**HOVETON AND WROXHAM MEDICAL CENTRE**

Job Title: **DISPENSER**

Reports to: Dispensary Lead/Practice Manager

**Main purpose of role**

To process all relevant prescriptions as authorised by the practice doctor(s) and prescribing nurses where appropriate in accordance with the principles of good practice. In ensuring the smooth running of the dispensary on a day-to-day basis.

**Key Relationships**

Partners, salaried doctors, registrars, Practice Manager, Business Manager, Nurse Practitioner Lead and Nursing Team, all other Practice staff, community pharmacies other local care providers, patients and their careers.  A good working relationship should be maintained between all surgery staff and attached staff at all times and you should work towards engendering a team approach to the benefit of all.

**Job Responsibilities**

1. 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 dosage or labelling instructions to check with the authorising doctor, duty doctor or nurse prescriber.
2. Ensure that dispensing procedures are carried out adhering to Practice Standard Operating Procedures.
3. Participate in weekly monitored dose system orders.
4. 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.
5. To ensure all monies received or handled on behalf of the practice are appropriately stored and a record kept of all financial transactions.
6. To provide front of house representation for the practice, dealing with face to face queries which can sometimes be distressing.
7. Dealing with conflict and complaints in the first instance and escalating if necessary.
8. To endorse all prescription forms as appropriate and count them regularly and add on a spreadsheet.
9. To prepare end of month prescriptions.
10. To take telephone calls from patients or their representatives and dealing with them promptly.
11. Take accurate messages from patients and record and communicate them appropriately. Ensure outstanding queries are explained and handed over to next shift as necessary using dispensary diary as well as verbally.
12. To promptly forward all invoices and dispensary related correspondence to the operations manager according to practice policy. Separating PA prescriptions and returned item invoices.
13. To be active in the operation of 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.  Date checking stock regularly.
14. To ensure that drugs are stored in an appropriate manner in accordance with the accompanying instructions and at the regulated temperature.
15. Maintaining high standards of appearance for the front of house areas including waiting room, main entrance.
16. To ensure the cleanliness and hygiene are kept to a high level. To ensure all work surfaces are cleaned regularly and dispensary equipment is kept clean and in good working order.
17. To take prompt action in response to any drug alert bulletins that may be received from time to time.  Keeping records and communicating to teams in appropriate manner.
18. To maintain full and accurate records of all dispensing transactions incorporating the use of computer systems.
19. To provide cover for early clinics and enhanced access clinics which can be evenings or weekends.
20. To provide cover for dispensary colleagues holiday/sickness absence.
21. Ensuring all end of day procedures are followed and doors and windows are secured.  Ensure all controlled medications are locked away according to practice policy.
22. To undertake any necessary work as may be required and appropriate to maintain a high standard and efficient dispensing service.
23. Ensure prescriptions are kept in a locked drawer/cupboard in a locked room.
24. Work to deadlines in a competent and safe pace in a busy environment
25. Ensure all mandatory training is up to date.

**Confidentiality**

1. 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.
2. 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 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.
3. 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 and Safety**

The post-holder will assist in promoting and maintaining their own and other’s health, safety and security as defined in the practice Health and Safety Policy, to include:

•          Using personal security systems within the workplace accordingly 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 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 and needs and beliefs of patients, carers and colleagues.

•          Behaving in a manner that 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.

•          Ensure all mandatory training for the post is up to date.

**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.

**Safeguarding**

Hoveton and Wroxham Medical Centre is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and successful applicants may be required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS).

**Infection Control**

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non-clinical are required to adhere to the practice Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times to protect patients, staff and visitors from healthcare associated infections.  They will also ensure that they perform the correct hand hygiene procedures as described in the Hand Hygiene Policy.

**Communication**

The Post-holder should recognize the importance of effective communication within the team and will strive to:

•          Communicate effectively with other team members and patients and/or carers that access the practice.

•          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 audits where appropriate.

This job description reflects the present requirements of the post.  As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder.