

## **JOB DESCRIPTION**

**JOB TITLE:**                    **DISPENSARY MANAGER**

**REPORTS TO:**                **PARTNERS/PRACTICE MANAGER**

**HOURS:**                      **37**

### **Job Summary:**

To ensure the provision of quick, efficient and accurate dispensing of medication to the patients of Stanton Surgery, and to ensure effective financial control of the dispensary.

### **Key Tasks:**

- Managing the Dispensary Staff
- Attendance at, and input to, Partners' & Team Meetings as appropriate
- Monthly checking the Drug Tariff for price and category changes, checking for new or discontinued drugs and following up changes and dispensing incentives with drug company representatives where necessary
- In association with the nominated partner, maintain and update the computerised Drug Directory, adding new drugs and monitoring patient repeats
- Liaise with the Integrated Care Board (ICB) Medicines Management Team in relation to prescribing incentive scheme or dispensary issues
- Sorting prescriptions, checking endorsements, preparing forms and submitting prescriptions monthly to the Prescription Pricing Authority (PPA); preparing vaccine list; dealing with prescriptions returned by the PPA
- Management of TITAN computer system and ongoing training and support for team

### **Job Responsibilities:**

#### **Staff Management**

Organising dispensary staff rotas and ensuring adequate staff cover at all times

Training dispensary staff, including encouraging and organising attendance on relevant recognised courses (NVQ and other)

Appraising dispensary staff

Assisting the Practice Manager with the recruitment of dispensary staff

Assisting the Practice Manager to review staff salaries

Assisting the Practice Manager with disciplinary procedures relating to dispensary staff

## **Purchasing and Stock Control**

Daily ordering and management of stock  
Weekly ordering of generic stock  
Weekly checking of DDA stock and ordering as necessary  
Weekly checking of controlled drugs and ordering as necessary  
Ensuring goods are correctly delivered  
Checking dispensary invoices against delivery notes  
Checking monthly statements  
Checking credit notes against returns and chasing outstanding credits  
Maintain adequate stocks, ensuring timely stock rotation  
Annual stock takes in dispensary, treatment room, CD cupboard and consulting rooms.  
List and price stock  
Box and price Out of Date stock  
Prepare stock values for end of year accounts

## **Drug Company Representatives**

Ad hoc liaison with drug company representatives  
Meet regularly with drug company representatives in order to ensure the best possible discount levels  
Analysis of invoices for bonus stock and ensuring bonus stock is received

## **Prescriptions and Prescription Moneys**

Daily: check prescriptions for signature/endorsements and sort into paid/unpaid by doctor  
Weekly: submitting all unsigned prescriptions to the partners; generating nurses' prescriptions; sorting post-dated prescriptions  
Daily: cashing up prescription moneys, balancing and recording  
Weekly: submitting prescription moneys to the Practice Manager for banking, ensuring sufficient change is available  
Monthly: calculating number and value of prescription charges and reporting to Practice Manager

## **Destruction of Drugs**

Daily: dealing with returned medication from patients  
Monthly: dealing with uncollected medication  
Quarterly: dealing with returned Controlled Drugs from patients for destruction  
Six monthly: dealing with out of date Controlled Drugs with the appropriate officer from the Health Authority for destruction

## **Dispensing**

Overseeing/checking colleagues' dispensing  
Dispensing acute prescriptions for surgeries  
Generating monthly repeat prescriptions for the Surgery, liaising with the relevant partners over any necessary changes in medication  
Collecting prescription charges from patients  
Dispensing private patients' prescriptions, pricing and entering in till  
Removing out of date repeats from patients' computerised repeat prescription lists  
Re-batching drugs for repeat prescriptions  
Management of 'specials' orders  
Management of home deliveries and dosettes

## Dispensing Services Quality Scheme

Record staff competency, Develop and maintain standard operating procedures, record significant events. Initiate, review, action and record annual audits. Ensure all evidence is sent to the ICB in the appropriate timescale.

## Other

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 Partners or the Practice Manager. ***Some of the above duties may be delegated.***

## 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:

- 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