**DISPENSER**

**QUALIFIED NVQ 2 or NVQ 3**

Vida Healthcare is currently looking for a reliable and hard-working person to provide additional support to the prescribing team. The role will cover Carole Brown Health Centre (Dersingham) and King’s Lynn – predominantly Gayton Road Health Centre (King’s Lynn). Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, with the ability to achieve targets during lone working then this could be the ideal part time role for you.

You will be responsible for providing a high-quality service to all of our patients, carry out the issue of repeat medication, serve patients at the prescribing desk, help to achieve prescribing targets within the team and ensure patient data is accurate. Also to safely and knowledgeably dispense medication to those patients able to use and signed up to the practice dispensing service. In addition, you will be offering an excellent standard of support to all clinical and practice staff, ensuring good quality service delivery, confidentiality with patient satisfaction a priority. In addition, you will be offering an excellent standard of support to all clinical and practice staff, ensuring good quality service delivery, confidentiality, and patient satisfaction a priority.

This is a fast paced and busy role, ideally suited to someone who likes to work methodically – but in the ‘fast lane’. It’s essential that we keep our promises to patients, so if Customer Care is one of your most highly prized skills, alongside an iron will to keep the promises you make and deliver on time every time, then we’d love to hear from you.

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then this could be the ideal role for you.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commitment to quality-of-service delivery.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.

**Job Description**

Responsible To: Dispensary and Prescribing Manager / Co-ordinator

Accountable To: Operations and Quality Manager

Minimum Qualifications

* Good standard of general education (essential)
* Two GCSE C grades (Or equivalent – preferably Science/ Maths and English)
* NVQ 2 or NVQ 3 in dispensing (or similar level of dispensing/ pharmacy technician level qualification)

**Job Summary:**

The post-holder will project a positive and friendly image to dispensary patients and other visitors and deal with queries in a professional, courteous and efficient way.

Assist in the preparation and dispensing of prescriptions and assist with stock control, ordering and re-stocking of the dispensary.

Assist to maintain the high standards in the Prescribing Team of which the role is part of. This will include some prescribing sessions regularly or when deemed necessary.

**Duties and Responsibilities:**

• Issuing stock items and prepared prescriptions

• Collection of prescription charges/checking patient exemption statements

Operation of efficient stock control appropriate to the needs of the dispensary with the objective of ensuring continuity of supply for patients and minimising wastage

• Putting away drug orders while maintaining stock rotation and checking invoices accurately and marking appropriately.

• Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturers’ instructions

• Ensuring that refrigerated items are stored at the appropriate temperature and maintaining the temperature control record/logbook

• Cleaning work surfaces and shelving on a regular basis and ensuring that that all dispensary equipment is kept clean and kept in good working order.

• Maintaining full and accurate records of all dispensing transactions.

• Undertaking other reasonable duties within the framework of the post as directed by the Dispensary Manager.

• Dispensing and checking repeat prescriptions and prescriptions from surgeries under the supervision of another dispenser.

• Taking orders for repeats and dealing with queries from district nurses and support staff.

• Using the computer to keep records up to date and keep data clean.

• Checking with GP’s or in patient records if concerned about the appropriateness of requests for medication.

• Dealing with queries from patients regarding their prescriptions.

• Ordering drugs using the modem link to the wholesalers.

• Ordering where necessary from manufacturers.

• Handling controlled drugs (and keeping register).

• Handling prescription money and operating/balancing the till.

• Assisting when required to meet targets in relation to dispensing doctors’ schemes

• Helping to achieve practice prescribing targets by working to CCG targets.

• Assisting in stock checks

• Providing cover for annual leave/sickness throughout the prescribing team over the different sites.

• Any other duties deemed appropriate by the Dispensary Manager.

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

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

• Using personal security systems within the workplace according to Practice 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 recognizes the importance of people’s rights, interpreting them in a way that is consistent with Practice 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 the Practice 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

**Quality:**

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

• Communicate effectively with other team members

• Communicate effectively with patients and carers

• Recognize people’s needs for alternative methods of communication and respond accordingly

**Contribution to the Implementation of Services:**

The post-holder will:

• Apply Practice 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