

PENDRE SURGERY

NAME:

JOB TITLE:

Pharmacy Technician

MAIN PURPOSE OF THE POST:

- 1. To provide assistance to the Dispensary Manager*
- 2. To provide point of contact for patients and act as a second focal point of communication between patients, doctors and other staff.*

RESPONSIBLE TO:

Dispensary Manager/Practice Manager

MAJOR DUTIES AND RESPONSIBILITIES:

1. To assist in the management and organisation of the Dispensary.
2. To dispense medication to patients. Accepting, reading/checking and dispensing prescriptions.
3. Stock management –re-order and control stock in order to maintain adequate stock supplies at all times. Check invoices and statements. Check expiry date on drugs and dispose of any that are out of date in accordance with the protocol.
4. To supply drugs in a monitored dose system when required
5. To be aware of and adhere to organisational policies and procedures.
6. To maintain strict confidentiality of information relating to patients, their relatives/carers and other members of staff.
7. To be willing to undertake necessary training as a requirement for the post.

Special Requirements of the post

- a) An understanding, acceptance and adherence to the need for strict confidentiality.
- b) Excellent communication skills
- c) A polite and sympathetic manner

- d) Ability to use own judgement,, resourcefulness, common sense and local knowledge to respond to patients' enquiries and requests
- e) A sense of humour

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.
- Participating in monthly Protected Time training on various subjects as deemed appropriate by the Practice
- Any other training identified by the Dispensary Manager/Practice Manager as necessary for the progression of the individual or the Practice

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.