

# PONTELAND MEDICAL GROUP

## JOB DESCRIPTION DISPENSARY SUPERVISOR

### JOB SUMMARY

<b>Location</b>	Ponteland Primary Care Centre.
<b>Hours of Work</b>	Monday – Friday 37 hours per week as part of a flexible shift system to cover Practice opening hours.
<b>Accountability</b>	Reception/Dispensary Manager
<b>Job Summary</b>	To process all relevant prescriptions as authorised by GPs and prescribing nurses where appropriate in accordance with the principles of good practice.

### MAIN RESPONSIBILITIES

#### **Dispensing Duties**

- To dispense medicines according to Practice guidelines.

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 authorising doctor or duty doctor.

- To ensure that from script arriving the drugs to be ready for collection within 48 hours.
- To ensure that appropriate stock levels are maintained both at Ponteland and the branch surgery at Dinnington and orders are placed to ensure efficiency and cost effectiveness- Liaison with Finance Manager.
- To manage a weekly rota identifying staff to cover during absence due to annual leave/planned sickness and provide adequate handover at end of shift.
- To collect all due prescription charges and ensure that the patient declaration is duly filled in and signed by the patient.
- To endorse all prescription forms as appropriate, collate and forward the forms in a secure manner for processing and reimbursement. The forms should be bundled in accordance with current guidelines and include any necessary accompanying paperwork as required.
- To promptly forward all invoices and dispensary related correspondence to the finance manager.
- To notify the authorising doctor of any feedback so that any appropriate remedial action may be taken.
- 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 including controlled drugs book, incorporating the use of computers when available and appropriate.
- To offer help and support to Medicines Manager with SOP's and DSQS ( Dispensing Services Quality Scheme) etc.

## **Other Duties**

- To work flexible hours as required in order to ensure a full dispensing service is provided during the opening hours of the surgery
- Open dispensary/surgery at the start of the day and secure premises at the end of the day.
- Set alarm system when last to leave the building.
- Any other duties considered appropriate for the post.

## **OTHER RESPONSIBILITIES**

### **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 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 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.

## **PERSONAL SPECIFICATION**

### **Experience / Knowledge:**

- Qualified Dispenser
- Previous experience of dealing with patients / customers.  
Previous experience of working in the NHS.  
Clerical / Admin experience.  
Working in a busy environment.

### **Skills :**

- Effective verbal and written communication skills
- Good telephone manner
- Ability to prioritise workload and have good attention to detail
- Keyboard / Computer skills (basic)

### **Attitude :**

- Ability to work under pressure and deal with difficult situations
- Must be able to work as an integral member of a team
- A flexible approach to working patterns
- Must have a professional attitude / appearance and be courteous at all times

### **Other :**

- Possess a clean driving licence

- Car owner / access to a car