Prescription Clerk

Job Description

Job Title	Prescription Clerk
Location	Tiptree Medical Centre, Tiptree, Essex
Department	Pharmacy Team
Reports To	Lead Pharmacist
Overall Management	Business & Operations Manager, GP Partners

1. Job Purpose

The Prescription Clerk is responsible for providing efficient, accurate and professional administrative support to the Pharmacy Team, ensuring that patient prescription requests are processed safely and in a timely manner.

The postholder will act as an important point of contact between patients, clinicians, community pharmacies and other healthcare professionals, helping to maintain an effective and responsive prescription service.

Working under the direction of the Lead Pharmacist and wider Pharmacy Team, the postholder will follow established practice protocols and procedures, recognising the importance of patient safety, confidentiality and accurate record-keeping.

The role is administrative and does not involve making independent clinical decisions regarding medication.

2. Key Responsibilities

2.1 Prescription Processing and Administration

- Receive, review and process repeat prescription requests received electronically, in person or through other approved practice channels.
- Accurately enter prescription requests onto the practice clinical system, SystmOne.
- Ensure requests are processed within the practice's agreed timescales and in accordance with established protocols.
- Identify discrepancies, missing information or unusual requests and escalate these to the appropriate member of the Pharmacy Team.
- Support the processing of prescription queries, including requests for medication not listed on a patient's repeat medication record.
- Refer medication changes, early requests, overdue reviews and other clinical concerns to an appropriately qualified clinician.

- Monitor and manage assigned prescription administration tasks, ensuring outstanding requests are followed up.
- Maintain accurate and up-to-date electronic records of prescription-related communications and actions.

2.2 Patient Communication and Customer Service

- Respond professionally and sensitively to patient enquiries relating to prescriptions and medication requests.
- Provide clear information regarding prescription ordering procedures, processing times and collection arrangements.
- Support patients in accessing appropriate prescription ordering services, including the NHS App, Anima and other approved digital platforms.
- Liaise with community pharmacies regarding prescription availability, queries and administrative issues.
- Manage patient concerns appropriately, escalating clinical questions or complaints in line with practice procedures.
- Maintain a courteous, empathetic and patient-focused approach at all times.

2.3 Pharmacy Team Support

- Provide general administrative assistance to the Lead Pharmacist, Clinical Pharmacists, Pharmacy Technicians and wider Pharmacy Team.
- Assist with the management of prescription-related correspondence and electronic tasks.
- Support the coordination of medication review appointments and associated administrative processes when directed.
- Liaise with GPs, nursing staff, receptionists and other colleagues to resolve prescription-related queries.
- Assist with monitoring outstanding prescription requests and identifying potential administrative delays.
- Provide appropriate cover and support to colleagues in accordance with operational requirements and agreed working arrangements.
- Attend relevant team meetings, training sessions and practice development activities.

2.4 Clinical Systems and Information Management

- Develop proficiency in using SystmOne and other relevant practice IT systems.
- Ensure all patient information is recorded accurately, consistently and in accordance with practice procedures.
- Maintain confidentiality and comply with UK GDPR, the Data Protection Act 2018 and practice information governance policies.

- Follow appropriate procedures for managing confidential patient information and electronic communications.
- Report system issues, data inaccuracies or potential information governance incidents promptly.
- Participate in relevant training to maintain and improve digital and administrative skills.

2.5 Patient Safety and Escalation

- Recognise the limitations of the Prescription Clerk role and seek guidance whenever clinical advice or authorisation is required.
- Escalate urgent prescription requests, medication discrepancies and potential patient safety concerns promptly.
- Follow approved procedures for handling requests involving high-risk medications, controlled drugs or other medicines requiring additional checks.
- Never independently amend medication doses, authorise prescriptions or provide clinical advice.
- Report incidents, near misses and concerns in accordance with practice policies.
- Contribute to a culture of patient safety, continuous improvement and open communication.

3. General Responsibilities

Confidentiality and Information Governance

The postholder must maintain strict confidentiality regarding patient, staff and practice information at all times and comply with relevant legislation and practice policies.

Equality, Diversity and Inclusion

Treat all patients, colleagues and visitors with dignity, respect and fairness, supporting an inclusive environment free from discrimination.

Health and Safety

Comply with the practice's health and safety policies, infection prevention and control procedures, and mandatory training requirements. Report any identified hazards or concerns to the appropriate manager.

Safeguarding

Understand individual safeguarding responsibilities and promptly escalate any concerns regarding children or vulnerable adults in accordance with practice procedures.

Training and Development

- Complete all required induction and mandatory training.
- Participate in regular supervision, performance reviews and appraisals.
- Undertake relevant role-specific training and continuing professional development.
- Maintain knowledge of current practice procedures and administrative processes.
- Demonstrate a willingness to learn and develop within the Pharmacy Team.

Teamwork and Professional Conduct

- Work collaboratively with colleagues across the practice.
- Maintain professional standards of behaviour, attendance and communication.
- Support service improvements and contribute positively to the development of practice processes.
- Undertake other reasonable administrative duties appropriate to the role, as directed by the Lead Pharmacist or management team.

4. Training and Support

The postholder will receive appropriate induction and supervised training, tailored to their previous experience and development needs, covering:

- Introduction to Tiptree Medical Centre, its services and team structure.
- Understanding the responsibilities and boundaries of the Prescription Clerk role.
- SystmOne training and electronic prescription processing.
- Repeat prescription procedures and practice protocols.
- Introduction to commonly prescribed medications and medical terminology.
- Prescription-related patient enquiries and effective communication.
- Recognising medication-related concerns and appropriate escalation pathways.
- Information governance, confidentiality and patient safety.
- Relevant mandatory training and practice policies.

Ongoing support, supervision and development opportunities will be provided by the Lead Pharmacist and wider Pharmacy Team.

5. Working Relationships

The postholder will work closely with:

- Lead Pharmacist
- Clinical Pharmacists and Pharmacy Technicians
- GP Partners and Salaried GPs
- Advanced Nurse Practitioners and Practice Nurses
- Reception and Administration Teams
- Operations Supervisor and wider Management Team
- Community Pharmacies and external healthcare providers
- Patients and their representatives

7. Review of Job Description

This job description outlines the principal responsibilities of the Prescription Clerk position and is not intended to be an exhaustive list of duties.

The postholder may be required to undertake other reasonable duties appropriate to the role, following suitable training and guidance.

The job description will be reviewed periodically to reflect changes in practice requirements, service delivery and operational procedures. Any significant changes will be discussed with the postholder.

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8. Acknowledgement

I confirm that I have read and understood the responsibilities and expectations outlined in this job description.

Employee Name: _____

Employee Signature: _____

Date: _____

Manager Name: _____

Manager Signature: _____

Date: _____