

WELSHPOOL MEDICAL PRACTICE

Job Title: Dispensary Assistant

Line Manager: Dispensary Manager

Responsible to: Dispensary Manager/Practice Manager and the Welshpool Partnership

Total Hours: 37 hours

Working Hours: Monday through to Friday inclusive 9 am – 5.30 pm

HOURS: 37.5 hours, with one hour for lunch

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 receiving and handing out of prescriptions and assist with stock control, ordering and re-stocking of the dispensary.

Duties and Responsibilities:

Deal with all face to face queries from patients ensuring smooth prescription service

Issuing prepared prescriptions

Managing repeat medication service

Processing prescription requests

Dealing with medication deliveries ensuring that drugs are received and stored in an appropriate manner

Undertaking other reasonable duties within the framework of the post as directed by the Dispensary Manager and Practice Manager

Checking for acute prescription requests from GP's on the day

Disposing of returned medications.

Accept deliveries and replenish stock ensuring the stock is rotated and stored according to manufacturer's instructions

To support the Dispensers in dealing with all aspects of administration

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Additional Information

General Data Protection Regulations

If required to do so, employees must obtain, process and / or use information held in a computer or word processor in a fair and lawful way; to hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such purpose. They should disclose data only to authorised organisations as instructed. All employees must keep up to date with the requirements of information governance, following policies and procedures to ensure that information is dealt with legally, securely, efficiently and effectively.

Equal Opportunities

The Partnership will ensure that job applicants and prospective and current employees are treated solely on the basis of their merits, abilities and potential without any unjustified discrimination on

Confidentiality

In the course of seeking treatment, patients entrust use with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have a right to expect that staff will respect their privacy and act appropriately

Whilst carrying out their duties, staff may have access to confidential information relating to patients or their carers, practice staff and other healthcare workers. They may also have access to information relating to the business operation of the practice. ALL such information from any source is to be regarded as strictly confidential whilst in employment with the practice AND after leaving employment.

Sensitive information may only be divulged to authorised persons in accordance with practice policies and procedures relating to the confidentiality and the protection of personal or sensitive data.

Staff members do not have the right to access sensitive/confidential information without legitimate reason in the interest of the patient involved

Health and Safety

Assist and promote and maintaining their own and others health, safety and security as defined in the practice health and safety policy to include:

Using personal security systems within the workplace

Identifying risks involved in work activities and partaking in risk management, reporting any potential risks identified

Updating knowledge and skills by partaking in training regularly

Adhering to infection control procedures, maintaining work areas in a tidy and safe way to reduce hazards

Equality and Diversity

Support the equality, diversity and rights of patients, representatives and colleagues to include:

To be forthcoming with their own development, learning and performance. Self improvement is timeless

Participate in an annual performance review

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Communication

The post holder must recognise the importance of effective communication within the team and strive to:

Communicate effectively with all team members, managers and other healthcare professionals

Communicate effectively with individuals receiving care from us and their representatives

Recognise a need for alternative methods of communication and respond accordingly

Quality & Effort

The post holder will strive to maintain quality in their work and understand the level of effort this will require:

Always take accountability for own actions and assess own performance

Effectively manage own time, workload and resources

Make contributions and suggestions within the team to heighten the quality of service

Understand and deliver the required level of physical effort – a combination of standing and walking around a busy dispensary environment/practice involving screen and keyboard use regularly

Be prepared and confident to provide the level of mental effort required – a high level of concentration needed for dealing with queries, alongside the likelihood of distraction and interruption. Keeping focus is key

Expect and manage the emotional burden of the role – Handling own emotions when dealing with difficult, confidential circumstances, patients who may be upset or angry due to illness, and dealing with sensitive cases such as palliative patients

Dec 2022

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Person Specification

Qualifications

A good standard of education essential with Maths and English as a pass

Experience of dealing with the public essential

Essential criteria lending itself to a NVQ2 in Dispensing Studies or a Pharmacy Counter Qualification

Polite, confident and motivated

Able to work on your own initiative

IT and keyboard skills

Friendly telephone manner

Flexible approach with a can do disposition