

JOB TITLE:**DISPENSING ASSISTANT****MAIN PURPOSE OF POST:**

To assist the Doctors and Dispensary Supervisor in their efforts to offer an effective and efficient Dispensing service.

RESPONSIBLE TO:

Dispensary Team Leader.

GENERAL QUALITIES REQUIRED:

Confidentiality, reliability, honesty, flexibility, efficiency and friendliness. Ability to work with others as a team, and under pressure. Ability to communicate with patients in a professional and polite manner at all times.

MAJOR DUTIES AND RESPONSIBILITIES OF THE POST:

1. To ensure Dispensary procedures and protocols are adhered to
2. To deal with patients at the Dispensary Reception in a polite and efficient manner
3. To answer patient queries on medication in liaison with the G.P.s
4. To deal with repeat prescription requests made by the patients
5. To dispense acute/current prescriptions from surgeries
6. To communicate medication requests to the G.P.s and liaise with retail Pharmacies in the area
7. To ensure all the appropriate medication information is accurately recorded on a patient computer screen or in the notes
8. To indicate any queries or changes required to the appropriate G.P. to action
9. To order the Dispensary supplies at the appropriate times via the allocated suppliers, ensuring the Dispensary stock level is maintained at a suitable level
10. To perform suitable stock checks, i.e. annual stock, stock rotation and checking of expiry dates
11. To liaise with District Nurses for medication orders and queries
12. To liaise with Practice Nurses for stock and prescription orders
13. To ensure any prescription deliveries are maintained when appropriate to alternative sites, ensuring appropriate records are available for audit
14. To liaise with the Reception/Administration staff for supply of patient records, letters, etc
15. To ensure timescales are met for repeat prescriptions
16. To ensure the patient on collection of their medication completes the reverse of the prescription correctly. To record and collect the prescription money when required
17. To ensure that the Dispensary is kept clean and tidy at all times
18. To ensure the Dispensary maintains adequate supplies of the required stationery
19. To ensure all Dispensary records are maintained at a high standard. In particular the storage and records for Controlled Drugs in the Practice possession.
20. To ensure Security Procedures are adhered to
21. To carry out any other delegated duties considered appropriate to the post
22. We also expect you to carry out reasonable instructions as issued by the employer.
23. To deliver medicines (van delivery) to patients' homes when driver is absent (annual leave/sickness).

General Information:

- To abide by the Health and Safety Regulations 1994
- To ensure the surgery premises, staff and visitors are protected at all times by identifying to the appropriate team members or management any areas of concern
- To make sure all security aspects are considered for the Dispensary and stocked drugs

PERSONAL / PROFESSIONAL DEVELOPMENT

- a) The post holder will participate in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development.
- b) Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

Whilst this document is not intended to be an exhaustive list of duties, it is designed to indicate the main areas of work.

The Dispenser's role may change from time to time in the light of future Practice/N.H.S./P.C.T. developments.

05.2018