**Prescription Clerk – Job Description**

**Reporting to the Senior Prescription Clerk**

**Areas of responsibility**

* Answer medication queries from patients, staff members and pharmacies/care homes
* Assist patients both at the desk and on the telephone in a professional and courteous manner
* Action and create all tasks in a timely manner e.g. contact patients and book them a medication review appointment
* Process prescription requests via e-mail, online services, paper and by phone
* Process all prescription requests in a timely manner, prioritising urgent requests to ensure they are processed and ready for collection by the agreed time
* File prescriptions
* Build good working relationships with local Pharmacies, Care/Nursing Homes and Pharmacy Technicians to support the Practice prescription service
* Liaise with external pharmacy services and patients to resolve queries and communicate changes in medications
* Deal with nursing supply issues and provide supplies; e.g. stockings, if advised by a clinician and compliant with local formularies
* Assist the Duty Doctor with straightforward medication queries on the triage list (time permitting)
* Adhere at all times to agreed workflow and security procedures, including patient confidentiality
* Undertake training as required to support safe and effective services for the Practice
* Answer telephone calls as quickly as possible to minimise queue times
* Promote the NHS App and online ordering through SystmOnline
* Ensure the prescribing area is kept tidy and adequately stocked
* Assist colleagues in Reception if needed and answer the emergency telephone line when required
* Adhere to the practice charter at all times to ensure the highest possible levels of patient service
* Attend regular reviews with the Senior Prescription Clerk and Patient Service and HR Manager
* Provide cover for members of the department during periods of sickness and annual leave
* Any other duties you may reasonably be required to undertake at the discretion of your line manager

**This is not an exhaustive list of duties, and a regular review will take place with the post holder as part of their on-going development and performance management.**