ensure the disposal of out of date controlled drugs with the appropriate officer for destruction
* Ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record within GP Teamnet.
* 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 kept in good working order.
* Ensure dispensary equipment is accurate and in a good state of repair and kept clean and hygienic
* Ensure compliance with Care Quality Commission (CQC) standards
* Undertaking other reasonable duties within the framework of the post as directed by the Dispensary 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 promote and manage their own and others’ health and safety and infection control as defined in the practice Health & Safety Policy, the practice Standard Operating Procedures, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

* Using personal security systems within the workplace according to Practice guidelines
* Awareness of national standards of infection control and cleanliness and regulatory/ contractual/professional requirements, and good practice guidelines
* Assist in the monitoring of the correct use of Standard operating Procedures for cleaning and infection control
* 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 issues and hazards/risks in relation to other work areas within the business, and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate)
* Assist in the monitoring of waste management including collection, handling, segregation, container management, storage and collection

**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
* Attendance at the monthly Protected Time Meetings and the Dispensary team meetings which are held every two months.
* Attendance at all Mandatory and Statutory training requirements as indicated by the Practice Manager

**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 whilst embracing the practice’s ethos of recording of any errors or near misses and learning by mistakes without blame
* 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 all 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
* **Will be expected to cover additional shifts during excessively busy periods and/or annual leave**

This Job Description is neither exhaustive nor exclusive and will be reviewed annually in conjunction with the post-holder at the annual appraisal. The post-holder is also required to carry out any duties that may reasonably be requested by the Partners, Practice Manager and the Dispensary Manager.