**Hoveton and Wroxham Medical Centre**

**Job Description**

**Job Title: Dispensary Business Manager**

**Accountable to: The Prescribing/Dispensing Lead GP**

**Responsible to: The Practice Manager**

**Business responsibilities**

This role will have dedicated time to work with the operations manager to optimise dispensary income.

* 1. To gain information and help the practice to negotiate sales terms from pharmaceutical companies and or their representatives, working with the dispensary lead on these areas.
  2. To keep a database of dispensary discounts with wholesalers and organise information so that new deals can be examined further.
  3. To help the operations manager carefully track dispensary income and expenditure against the data on income and expenditure received at practice level. This includes regularly staying abreast of manufacturing schemes and discount schemes and rebates.
  4. To raise concerns around negative trending with the Practice Manager and GP Prescribing Partner.
  5. To consult with clinical teams and lead GP Prescribing Partner around preferred drug options for the formulary.
  6. To communicate effectively and on time any financial opportunities and threats relating the dispensary business to the Practice Manager (Dispensary Management Meeting last Thursday morning of the month).
  7. To manage the NHS Prescription Service submissions (previously known as the Prescription Pricing Division (PPD)) - the main source of information and support for prescriptions and prescribing services.
  8. To develop predictions and check variances in spend and income for dispensary.
  9. To scrutinise drug freight costs and the effect on small scale ordering. To tell the dispensary staff who order these items by consulting with the dispensary lead.
  10. Ensure correct recording of Personally Administered items for VAT purposes.
  11. Agree to meet with and arrange meetings with wholesaler representatives.

Coordinate the monthly clinical prescribing meetings, setting agendas and circulating minutes. Working with the prescribing and dispensing lead on the agendas and the pharmacy tech.

* 1. To manage setting the monthly dispensary management meetings including agenda setting, minutes and actions.
  2. Manage DSQS in the practice working with the dispensary lead to ensure that requirements are operationalised and reviewed.
  3. To attend clinical prescribing and dispensary management meetings and give to the dispensary lead to ensure all information is communicated.
  4. To work with the dispensary and prescribing lead to ensure that MHRA alerts are dealt with and acknowledged on Teamnet. This includes logging of activity and response on teamnet.
  5. To work handle script equalisation to ensure income is maximised.
  6. Working with the compliance manager ensure that all SOPs and policies affecting the area are complete, up to date and that all the dispensary team have read and acknowledged the SOPs on teamnet.
  7. To find and communicate prescription price changes to the dispensary team and to the public.
  8. To ensure that gaps in cashing up is found and explored.
  9. To work with the dispensary lead on efficiencies including uniform and efficient task flows from dispensary. Raise issues at the dispensary management meeting.
  10. To check invoices against statements.
  11. To ensure PA items claims are undertaken as needed.
  12. Work with the dispensary lead to aim for a zero-stock waste.
  13. Work with the public to educate in only ordering what drugs are needed and to avoid over ordering.
  14. To manage ensuring rebates from Tillotts and Oxypro are claimed.
  15. Process **invoices for payment**, consulting with the operations manager or practice manager as needed.

1. **Management and line management**

To manage the dispensary lead and support the role with their team. This includes appraisals of the dispensary lead and 3 monthly one to ones, including completion of all mandatory training. To aid the dispensary lead in ensuring that the dispensary team follows practice instruction.

To hold the dispensary team to account for management and partner directions.

**Expansion**

Working with the practice team and dispensary lead put in place processes to manage the optimisation of dispensing as the practice starts clinical provision at Magna medical practice.

**Partner working**

The dispensary business manager manages the communication interface between the practice, the PCN pharmacy technicians and the remote pharmacy service (Vallour)

To work with the prescribing and dispensing lead to ensure CQC requirements are being completed by the pharmacy tech. The manager has oversight of the searches and the monitoring of high-risk drugs.

To check the pharmacy tasks weekly to ensure all activity is being actioned, raise any concerns about this the clinical prescribing meeting.

To have management oversight which includes prompt completion and submission of DSQS (starts August) and PQS oversight with pharmacy tech. To raise concerns at the dispensary management meetings.

**Qualities**

* 1. To be an excellent and kind and compassionate communicator in the day-to-day business of the practice.
  2. To be an excellent ambassador for the practice.
  3. To be business minded
  4. To be dependable and to function as a good role model for the dispensary.

**Research**

1. To undertake good clinical practice training
2. To become an important part of the practice research team and to undertake research protocol activities as trained such as IMP shipment acceptance, storage monitoring, completion of study training and IMP logs as needed.
3. Other research requirements within your competencies and training.

**General**

1. To embrace continuous improvement and change, to tackle well-defined projects, and to still be adaptable to variance in responsibilities to meet the evolving priorities of the Practice.

**Confidentiality:**

1. While 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.
2. The post-holder will have access to confidential information relating to patients and their carers, practice staff and other healthcare workers, likewise financial information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
3. Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons by the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety**:

1. The post-holder will aid in promoting and keeping their own and others’ health, safety and security as defined in the practice Health & Safety Policy.
2. Using personal security systems within the workplace according to practice guidelines.
3. Finding the risks involved in work activities and undertaking such activities in a way that manages those risks.
4. Making effective use of training to update knowledge and skills.
5. Using proper infection control procedures, keeping work areas in a tidy and safe way and free from hazards.
6. Reporting potential risks found.

**Equality and Diversity**:

1. The post-holder will support the equality, diversity and rights of patients, carers and colleagues and act in a manner that recognizes the importance of people’s rights, whilst interpreting them in a way that is consistent with practice procedures and policies, and current legislation.
2. Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
3. 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**:

1. There is an expectation that the post-holder will take part in any training programme implemented by the practice, plus attendance at the annual individual performance review.
2. All staff are to take responsibility for keeping a record of own personal and/or professional development.
3. Taking responsibility for own development, learning and performance and proving skills and activities to others who are undertaking similar work.

**Quality**:

1. The post-holder will strive to keep quality within the practice and alert other team members to issues of quality and risk. They are to assess own performance and take accountability for own actions, either directly or under supervision.
2. 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.
3. Collaborate effectively with individuals in other agencies to meet patients’ needs.
4. Effectively manage own time, workload and resources.
5. Apply practice policies, standards and guidance. Discuss with other members of the team how the policies, standards and guidelines will affect own work.
6. Participate in audit where appropriate.

**Communication**:

1. The post-holder is to recognise the importance of effective communication within the team, patients and carers.
2. Recognise people’s needs for alternative methods of communication and respond accordingly as per current policies.

This Job Description ordinarily is to be reviewed at the annual appraisal.

**Signed and agreed**

Post holder

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Name

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Date

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**Signed and agreed**

Administration Manager

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Name

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Date

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**Organogram for this role**

**GP Prescribing and Dispensing Lead**

**Practice Manager**

**Vallour remote pharmacy Dispensary business manager Pharmacy Tech (PCN)**

**Dispensary lead**

**Dispensary team and driver**