



The Alresford Surgery

Station Road
ALRESFORD
Hampshire
SO24 9JL

Telephone: 01962 732345

Dr Anna Cross

Dr Paul Webb

Dr Ben Saunders

Dr Marie Dodd

JOB DESCRIPTION

JOB TITLE: Dispensary Assistant

REPORTS TO: DISPENSARY MANAGER/BUSINESS PRACTICE MANAGER

(Refer to the General Pharmaceutical Council guidance on minimum competency requirements for Dispensing and Pharmacy Assistants)

www.pharmacyregulation.org/sites/default/files/minimum_training_requirements_da_mca_sep_2011.pdf

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, dispensing and sale of prescriptions and over-the-counter medicines/appliances and assist with stock control, ordering and re-stocking of the dispensary.

Duties and responsibilities:

- Issuing stock items and prepared prescriptions
- Collection of prescription charges/checking patient exemption statements
- Cash handling and banking
- Processing and bundling prescriptions for the prescription pricing authority
- 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
- Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturer's 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 supervising pharmacist.

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 implement and lead on a full range of promotion and management their own and others' health and safety and infection control as defined in the practice Health & Safety Policy, the practice Health & Safety manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Using personal security systems within the workplace according to practice guidelines
- Awareness of national standards of infection control and cleanliness and regulatory / contractual / professional requirements, and good practice guidelines
- Correct use of Personal Protective Equipment (PPE)
- Use and monitoring of the correct use of standard operating procedures for cleaning and infection control
- Responsible for correct hand hygiene of self and others
- Ownership of infection control and clinically based patient care protocols, and implementation of those protocols within the team
- Active observation of current working practices across the team in relation to infection control, cleanliness and related activities, ensuring that procedures are followed and weaknesses / training needs are identified, escalating issues as appropriate
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks across clinical and patient process
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others across the full range of infection control and patient processes
- Monitoring practice facilities and equipment in relation to infection control, ensuring that provision of hand cleansing facilities, wipes etc are sufficient to ensure a good clinical working environment. Lack of facilities to be escalated as appropriate.
- Safe management of sharps procedures including training, use, storage and disposal
- Using appropriate infection control procedures, maintaining work areas in a tidy, clean and sterile, and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management
- Actively identifying, reporting, and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, sterile, identifying issues and hazards / risks in relation to other work areas within the business, and assuming

responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other sector managers

- Undertaking periodic infection control training (minimum twice annually)
- Routine management of own team / team areas, and maintenance of work space standards
- Waste management including collection, handling, segregation, container management, storage and collection
- Spillage control procedures, management and training
- Decontamination control procedures, management and training, and equipment maintenance
- Maintenance of sterile environments
- Correct cleaning of equipment used for near patient testing such as blood glucose monitoring equipment and smokelysers, using manufacturer's instructions as appropriate
- Demonstrate due regard for safeguarding and promoting the welfare of children.

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
- Recognise 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

Dispensary Assistant

Requirements

A=application; I=interview

Requirement	Essential	A/I/T	Desirable	A/I/T
Qualifications/ Education	Good general education with English and Maths to GCSE standard or equivalent Relevant NVO 3 or equivalent qualification or experience	A A	IT package qualification / training such as the European Computer Driving Licence (ECDL) Customer service qualification / training	A A
Previous experience	Proven experience of working in an administrative role demonstrating evidence of: 1. competent data collection and data quality 2. working with confidential documents and information Experience of working in a customer focused environment demonstrating the ability to deal with difficult customers and challenging situations Experience of working both autonomously and in a team	A/I A/I A/I	Knowledge of medical terminology Experience of an administrative role within the NHS Knowledge of Practice systems (i.e.: EMIS)	A/I I
Skills/ Knowledge/ Abilities	Excellent communication skills, with the ability to: (i) relate to a diverse group of professional staff and the public (ii) communicate clearly in writing, face to face and on the phone, (iii) convey sensitive information in an appropriate manner (iv) communicate non-clinical advice to patients in a	A/I		A/I

	sensitive and tactful manner			
	(v) communicate clearly in writing, face to face and on the phone, (vi) convey sensitive information in an appropriate manner (vii) communicate non-clinical advice to patients in a sensitive and tactful manner Excellent organisational skills, with a demonstrable ability to manage and prioritise workload and work methodically, efficiently and accurately to meet tight deadlines. Proficient IT skills experience of using Microsoft Word, Excel and Outlook Ability to work on own initiative and with minimal supervision Ability to work within a team and develop good working relationships with colleagues at all levels Understanding of confidentiality and its application and maintenance in and out of the workplace. Understanding of equal opportunities Ability to be flexible in their approach to the work, according to priorities and changing organisational systems	A/I A/I A/I A/I A/I A/I A/I		A/I

