JOB DESCRIPTION

DISPENSER

Responsible to: The Practice Manager

Main purpose of post: To dispense effectively for the registered population.

Hours of work: 18 hours per week.

SUMMARY OF MAIN DUTIES:

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.

Assist in the preparation, dispensing of prescriptions and assist with stock control, ordering and restocking of the dispensary.

To be solely responsible for the running of the dispensary and any junior staff when required.

DUTIES & RESPONSIBILITIES:

- Issuing stock items and prepared prescriptions
- Collection of prescription charges/checking patient exemption statements
- Operation of efficient stock control appropriate to the needs of the dispensary with the objective of ensuring continuity of supply for patients and minimising wastage
- Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturers’ instructions
- Ensuring that refrigerated items are stored at the appropriate temperature and maintaining the temperature control record/logbook
- Cleaning work surfaces and shelving on a regular basis and ensuring that all dispensary equipment is kept clean and kept in good working order.
- Maintaining full and accurate records of all dispensing transactions.
- Undertaking other reasonable duties within the framework of the post as directed by the senior dispenser.
- Dispensing and checking repeat prescriptions.
- Taking orders for repeats and dealing with queries from district nurses and support staff.
- Using the computer to keep records up to date.
- Checking with gp’s or in patient records if concerned about the appropriateness of requests for medication.
- Dealing with queries from patients regarding their prescriptions.
- Ordering drugs using the modem link to the wholesalers.
- Handling controlled drugs (and keeping register).
- Handling prescription money.
- Assisting when required to meet targets in relation to dispensing doctors scheme
- Assisting in stock checks
- Providing cover for annual leave/sickness.

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
• Reporting potential risks identified
• Understand and apply the principles of the cold chain
• Ensure safe storage, rotation and disposal of drugs within area of responsibility
• Know the general principles of first aid and resuscitation to be able to undertake initial
• actions as appropriate

EQUALITY & 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.

COMMUNICATION

The post-holder should recognise 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 audit where appropriate.
## Person Specification - Dispenser

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<tr>
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<th>Essential Criteria</th>
<th>Desirable Criteria</th>
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<tbody>
<tr>
<td><strong>Academic/Vocational Qualifications</strong></td>
<td>NVQ level 2 in Pharmacy Service Skills</td>
<td>NVQ level 3 in Pharmacy Service Skills</td>
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<td>Proficient computer and keyboard skills</td>
<td>Knowledge/experience of Systm1</td>
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<td>GCSE or equivalent in Maths and English</td>
<td>Knowledge of Systm1 or other clinical systems</td>
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<td><strong>Knowledge &amp; Skills</strong></td>
<td>Understands the role of the HCA and patient interactions</td>
<td>Knowledge of Systm1</td>
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<td>Knowledge of confidentiality and its application</td>
<td>Knowledge of Systm1 or other clinical systems</td>
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<tr>
<td><strong>Experience</strong></td>
<td>Experience of delivering an excellent service to patients in a pressurised environment</td>
<td>Experience of working in general practice or a care environment</td>
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<td>Experience in maintaining stock levels and using re-ordering software.</td>
<td>Experience of working within healthcare/General Practice</td>
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<td>Experience working under indirect supervision</td>
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<td><strong>Personal Qualities</strong></td>
<td>Good interpersonal skills to build and maintain effective relationships with patients and colleagues</td>
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<td>Be able to work calmly under pressure in a busy working environment</td>
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<td>Able to communicate clearly and precisely (oral and written), and where there may be barriers to understanding</td>
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<td>Organised and methodical and the ability to prioritise your own workload</td>
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<td>Tact, diplomacy and empathy, especially when dealing with anxious patients</td>
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<td>Flexible, enthusiastic, reliable and responsive to change</td>
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<td>Able to work in a team or alone as required</td>
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<td>Willingness to undergo education/training for both practice and service needs</td>
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<td>Ability to use initiative and common sense</td>
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<td>Willingness to work towards professional and performance objectives</td>
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<td>Ability to confidently manage own workload and enjoy working to deadlines.</td>
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<td><strong>Physical Skills</strong></td>
<td>Ability to work for long periods without sitting down.</td>
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<td><strong>Other Requirements</strong></td>
<td>Full driving licence and own transport</td>
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