

## Job description and person specification

Job title	Dispenser
Line manager	Dispensary Manager
Accountable to	Practice Manager
Hours per week	?? with flexibility to provide cover

### Job summary

To be responsible for the processing of prescriptions in accordance with practice policy and extant legislation. In addition, the post holder will be required to support the dispensary manager in ensuring a high-level of service is delivered at all times whilst supporting the multi-disciplinary team in line with the strategic objectives of the practice.

### Generic responsibilities

All staff at Wickhambrook Surgery have a duty to conform to the following:

#### Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

#### Safety, Health, Environment and Fire (SHEF)

This organisation is committed to supporting and promoting opportunities for staff to maintain their health, wellbeing, and safety.

The post holder is to manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients and monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures, and guidelines.

All personnel have a duty to take reasonable care of health and safety at work for themselves, their team, and others and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the:

- [Health and Safety at Work Act 1974](#),
- [Environmental Protection Act 1990](#),
- [Environment Act 1995](#),
- [Fire Precautions \(workplace\) Regulations 1999](#)
- [Coronavirus Act 2020](#)
- Other statutory legislation which may be brought to the post holder's attention.

### **Confidentiality**

The organisation is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality.

It is essential that, if the legal requirements are to be met and the trust of our patients is to be retained, all staff must protect patient information and provide a confidential service.

### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of this organisations outputs, all personnel are required to think not only of what they do but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work.

The responsibility for this rests with everyone working within the organisation to look for opportunities to improve quality and share good practice and to discuss, highlight and work with the team to create opportunities to improve patient care.

Wickhambrook Surgery continually strives to improve work processes which deliver healthcare with improved results across all areas of our service provision. We promote a culture of continuous improvement where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Staff should interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

All staff are to contribute to investigations and root cause analyses whilst participating in serious incident investigations and multidisciplinary case reviews.

### **Induction training**

At Wickhambrook Surgery you will be required to complete the induction programme and the practice management team will support you throughout the process.

### **Learning and development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role. All staff will be required to partake in, and complete mandatory training as directed by the Practice Manager. It is an expectation for this post holder to assess their own learning needs and undertake learning as appropriate

The post holder will undertake mentorship for team members and disseminate learning and information gained to other team members to share good practice and inform others about current and future developments (e.g., courses and conferences).

The post holder will provide an educational role to patients, carers, families, and colleagues in an environment that facilitates learning.

### **Collaborative working**

All staff are to recognise the significance of collaborative working and understand their own role and scope and identify how this may develop over time. Staff are to prioritise their own workload and ensure effective time-management strategies are embedded within the culture of the team.

Teamwork is essential in multidisciplinary environments and the post holder is to work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working and work effectively with others to clearly define values, direction and policies impacting upon care delivery.

Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

All staff should delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence.

Plans and outcomes by which to measure success should be agreed.

### **Managing information**

All staff should use technology and appropriate software as an aid to management in the planning, implementation and monitoring of care and presenting and communicating information.

Data should be reviewed and processed using accurate SNOMED codes to ensure easy and accurate information retrieval for monitoring and audit processes.

### **Service delivery**

Staff will be given detailed information during the induction process regarding policy and procedure.

The post holder must adhere to the information contained within the organisations policies and regional directives, ensuring protocols are always adhered to.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager.

Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured. Likewise, password controls are to be maintained and are not to be shared.

### **Professional conduct**

All staff are required to dress appropriately for their role.

### **Leave**

All personnel are entitled to take leave.

Four weeks plus Bank holidays, both pro-rated for part time staff

### **Primary responsibilities**

The following are the core responsibilities of the Dispenser. There may be, on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. To be responsible for checking all medicines dispensed, ensuring there are no discrepancies
- b. Dispensing medicines to the entitled population safely and accurately
- c. Collecting prescription charges in accordance with dispensary protocol
- d. Maintaining stock levels within the dispensary, liaising with the dispensary manager to facilitate reordering
- e. Receiving and storing supplies in accordance with current policy, ensuring the cold chain is maintained where applicable
- f. Ensuring controlled drugs are dispensed in accordance with practice policy
- g. Safe disposal of returned and/or out of date medicines
- h. Ensuring all repeat prescriptions are processed within a 48-hour timeframe
- i. Providing patients with advice regarding all prescription matters
- j. Process prescription requests via email, phone, face-to-face and online
- k. Processing Dossett boxes
- l. Processing Home Delivery medication
- m. Assisting the dispensary manager in the preparation of monthly returns
- n. Maintaining a clean and safe working environment at all times
- o. Maintain accurate records at all times, read coding entries appropriately
- p. Be conversant with and adhere to all Standard Operating Procedures (SOPS) governing safe dispensing

q. Provide holiday / sick leave cover for other dispensing staff
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### Secondary responsibilities

In addition to the primary responsibilities, the dispenser may be requested to:

- a. Partake in audit as directed by the audit lead
- b. Provide guidance for trainee dispensary staff and students as necessary
- c. Remain current with the latest guidance ensuring the dispensary conforms to NICE, CQC etc guidance
- d. Undertake any other tasks / duties as reasonably required by the surgery

### Person specification – Dispenser

Qualifications	Essential	Desirable
Qualified Dispenser (NVQ Level 2)	✓	
GCSE (or equivalent) English and Maths at Grade C (4) or above	✓	
Experience	Essential	Desirable
Experience of working in a dispensary	✓	
Experience of working in primary care		✓
Broad knowledge of general practice		✓
Experience working with the general public/patients	✓	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS/SystmOne/Vision user skills	✓	
Ability to promote best practice regarding all pharmaceutical matters	✓	
Effective time management (planning and organising)	✓	

Capable of managing payments (invoices, cash etc)		✓
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving and analytical skills	✓	
Ability to follow policy and procedure	✓	
Ability to effectively manage stock including ordering, rotation, disposal etc.		✓
<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Evidence of continuing professional development	✓	

**Notes:**

This job description and person specification may be amended following consultation with the post holder to facilitate the development of the role, the organisation and the individual.

All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the organisation.