

CHERITON BISHOP & TEIGN VALLEY PRACTICE

JOB DESCRIPTION

Job Title: Dispenser

Reports To: Dispensary Manager

Hours: According to Contract and Cover

Job Summary

- To accurately and efficiently process all relevant prescriptions as authorised by GPs and prescribing nurses where appropriate in accordance with the principles of good practice.
- To assist the Dispensary Manager in ensuring effective financial control of the dispensary.

Job Responsibilities:

Dispensing

- Dispensing acute prescriptions
- Not to dispense medicines to unauthorised persons, without the doctors consent
- Dispensing repeat prescription requests received by telephone calls, or by email from the outlying villages and those delivered to the surgery
- To 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
- Updating patients' repeat screens on Doctors' instructions
- Dispensing private prescriptions
- Dispensing 'black listed' prescriptions, pricing and recording them
- Checking colleagues' dispensing
- Ensuring the Dispensary area remains clean and tidy
- Maintaining complete and accurate records for controlled drugs

Prescriptions

- Handing out prescriptions and collecting charges when appropriate
- Taking prescription repeats over the telephone and at the patients' hatch
- Collecting private charges for 'black listed' medications, vaccines and holiday prophylactic medication
- Sorting, stamping and endorsing prescriptions
- Generating prescriptions

Stock Control

- Ordering appropriate quantities of goods via the wholesaler's computer link
- Checking goods as and when they are delivered and recording generic details
- Returning incorrect goods to the wholesalers
- Stocking shelves, refrigerators and other storage areas using rotation method
- To 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needs of the practice with the objective of ensuring continuity of supply for patients and minimising wastage through 'out of date' stock
- To ensure that drugs are stored in an appropriate manner in accordance with the accompanying instructions
- Removing 'out of date' stock from the shelves, refrigerators and other storage areas
- Disposal of returned unused medicines

Other

- To answer telephone calls and passing on messages as appropriate
- Dealing with problems and enquiries
- Inputting information onto computer
- To work flexibly within the team and to provide cover as necessary
- To 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/Dispenser
- To 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
- To endorse all prescription forms as appropriate, collate and forward the forms in a secure manner to the PPD for processing and reimbursement. The forms should be bundled in accordance with current PPD guidelines and include any necessary accompanying paperwork such as the FP34D
- To promptly forward all invoices and dispensary related correspondence to the Practice and Dispensary Managers or Dispensary Manager according to practice policy
- To notify the Practice and Dispensary Managers of any FP10 returns/feedback from the PPA so that any appropriate remedial action may be taken
- To 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
- To take prompt action in response to any drug alert bulletins that may be received from time to time
- To ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record/logbook
- To maintain full and accurate records of all dispensing transactions incorporating the use of computers when available and appropriate

- To undertake any necessary work as may be required and appropriate to maintain a high standard and efficient dispensing service

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 source³ 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 recognises 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 other 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
- 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
- Recognise 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 audits where appropriate