



Suffolk Primary Care

Job Title: Superintendent Pharmacist for online Pharmacy

Location: Newmarket

Reports to: Exec / Board of Directors

About Us

Pharmacy2go which is owned by Suffolk Primary Care is a rapidly growing, UK-registered online pharmacy. Our mission is to provide safe, accessible, and compliant pharmaceutical services to patients and healthcare professionals across the UK.

At **Pharmacy2Go**, we're changing the way people access their medicines. Based in **Newmarket, Suffolk**, we are an **NHS-approved, GPhC-registered online pharmacy** delivering prescriptions free of charge across England. We combine over 30 years of experience with the latest digital pharmacy solutions. Patients can also benefit from our **24/7 automated prescription collection point** at Newmarket Community Hospital.

We're now looking for a forward-thinking **Superintendent Pharmacist** to lead our professional and clinical services.

Key Responsibilities

As Superintendent Pharmacist

- Ensure the pharmacy operates safely, legally, and ethically in compliance with the **General Pharmaceutical Council (GPhC)** standards.
- Oversee and approve all Standard Operating Procedures (SOPs), ensuring clinical governance and continuous improvement.
- Provide clinical and professional leadership to the pharmacy team.
- Ensure the safe supply and dispensing of medications through our online platform, including private prescriptions, NHS services (where applicable), and remote consultations.
- Ensure compliance with data protection regulations (e.g. UK GDPR) and patient confidentiality.
- Act as the lead for inspections by the GPhC or other regulators.
- Maintain registration with the GPhC and ensure all pharmacy staff meet their professional obligations.

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 will have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to the business organisation. All such information from any source is to be regarded as strictly confidential



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- Information relating to patients, carers, colleagues, other healthcare workers or the business may only be divulged to authorised persons in accordance with SPC 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 our Health & Safety Policy, to include:

- Using personal security systems within the workplace according to 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 recognises the importance of people's rights, interpreting them in a way that is consistent with 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 SPC 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
Monthly training sessions as necessary

Quality

The post-holder will strive to maintain quality, 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 recognise the importance of effective communication within the team and will strive to:

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

Contribution to the Implementation of Services

The post-holder will:

- Apply SPC 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

Equal Opportunities

SPC is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated.

Right to work

All applicants must have the legal right to work in the United Kingdom at the time of application and throughout the duration of employment. This includes holding a valid visa or immigration status that permits employment in the UK, if applicable.

Suffolk Primary Care is unable to employ or continue to employ individuals who do not have, or are unable to provide evidence of, their right to work in the UK.

Code of Conduct

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

Infection control

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

Complaints

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.



Clinical Governance and Risk Management

SPC believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of SPC you are expected to take a proactive role in supporting the clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any SPC standards of record keeping

Information Quality Assurance

As an employee of SPC it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with SPC requirements and instructions.

Freedom of Information

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that SPC complies with the Act when handling or dealing with any information relating to SPC activity.



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Person Specification

Essential Qualifications & Experience

- Master's Degree in Pharmacy (MPharm) or equivalent.
- Registered **Pharmacist with the GPhC**.
- Experience of working in community pharmacy
- Eligibility and willingness to be named **Superintendent Pharmacist**.
- Strong understanding of GPhC regulations, MHRA guidance.

Desirable

- Experience working in or with an **online pharmacy model**.
- Previous experience with GPhC and/or MHRA inspections.
- Familiarity with pharmacy software systems and e-commerce pharmacy platforms.

Skills & Attributes

- Exceptional attention to detail and organisational skills.
- Strong communication and leadership abilities.
- Ability to manage competing priorities and operate autonomously.
- Commitment to ethical practice and continuous professional development.
- Commercial awareness without compromising professional standards.