

JOB DESCRIPTION

PENRYN SURGERY & ASSOCIATED BRANCH SURGERIES

Title: Dispenser/Receptionist

Reports to: Dispensary Manager

Responsible to: Practice Manager

Job Summary:

To provide an accurate, timely and qualitative dispensing service to the registered patients. Personnel must be committed to ongoing personal development and be prepared to undertake regular dispensing accreditations.

Job Responsibilities

Dispensing

- To dispense medication as stated on prescriptions, maintaining accurate dispensing records and ensuring that the medication is labelled with the correct drug name, strength, quantity, directions for use, patient's name and includes any additional required information.
- To adhere to practice policies and procedures for dispensing medicines, in particular the ones relating to expensive and controlled drugs.
- Where the SOP states, provide a second check on all medication issued.
- Maintain minimum stock levels of medicines, checking expiry dates and storage conditions.
- Place accurate and timely orders with suppliers and accept deliveries of medication, adding them to the computerised stock control records.
- Maintain dispensary equipment, ensuring it is clean, accurate and in a good state of repair.
- Dispensing of patient dosset boxes and associated administration.
- Liaise with members of the clinical team regarding medication for individual
- Communicate effectively and regularly with other members of the dispensing team to ensure the accurate exchange of the information relating to patients and their medication.

Administration

- Using the SystmOne clinical computer system to ensure all relevant information is recorded within individual patient records. Resolve computer problems when these arise by consultation with colleagues or System One.
- Endorse prescriptions accurately by checking prices with suppliers as necessary.
- Ensure the safe disposal of returned and out-of-date medication.
- Maintain and order stocks of dispensary and NHS stationery.
- Issue repeat prescriptions as requested by patients within the agreed time-scale.
- Ensure doctors rooms are stocked with basic medical supplies
- Attend regular team meetings where possible
- Attend training courses as suggested by the Dispensary Manager and agreed as part of a Personal Development Plan.
- Be prepared to cover the work of colleagues when they are absent through annual leave or illness.
- Be prepared to work at any of the three dispensing sites owned by The Penryn Surgery.
- Be proficient in the use of Microsoft Office including Word, Excel and all associated software

Reception

- Ensure the surgery is open on time to receive patients and telephone calls (first person to arrive to de-activate alarm, ensure all rooms are unlocked and blinds open. Turn on all computers. Check and record all dispensary fridge temperatures, reporting any anomalies. Download fridge log tag weekly.
- Carry out weekly fire alarm checks according to the protocol.
- Provide regular refreshments to the Doctor on duty.
- Welcome patients politely and book as arrived on the computer system. Direct them to the waiting area.
- Collate and pass all repeat prescriptions generated on the day to the Doctor in surgery for signing.
- Receive incoming post and date stamp where appropriate. Ensure transit of necessary post and samples to Penryn via returning nurse/doctor in appropriate box.
- Receive internal mail/nurse supplies/stationery etc. from Penryn.
- Make appointments for patients and if they are attending in person, provide a printed label confirmation of the appointment. If there are no appointments available at the branch, liaise with Penryn Surgery to accommodate there.
- Ensure the correct medication and prescription is given to the patient, confirming the details shown on the prescription form and the label and confirming the dosage instructions where appropriate.
- Discuss and confirm with the patient that all appropriate medical investigations are up-to date or have been arranged to be done.
- Assist patients in accurately completing any exemption criteria on the reverse of the prescription form.
- Advise patients about pre-payment certificates and how to apply for exemption certificates.

- Collect prescription fees (NHS and private) from patients.
- Respond to queries from patients, pharmacies, hospitals, nursing homes etc, whether by face-to-face contact, telephone, e-mail, fax etc.

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
- Adhere to all aspects of the Health & Safety at Work Act and Control of Substances Hazardous to Health (COSHH) regulations, ensuring good hygiene, cleanliness and a safe environment in the dispensary.
- Reporting potential risks identified.
- Maintain the integrity and security of the dispensary by admitting only authorised personnel and ensuring that all medications are stored as appropriate.

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.

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.

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 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 patients' needs
- Effectively manage own time, workload and resources.

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.

This job description is not exhaustive and covers the key duties and responsibilities of the role only.