

## Job Description

<b>Job Title:</b>	Prescription Clerk
<b>Responsible To:</b>	Practice Operations Manager through the Senior Pharmacist
<b>Location:</b>	Two Rivers Medical Centre
<b>Accountable to:</b>	Partners through the Practice Operations Manager and management team

### **Job Purpose**

Receiving and processing repeat prescriptions

Proactively communicate information between relevant patients, doctors and professionals. Prioritising task as necessary

### **Job Responsibilities**

1. Main Duties
2. Professional Development
3. Confidentiality
4. Health and Safety
5. Security
6. Equality and Diversity
7. Communication
8. Duties specific to the post

#### **1. Main Duties**

- 1.1. Issue repeat prescriptions that are requested in writing, over the reception desk, by post, or via SystmOne in accordance to practice protocol
- 1.2. Ensure that all requests are issued in a timely manner according to protocol
- 1.3. Liaise with patients and pharmacies regarding queries and requests
- 1.4. Ensure repeat medication is issued in line with the protocols that are already set out
- 1.5. Ensure that any queries on medication are highlighted to the relevant GP/practice pharmacist
- 1.6. Pass appropriate requests to doctors/practice pharmacist via task for authorisation
- 1.7. Remove printed prescriptions from the printer and assign to relevant GP
- 1.8. Ensure first batch of prescriptions are given to GP for signing before 11am
- 1.9. Add medication to repeat template as per TRMC prescribing clinician request
- 1.10. Keep Lead Prescription Clerk informed of any difficult queries or back-log of work
- 1.11. Attend staff meetings and relevant training courses as necessary
- 1.12. Work safely at all times in accordance with Legislative requirements and Practice Policy and Procedures

#### **2. Professional Development**

- 2.1. Pursue self-directed learning: identifying areas of weakness and taking steps to improve.
- 2.2. Complete significant event forms when these occur
- 2.3. Maintain continued education by attendance at appropriate courses and study days as agreed with the Practice Management team and GPs.
- 2.4. Educational meetings as arranged within the practice.

#### **3. Confidentiality**

Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.

3.1. The data must be held under the terms of the Data Protection Act and binding its principals.

3.2. Any matters of a confidential nature in particular any information relating to patients must under no circumstances be divulged or passed onto any unauthorised person or persons.

3.3. In the performance of the duties outlined in the Job Description, the post-holder will have access to information relating to the business. All such information from any source is to be regarded as strictly confidential. All information relating to the business of the Two Rivers Medical Centre is strictly confidential and must not be divulged to any unauthorised person.

#### **4. Health, Safety and Welfare**

In accordance with the Health & Safety at Work Act 1974 you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities.

The post holder will assist in promoting and maintaining their own and others Health, Safety, Welfare and security as defined in the Practices Health & Safety Policy and in accordance with The Health and Safety at Work Act to include:

4.1. Using personal security systems within the workplace according to practice guidelines.

4.2. Identifying the risk involved in work activities and undertaking such activities in a way that manages those risks.

4.3. Making effective use of training to update knowledge and skills.

4.4. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.

4.5. Managing risks and reporting.

4.6. You will be issued with an identity badge which you must wear at all time on site.

4.7. You are responsible for the security of any keys, smartcards, passwords, etc., issued to you.

#### **5. Security:**

You will be issued with an identity badge which you must wear at all times on site.

#### **6. 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

#### **7. 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

#### **8. Duties specific to the post holder**

## Key competencies for the Post

### Competency Framework

Level	Skills required	Training/Qualifications Required
1	<ul style="list-style-type: none"> <li>• Basic prescription processing skills</li> <li>• Medication tasks for pharmacist</li> <li>• How to locate scripts</li> </ul>	Medicine management training (optional) In-house processing training
2	<ul style="list-style-type: none"> <li>• Level 1 and CCG medicine management training</li> <li>• Flag up patients that are over ordering or under ordering</li> <li>• Post-dated scripts</li> <li>• Establishing supply issues and tasking Gps/pharmacists with unavailable medications</li> </ul>	Medicine management training In-house processing training
3	<ul style="list-style-type: none"> <li>• Level 1&amp;2 skills</li> <li>• Screening prescription queries, addressing any supply issues within competency and raising tasks for clinicians were needed</li> <li>• Providing training for level 1&amp;2</li> <li>• Aligning repeat template for supply of meds</li> <li>• Adding items to a prescription as per TMRC prescribing clinician request. (GP highlights medication that needs to be added. Prescription clerks add it and forwards it to the GP, Gp checks and issues meds)</li> </ul>	Medicine management training In-house processing training
4	<ul style="list-style-type: none"> <li>• Level1,2 &amp;3 skills</li> <li>• Removal of items from repeat template if not used for over 12 months</li> <li>• Shift lead</li> </ul>	Medicine management training In-house processing training

## **Personal Specification**

### **PROVEN CAPABILITIES, COMPETENCIES AND PERSONAL QUALITIES**

The post holder will need to be able to demonstrate the following competencies as part of their daily work

#### **Communication**

Confident in communication methods and able to communicate effectively with a wide variety of people with different skill sets, verbally and in writing

Needs to be able to remain calm in fraught circumstances.

Diplomatic when dealing with sensitive information or managing potential conflict

Understanding of the need to maintain confidentiality and data security

#### **Teamwork**

The ability to work as part of a integrated multi-skilled team

An understanding, acceptance and adherence for the need to work to set guidelines and procedures with having work checked directly and indirectly by other members of the practice health care team

Show professional attitude and demeanour including courteous interaction with team members and managers.

Ability to work effectively and build relationships with a wide variety of people with different skill sets

Able to use initiative and develop new ideas to improve services

#### **Customer Focus**

Ability to use own judgement, resourcefulness, common sense and local knowledge, to respond to enquiries and requests while adhering to practice limitations.

Must be non-prejudicial

#### **Problem Solving**

Ability to make decisions appropriate to the situation while adhering to practice policies.

Ability to investigate and resolve discrepancies while adhering to practice policies.

Ability to apply common sense when dealing with situations which do not fit the norm.

Able to demonstrate innovation and resourcefulness

#### **Planning and organisation**

Self-motivated and able to work independently, resourcefully and under pressure, without direct supervision and determine own workload priorities.

An understanding and acceptance of ones capabilities and awareness of own limitations

Must be reliable and accurate in all aspects of work.

#### **Flexibility and Adaptability**

Flexibility of working hours to cover changes in service demand as required by business needs

Must be adaptable and comfortable dealing with changing priorities

Able to work in a challenging and changing environment, responding quickly and flexibly to new developments

Highly organised, able to plan and prioritise and monitor progress

### **KNOWLEDGE AND SKILLS**

The post holder will need to meet the following competencies in order to meet the recruitment criteria

<b>Essential</b>	<b>Desirable</b>
Experience of working in a pharmacy related environment	CCG medicine management training NVQ Level 2 Pharmacy Service CCG prescription processing training
Confident in use of electronic records and systems; databases and spreadsheets.	Experience of using SystmOne
English and Maths at C grade or above at GCSE	
Evidence of consistent pattern of learning from education, training and experience	

*The above statements are intended to describe the general nature and level of work performed by employee assigned to this classification and are not intended to serve as an exhaustive list of all responsibilities, duties and skills required.*

*Duties of the post could vary from time to time as a result of new legislation, changes in technology or policy. In this event, appropriate training will be provided.*

*This Job Description does not form part of a contract of employment and may be amended from time to time in agreement with the post holder.*

Post Holder	
Date issued	July 2017
Reviewed	July 2022