**JOB TITLE: Dispensing Assistant**

**REPORTS TO: Medicines Management Team Leader**

**HOURS: 25 – 37.5 hours per week**

**Job Summary:**

The post-holder will ensure that a high quality, safe and efficient dispensing service is available to meet the needs of patients at all times.Operate in accordance with the Surgery dispensary Standard Operating Procedures (SOPs) that incorporate principles of good dispensing practice and to assist in the update and review of these SOPs as required by the Senior Clinical Pharmacist.

The post-holder will develop good working relationships with:

* Patients
* Clinical Pharmacists, GP, nurses and other Surgery staff

**Responsibilities:**

* Issuing stock items and prepared prescriptions.
* Collection of prescription charges/checking patient exemption statements.
* Ensuring that all monies received are appropriately stored and there is a robust record of all financial transactions
* Processing and bundling prescriptions for the Prescription Pricing Authority.
* Ensure drugs are stored in an appropriate manner in accordance with the manufacturer’s instructions.
* Ensure that refrigerated items are stored at the appropriate temperature and control recorded in the log book
* 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 instruction, to check with senior Dispensary members

**Other Responsibilities within the Organisation:**

* Maintain full and accurate records of dispensing transactions.
* To undertake any other duties commensurate with the post holder’s grade as agreed with the Senior Clinical Pharmacist.
* Ensure the dispensary is clean and tidy and that shelves are checked on a regular basis.
* Generate FP10s
* Attending training and events organised by the Surgery or other agencies, where appropriate.

**Communication**

* Adapt communication style and content to reflect different type of people when making contact
* Ability to receive complex, sensitive or contentious information and process appropriately
* Promote positivity and effective working relationships with commissioners, other health care providers and other key health care providers and other key partners to support an integrated approach to high quality patient care

**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
* Whilst performing the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their careers, surgery staff and other healthcare workers. They may also have access to information relating to the Surgery as a business organisation. All such information from any source is to be regarded as strictly confidential.
* Information relating to patients, careers, colleagues, other healthcare workers or the business of the Surgery may only be divulged to authorised persons in accordance with the Surgery policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety**

* Maintain own health, safety and security knowledge & understanding as defined in the surgery Health & Safety Policy
* Use personal security systems within the workplace according to surgery guidelines
* Identify the risks involved in work activities and undertaking such activities in a way that manages those risks
* Make effective use of training to update knowledge and skills
* Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
* Report potential & actual risks identified

**Equality and Diversity**

* Support the equality, diversity and rights of patients, carers and colleagues
* Act in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with Surgery procedures and policies, and current legislation
* Respect the privacy, dignity, needs and beliefs of patients, careers and colleagues
* Behave in a manner which is welcoming to an individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development**

* Participate in any training program implemented by the Surgery as part of this employment
* Identify personal development and training needs
* Participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
* Take responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.
* Lead and support others with their training and development needs
* Participate in continuing education to maintain a contemporary level of professional knowledge and skill

**Quality**

* Propose, implement, manage and evaluate initiatives to improve cost-effective, safe and appropriate prescribing within the surgeries.
* Assess own performance, ensuring competence, and being accountable for own actions, either directly or under supervision
* Be responsible for identifying risks within the working environment and either resolve these or report them within the surgeries.
* Contribute to the quality assurance process and 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 ensure the best care for the patient, referring in as necessary
* Effectively manage own time, workload and resources.
* Recognise people’s needs for alternative methods of communication and respond accordingly

**Contribution to the Implementation of Services**

* Maintain and update relevant Surgery policies, standards and guidance
* Discuss with other members of the team how the policies, standards and guidelines will affect own work
* Participate in audits & meetings where appropriate
* Work across sites to support our One Team culture and to provide a sustainable patient focused service

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to can be found on the Intradoc system, or alternatively copies can be obtained from the Head of Operations.

Signed Employee \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed Manager \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last Reviewed May 2023 Next Review May 2024

**Person Specification**

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| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications and Training** | Recognised dispensing qualification equivalent to NVQ level 2 or above  Evidence of ongoing professional development |  |
| **Knowledge and Experience** | Experience of working as a dispenser in a pharmacy or dispensing practice  An appreciation of the nature of GP’s and General Practices  Knowledge and experience of using Proscript dispensing system | Knowledge of a GP clinical systems, in particular EMIS web  Understanding of the Medicines Management elements of the General Medical Services Contract  Understanding of primary care medical and dispensing services |
| **Skills and ability** | Ability to use skills in a range of routine situations requiring analysis or comparison of a range of options  Able to manage own time effectively maintaining a clear sense of priority and direction    Ability to work accurately with a high level of attention to detail  Good communication skills, able to communicate effectively across different levels  Proficient in Microsoft Word, Excel, Power Point and MS Outlook to intermediate level | Able to analyse information about medications and implications for the individual patient |
| **Other requirements** | Patient focused and compassionate about delivery of safe and effect care.  Ability to demonstrate commitment to Mendip Vales ethos and values  Resilient and flexible to meet service needs |  |