

Job Title: Superintendent Pharmacist & Responsible Person (RP) for wholesale

Location: Newmarket

Reports to: Exec / Board of Directors

Salary: Depending on experience up to £70,000 wte dependent on experience

Hours: Part-time and Permanent

About Us

Pharmacy2go which is owned by Suffolk Primary Care is a rapidly growing, UK-registered online pharmacy. Our mission is to provide safe, accessible, and compliant pharmaceutical services to patients and healthcare professionals across the UK.

At **Pharmacy2Go**, we're changing the way people access their medicines. Based in **Newmarket, Suffolk**, we are an **NHS-approved, GPhC-registered online pharmacy** delivering prescriptions free of charge across England. Patients can also benefit from our **24/7 automated prescription collection point** at Newmarket Community Hospital.

We combine over 30 years of experience with the latest digital pharmacy solutions. As part of Suffolk Primary Care a large single partnership of 7 practices across Suffolk, we also hold a **Wholesale Distribution License**, supplying medicines responsibly in line with **MHRA Good Distribution Practice (GDP)**.

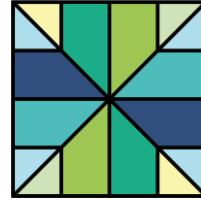
We're now looking for a forward-thinking **Superintendent Pharmacist** to lead our professional and clinical services, who will also act as the **Responsible Person (RP)** for our wholesale operation.

Key Responsibilities

As Superintendent Pharmacist

- Ensure the pharmacy operates safely, legally, and ethically in compliance with the **General Pharmaceutical Council (GPhC)** standards.
- Oversee and approve all Standard Operating Procedures (SOPs), ensuring clinical governance and continuous improvement.
- Provide clinical and professional leadership to the pharmacy team.
- Ensure the safe supply and dispensing of medications through our online platform, including private prescriptions, NHS services (where applicable), and remote consultations.
- Ensure compliance with data protection regulations (e.g. UK GDPR) and patient confidentiality.
- Act as the lead for inspections by the GPhC or other regulators.
- Maintain registration with the GPhC and ensure all pharmacy staff meet their professional obligations.

As Responsible Person (Wholesale)



- Ensure the company's **Wholesale** operations comply with **Good Distribution Practice (GDP)**.
- Maintain and update the Quality Management System (QMS) for wholesale activities.
- Oversee all medicinal product storage, transportation, and handling to ensure product quality and integrity.
- Conduct self-inspections and risk assessments; implement corrective and preventive actions (CAPAs).
- Liaise with the MHRA during audits and act as the point of contact for regulatory queries.
- Approve and maintain supplier and customer qualification processes.
- Ensure staff involved in wholesale distribution are appropriately trained and competent.

Other duties

You may be required to undertake any other duty that may be reasonable and commensurate with the pay tier

Confidentiality

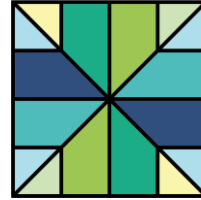
- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, you will have access to confidential information relating to patients and their carers, staff and other healthcare workers. You 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

You will assist in promoting and maintaining your 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



You 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
- 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

You 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

You will strive to maintain quality within Suffolk Primary Care, and will:

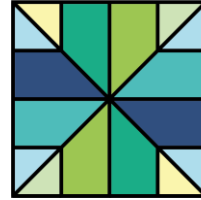
- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication

You 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



You 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

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.

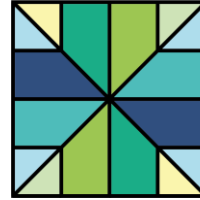
Complaints

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
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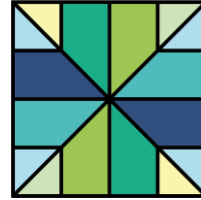
Information Quality Assurance

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

You should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and you are responsible for helping to ensure that Suffolk Primary Care complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.

Person Specification



Essential Qualifications & Experience

- Master's Degree in Pharmacy (MPharm) or equivalent.
- Registered **Pharmacist with the GPhC**.
- Experience of working in community pharmacy
- Eligibility and willingness to be named **Superintendent Pharmacist**.
- Eligibility and willingness to be named as the **Responsible Person (RP)** for wholesale operation.
- Strong understanding of GPhC regulations, MHRA guidance, and GDP requirements.

Desirable

- Completed **Responsible Person Training** from a recognised provider.
- Experience working in or with an **online pharmacy model**.
- Previous experience with GPhC and/or MHRA inspections.
- Familiarity with pharmacy software systems and e-commerce pharmacy platforms.

Skills & Attributes

- Exceptional attention to detail and organisational skills.
- Strong communication and leadership abilities.
- Ability to manage competing priorities and operate autonomously.
- Commitment to ethical practice and continuous professional development.
- Commercial awareness without compromising professional standards.