



Suffolk Primary Care

Job Title: Dispenser
Base: Debenham Group Practice
Hours: Up to full time
Salary: Tier 2 (£25,205-£27,160)

Job Summary

The Dispenser is responsible for the safe, efficient, and accurate preparation and dispensing of medications in line with legal and clinical standards. Working as part of the dispensary team, you will ensure high standards of service to patients whilst contributing to the smooth day-to-day operation of the dispensary, including stock management, prescription processing, and administrative duties. The role requires strict attention to detail, confidentiality, and adherence to Standard Operating Procedures (SOPs) at all times.

Responsibilities

Dispensing & Patient Services

- Dispense and issue medications in accordance with legal requirements and SOPs.
- Hand out prescriptions to patients, checking exemptions and collecting appropriate charges (NHS and private).
- Provide dosette boxes and support patients with medication queries or concerns.
- Liaise with GPs or review patient records where prescription appropriateness is in question.
- Process repeat prescriptions in line with protocols.

Administrative Duties

- Maintain accurate electronic records, including CD (Controlled Drugs) registers.
- Sort, endorse, and submit prescriptions for reimbursement via NHS Prescription Services (NHSBSA).
- Action prescription-related messages, tasks, and emails (e.g. AskmyGP or SystemOne notifications).
- Support audits, including DSQS patient reviews and internal compliance checks.

Stock & Inventory Management

- Order, receive, and check deliveries; process discrepancies and credit claims.
- Rotate stock, remove expired medications, and ensure safe storage of drugs, including refrigerated items.
- Carry out regular stock checks and maintain appropriate stock levels to avoid wastage.
- Manage and safely dispose of pharmaceutical waste and returned medications, including controlled drugs.

Compliance & Quality Assurance

- Ensure dispensing practices meet all legal and ethical standards.
- Participate in the implementation and review of SOPs following legislative or procedural changes.
- Action MHRA drug alerts and recalls appropriately.
- Maintain cleanliness and safety of dispensary workspaces and equipment.





Team Support & Professional Development

- Provide support and cover for team members during absences.
- Attend and contribute to dispensary meetings.
- Remain up to date with developments in dispensing practice, policies, and systems.
- Assist in training or mentoring junior staff where appropriate.

Training and Qualifications

- NVQ Level 2 in Pharmacy Services (or equivalent) is essential.
- Commitment to continued professional development and refresher training.
- Understanding of data protection and patient confidentiality obligations.

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 will have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to Suffolk Primary Care 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 Suffolk Primary Care may only be divulged to authorised persons in accordance with Suffolk Primary Care 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 Suffolk Primary Care's Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Suffolk Primary Care 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 recognises the importance of people's rights, interpreting them in a way that is consistent with Suffolk Primary Care procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues





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- 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 Suffolk Primary Care 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
- Monthly training sessions as necessary

Quality

The post-holder will strive to maintain quality within Suffolk Primary Care, 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 Suffolk Primary Care 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

Equal Opportunities

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures.

Right to Work in the UK





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All applicants must have the legal right to work in the United Kingdom at the time of application and throughout the duration of employment. This includes holding a valid visa or immigration status that permits employment in the UK, if applicable.

Suffolk Primary Care is unable to employ or continue to employ individuals who do not have, or are unable to provide evidence of, their right to work in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

Clinical Governance and Risk management

Suffolk Primary Care believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting Suffolk Primary Care's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any Suffolk Primary Care standards of record keeping

Information Quality Assurance

As an employee of Suffolk Primary Care it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Suffolk Primary Care requirements and instructions.

Freedom of Information

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that Suffolk Primary Care





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complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.





Person Specification

Criteria	Essential	Desirable
Qualifications	NVQ Level 2 in Pharmacy Services (or equivalent recognised qualification)	NVQ Level 3 or additional pharmacy/medicines training
Experience	Experience working in a dispensary or pharmacy environment	Experience working in a GP practice or NHS primary care setting
Skills & Abilities	- Accurate dispensing and record-keeping - Excellent organisational skills - Ability to work independently and as part of a team - Strong communication and problem-solving skills	Familiarity with SystmOne or similar GP clinical systems
Knowledge	- Good knowledge of pharmacy law, NHS prescription handling, and Controlled Drugs - Understanding of SOPs, MHRA alerts, and infection control	Awareness of DSQS requirements and prescription reimbursement process
Personal Attributes	- High level of integrity and professionalism - Calm under pressure - Flexible and adaptable - Patient-focused	Willingness to support and mentor junior staff or trainees
Other Requirements	- Eligible to work in the UK - Willingness to participate in ongoing CPD - Full UK Driving Licence	Local knowledge or links to the community served

