



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Trainee Dispenser / Qualified Dispenser</b>
<b>SALARY:</b>	<b>Band 3 / Band 4</b>
<b>LOCATION:</b>	<b>Saundersfoot/Kilgetty</b>
<b>DEPARTMENT:</b>	<b>Pharmacy</b>
<b>REPORTS TO:</b>	<b>Lead Dispenser/Practice Pharmacist</b>
<b>RESPONSIBLE FOR:</b>	<b>Not applicable for post</b>
<b>HOURS:</b>	<b>Full Time</b>

### **Main purpose of role:**

- The main purpose of the Dispenser is to ensure that all relevant prescriptions authorised by GPs and other prescribing clinicians are prepared accurately, efficiently and safely according to legal requirements, whilst respecting patient confidentiality at all times.
- To assist the Lead Dispenser and Practice Pharmacist in ensuring effective financial control of the dispensary is maintained.

### **Main duties and responsibilities:**

- To ensure that all medicines and appliances dispensed are checked against the prescription and wherever there is doubt about the appropriateness of the item/dosage/labelling instructions to check with the original prescriber or duty Doctor.
- Not to dispense medicines to unauthorised persons, without the doctors consent
- To receive, record and dispense repeat medication requests.
- To prepare paperwork and process prescriptions for Saundersfoot Medical Centre
- Ensure prescriptions are sent to the Prescription pricing bureau on time each month
- Answering telephone calls and passing on messages as appropriate within the practice team
- Dealing with problems and enquiries presented to the dispensary
- Inputting information onto the practice IT systems as required

- To keep the dispensary stocked and maintain efficient stock control of both medicines and containers appropriate to the needs of the practice
- Keep efficient stock rotation to minimise waste through out of date stock
- To dispense and record private prescriptions and collect specified charges
- To ensure that drugs are stored in an appropriate manner in accordance with their accompanying instructions e.g. refrigerated medicines
- To fully observe legal requirements relevant to a dispensing practice, including Health Board and Controlled Drug regulations
- To ensure computers and all dispensary equipment is maintained in a good working order at all times within reasonable expectations of a Dispensers role
- Ensuring the Dispensary area remains clean and tidy
- To ensure the safety of all who enter the dispensary
- To carry out any duties appropriate to the grade/level required
- To work flexibly within the team and provide cover as necessary
- To work closely with and help with the training of any new/junior members of staff
- To ensure maximum profit is maintained and losses are kept to a minimum through adherence to the relevant drug purchasing deals as set up by the Lead Dispenser and Practice Pharmacist
- To assist in any audits as required by the Practice/Health Board
- Ensure that all drug safety alerts and notices are acted upon
- To update Doctors medicines bags when required

### **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.