

# Job Description

**Job title**: Dispenser

**Responsible to**: Dispensary Team Lead and Clinical Quality Manager

## Job summary:

Responsible for providing quick, efficient and accurate dispensing of medication to the patients, and to assist the Dispensary Supervisors and Dispensary Team Lead in ensuring effective financial control of the dispensary.

**Dispensing Responsibilities:**

* Dispensing acute and repeat prescriptions in date order.
* Updating patients’ medication records on doctors’ instructions.
* Checking colleagues’ dispensing (dependant on experience/qualifications)
* Dispensing weekly dosette medication into Nomad packaging and checking nomad packs.
* Ensuring the dispensary area remains clean and tidy.
* Recording transfer of Controlled medication stock via online CD register.

**Prescription Management:**

* Handing out prescriptions and collecting charges when appropriate.
* Taking prescription repeats over email, via the telephone where appropriate and at the patients’ hatch/ from the prescription collection box.
* Generating repeat prescriptions using Emis Web computer system.
* Sorting, stamping and completing backs of prescriptions.
* Counting and endorsing prescriptions ready for submitting to NHSBA for payment.
* Using Docman electronic document system to check patients’ discharge summaries and clinic letters, where required.

**Stock Control :**

* Ordering appropriate quantities of goods via the wholesalers’ websites.
* Checking goods as and when they are delivered and recording generic details.
* Returning incorrect goods to the wholesalers.
* Stocking shelves, refrigerators and other storage areas using rotation method.
* Carrying out regular stock checks and removing ‘out of date’ stock from the shelves, refrigerators and other storage areas.
* Disposal of returned unused medicines.

This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the dispensary supervisors, team lead, GP partners or the senior management team.

## Duties and Responsibilities

* Take action as directed by other team members
* Follow practice protocols to ensure consistent and high quality care is provided to our patients

## General responsibilities for all staff:

The post holder is expected to;

* Adhere to practice policies and procedures and relevant legislation including the requirements of any professional bodies.
* Attend mandatory training as identified by the practice
* Highlight potential development areas.

## Confidentiality:

The post holder must maintain the confidentiality of information about patients’ staff and practice business in accordance with the Data Protection Act 1998 and Caldecott principles.

* 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:

Employees must be aware of the responsibilities placed upon them under the Health Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations under-taken.

* 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
* Actively reporting of health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Undertaking periodic infection control training (minimum annually)
* Reporting potential risks identified

## Equality and Diversity:

The practice has adopted an equal opportunities policy and all employees must be aware of their obligations to abide by the spirit and nature of the policy to avoid direct and indirect discrimination.

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:

* 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