

Dr R J Laycock  
MA,MB,ChB, DRCOG, MRCGP,PGCME  
Dr E J Jutsum  
MB,ChB, MRCP, DFFP,MRCGP  
Dr M J Walsh  
MA, MBBS, MRCP, MRCGP, DRCOG,  
DFFP  
DR A R Brocklebank  
MB.ChB, MRCGP



The Beeches  
Medical Practice  
1 Beeches Road  
Bayston Hill  
Shrewsbury  
SY3 OPF  
Telephone 01743 874565

## **JOB DESCRIPTION**

**JOB TITLE:** DISPENSER/ TRAINEE DISPENSER

**REPORTS TO:** DISPENSARY MANAGER/PRACTICE MANAGER

**HOURS:** 16.5 HOURS PER WEEK WORKED OVER 4 SHIFTS

**SALARY** FTE UP TO £20000

### **Job Summary:**

- The main purpose of the Dispenser is to ensure that the drugs and medicines are prepared efficiently, accurately and safely according to legal requirements, and respecting patient confidentiality at all times

### **Job Responsibilities:**

- Checking and dispensing medication as per prescription
- To dispenser into an MDS
- To deal with appliance contractors
- Ensure patient signs prescription and collect charge as required
- Not to dispense medicines to unauthorised persons, without the doctors consent
- Dispense and record private prescriptions and collect specified charges
- Receive, record and dispense repeat medication requests
- Perform DRUMS after assessment by the Dispensary Manager
- To take place in assessments of competency as defined by the dispensary manager
- To prepare paperwork and process prescriptions for end of month payment
- Answering telephone calls and passing on messages as appropriate
- Dealing with problems and enquiries
- Inputting information onto computer
- To keep dispensary stocked and maintain efficient stock control of both medicines and containers
- Maintain good stock rotation to reduce waste
- Fully observe legal requirements relevant to a dispensing Practice

- Ensure the cleanliness of the dispensary and other areas within the surgery when necessary
- Work in line with health and safety requirements to support the safety of all who enter the dispensary
- To carry out any duties appropriate to grade/level as required
- To work flexibly within the team and to provide cover as necessary
- To work closely with and help with the training of new/junior members of staff
- To ensure maximum profit is maintained and losses are kept to a minimum
- To deal with problems encountered with wholesalers/suppliers
- To maintain cost effective supplies of drugs that are purchased from the wholesale
- To update doctors medicine bags
- To deal with pharmaceutical waste under the direction of the dispensary manager
- To deal with confidential waste under the direction of the dispensary manager
- Help to maintain a fridge temperature control record/logbook.
- Where needed to help with the delivery of medicines
- To act in a professional courteous manner at all times
- To deal with patients either over the phone or in person at the surgery
- To be able to undertake reception duties using EMIS web
- To help with the delivery of medicines when needed
- To carry out any other duties as defined by the dispensary manager

### **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/Professional Development:**

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- The post holder should be qualified to level II NVQ Pharmacy Service Skills or be willing to work towards it
- 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
- 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 audit where appropriate.