JOB DESCRIPTION

DISPENSARY MANAGER

**RESPONSIBLE TO:** Practice Manager

**OVERVIEW**

This is a role established to support the Practice Manager in carrying out day-to-day activities and to provide an element of cover or source of advice in the event of their absence.

The post-holder will work closely with, and under the direction of, the Practice Manager to improve standards across a wide range of clinical and administrative activity. The position is suitable for someone who wishes to demonstrate initiative and to develop their own skills further with a view to progression.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

* To ensure the provision of quick, efficient, and accurate dispensing of medication to patients, and to ensure effective financial control of the dispensary.
* Responsible for the management and smooth running of the Dispensary
* Preparation and regular review of Standard Operating Procedures
* Preparation of Practice Formulary after consultation with dispensary clinical lead.
* Overseeing prescription collation and endorsing
* Overseeing submission of prescriptions and preparation of end of month return to the PPD.
* Ordering vaccines for annual vaccination campaigns
* Providing training in Dispensary as needed
* Liaise with the Integrated Care Board (ICB) pharmaceutical advisor.
* Maintain the ‘Near Misses’ Handbook and discuss and action where necessary.
* Handle stock queries and consider alternatives where necessary.
* Ensure prospective ‘out of date stock’ reports are being printed and actioned.
* Monthly checking of the drug tariff for price and category changes, checking Monthly Index of Medical Specialties (MIMS) for new or discontinued drugs, and following up changes with drug company representatives where necessary.
* Meet regularly with drug company representatives in order to ensure the best possible discount levels.
* Meet regularly with wholesalers to discuss terms and any schemes available.
* Overseeing bonus schemes and claiming any bonus payments due.
* Manage and action any prescription changes agreed by GPs.
* Manage and co-ordinate Dispensing Services Quality Scheme (DSQS), including dispensing review of use of medication (DRUMS), competency assessments, audits and self-assessment submission.
* Manage and co-ordinate any Prescribing Quality Scheme (PQS) meeting within agreed timescales.
* Oversee the checking of the Controlled Drug registers.
* Dealing with returned controlled drugs from patients for destruction.
* Dealing with out of date controlled drugs with the appropriate officer from the Health Authority for destruction
* Oversee annual stocktake of dispensary and treatment room stock and provide report for Accountants.
* Produce posters and patient information on prescription charges annually (or when changed)
* Ordering supplies of dispensary accessories including bags, labels, CD destruction kits

**Strategic Management and Planning**

* Keep abreast of current affairs and identify potential threats and opportunities.
* Contribute to dispensary strategy; formulate objectives and research and develop ideas for future practice development.
* Monitor and evaluate performance of the dispensary team against objectives; identify and manage change.
* Develop and maintain effective communication both within the practice and with relevant outside agencies.

**Human Resources**

* Support the recruitment and retention of staff and provide a general personnel management service.
* Ensure that all members of staff are legally and gainfully employed. Monitor skill-mix and deployment of staff.
* Evaluate, organise and oversee staff induction and training, and ensure that all staff are adequately trained to fulfil their role.
* Support and mentor staff, both as individuals and as team members
* Input into the authorisation of staff holidays, ensuring relief is available and organising any necessary overtime.
* Responsibility for passing on instructions, information etc to staff regarding administration or organisational matters.
* Organise staff training as needed.
* Maintaining policies and procedures.

**Health & Safety:**

The post-holder will implement and lead on the full range of promotion and management of their own and others’ health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

* Ensuring the dispensary team adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.
* Up to date knowledge of health and safety best practice guidelines and ensure implementation across the business.
* 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 across the business.
* Making effective use of training to update knowledge and skills, and initiate and manage the training of others.
* Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial / corrective action where needed
* Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
* Undertaking periodic infection control training
* Routine management of own team / team areas, and maintenance of workspace standards
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**Production of performance and quality information:**

* To ensure that documentation (electronic and paper-based) exists to support performance standards across the full range of performance-based activity – DSQS, PQS, QOF, Enhanced Services etc.
* To assist in the production of information for clinical audit.
* To undertake ad-hoc work related to the performance of the practice under the guidance of the practice manager.

**Data quality**

* To work within the clinical computer system to improve data quality, using the expertise of other data staff where appropriate.

**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 that 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,
* Taking responsibility for own development, learning, and performance and demonstrating skills and activities to others.

This role is considered to be a developmental position and the jobholder will be encouraged to develop personal and business skills.

**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:

* Communicate effectively with other team members.
* Communicate effectively with patients and carers
* Recognise people’s needs for alternative methods of communication and respond accordingly.

Most instruction and communication of activity will be via the practice manager.

External communication will be with patients, ICB’s and other NHS bodies, and other GP practices and service providers.

**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.

**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.

**Other Personal tasks**

* Become involved with key aspects of the practice manager’s workload and be able to respond to information requests and updates as necessary, being able to run key tasks such as team meetings in the event of absence.
* Dealing with patients, and contacts within the NHS and other practices, both in person and on the telephone.
* Administration cover for absences and help with extra-ordinary workloads.

January 2025