

## **BRECON MEDICAL GROUP PRACTICE**

**JOB TITLE:** DISPENSER

**REPORTS TO:** Dispensary Team Leader

**HOURS:** 37.5hrs or 36hrs worked over 4 days

### **Job Summary:**

To assist with the provision of the pharmacy service for the patients of the practice.

### **Job Responsibilities:**

- To process all prescriptions authorised by GPs and prescribers where appropriate in accordance with the principles of good practice and practice policy.
- To receive, assemble and issue prescribed items in accordance with standard operating procedures.
- 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 Go to GP or in the absence of Go to GP check with Duty Doctor.
- To endorse all prescription forms as appropriate, collate and forward the forms in a secure manner to the PPA for processing and reimbursement. The forms should be bundled in accordance with current PPA guidelines and include any necessary accompanying paperwork such as the FP34D and invoices as required by the PPA.
- To promptly forward all invoices and dispensary related correspondence to the practice manager or dispensary manager according to practice policy.
- To notify the Team Leader /authorising doctor of any FP10 returns/feedback from the PPA so that any appropriate remedial action may be taken.
- 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needs of the practice with the objective of ensuring continuity of supply for patients and minimising wastage through out-of-date stock.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.
- 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 kept 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.
- To undertake any other duties which are commensurate with the level of and responsibilities of the post.

### **Administration and professional responsibilities**

- Participate in the administrative and professional responsibilities of the practice team.
- Use appropriate infection control procedures and maintain work area in each dispensing area so that they are clean, safe and free from hazards reporting of any potential risks identified, including:
  - Hand washing
  - Universal hygiene procedures
  - Storage of drugs and handling of chemicals
- Ensure the clinical computer system is kept up to date with accurate details recorded.
- Ensure accurate completion of all necessary documentation associated with patient health care and registration with the practice.
- Attend and participate in practice meetings as required.
- Restocking and maintenance of dispensing areas.

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

### **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 individual performance reviews as deemed appropriate but at least annually, 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 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.

#### **Safeguarding Vulnerable People:**

The post-holder will take personal responsibility for safeguarding; acting in accordance to Practice Policy and local arrangements in respect of Adult and Child Protection and in accordance with their role.

### **Disclosure & Barring Service Check**

This post is subject to the Rehabilitation of Offenders (Exceptions) Order 1975 which makes certain regulated activity (for example work with children, young people and/or vulnerable adults) exempt from the Act, therefore requires individuals seeking to work with those groups to be subject to disclosure. The post-holder will be required to undergo a Standard Disclosure and Barring Service (DBS) check for any previous criminal convictions.

### **Salary**

Hourly rate of pay £13.56 (£26,517 per annum FTE 37.5hrs)

**Person Specification - Dispenser**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications/ Training</b>	<ul style="list-style-type: none"> <li>• Dispensing Qualification (Buttercups Dispensing Assistant or NVQ 2 equivalent).</li> <li>• Excellent keyboard skills.</li> <li>• Excellent standard of numeracy &amp; literacy.</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of current relevant training.</li> </ul>
<b>Relevant Work Experience</b>	<ul style="list-style-type: none"> <li>• Experience of dispensing/pharmacy assistant or similar role.</li> <li>• Customer care experience.</li> <li>• Stable work history.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous health service experience.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Competent in basic dispensing duties required for this post.</li> <li>• Excellent keyboard skills.</li> <li>• Appropriate communication skills.</li> <li>• Accuracy and attention to detail.</li> <li>• Adherence to procedures.</li> <li>• Knowledge of medicines management.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of medical terminology.</li> <li>• Experience of Primary Care.</li> </ul>
<b>Personal Qualities/ Attributes</b>	<ul style="list-style-type: none"> <li>• An understanding, acceptance and adherence to the need for strict confidentiality.</li> <li>• Ability to work without direct supervision and determine own workload priorities.</li> <li>• Ability to work alone and as part of an integrated multi-team.</li> <li>• Pleasant and articulate.</li> </ul>	<ul style="list-style-type: none"> <li>• A demonstrable commitment to personal development.</li> </ul>