



HAYGARTH DOCTORS

Job Profile and Job Description

Post	Dispenser
Type of Contract	Permanent after passing a 3 months probationary period
Place of work	Hay-on-Wye and Talgarth Medical Centres
Hours	Part-time 14.5 hours per week
Rate of Pay	Negotiable depending on qualifications, skills, and experience.
Pension Scheme	Staff are entitled (if they wish to do so) to join the NHS superannuation scheme. Their contribution is based on a % of their monthly salary. Full details will be available to the successful candidate.
Annual leave Entitlement	5 weeks per year – Holiday year 1 March - 28(29) February.

Qualifications Desirable

NVQ Level 2 in Dispensing or equivalent

Practical and personal competencies Essential

Good communication skills
Willingness to learn
Team player
Flexibility
Enthusiasm

Staff handbook

A staff handbook is available to all members of staff which contains details of the comprehensive terms and conditions of work.

Completed application forms

Please follow the instructions on the application form.

Job Summary:

To provide quick, efficient and accurate dispensing of medication to the patients, and to assist the Dispensary Manager in ensuring effective financial control of the Dispensary.

To process all relevant prescriptions as authorised by GPs and prescribing nurses where appropriate, in accordance with the principles of good practice.

Job Responsibilities:

- To ensure that all medicines and appliances dispensed are checked against the prescription and whenever there is doubt about the appropriateness of the item, or about the dose or labelling instructions to check with the authorising doctor or duty doctor.
- To ensure that all monies received or handled on behalf of the practice are appropriately stored and banked, and a record kept of all financial transactions. This includes collecting private charges for 'blacklisted' medications, vaccines and holiday prophylactic medication.
- To sort, stamp and endorse all prescription forms as appropriate, collate and forward the forms in a secure manner to the Pricing Bureau for processing and reimbursement. The forms should be bundled in accordance with current guidelines and include any necessary accompanying paperwork such as the FP34D and invoices as required by the Pricing Bureau.
- To collate all invoices for forwarding to the Finance Officer according to practice policy.
- To operate efficient stock control appropriate to the needs of the practice, with the objective of ensuring continuity of supply for patients and minimising wastage through out-of-date stock.
- To ensure that drugs are stored in an appropriate manner in accordance with the accompanying instructions.
- To ensure that shelves and all work surfaces are regularly cleaned to maintain a high level of hygiene within the dispensary and that all dispensary equipment is kept clean and is in good working order.
- To take prompt action in response to any drug alert bulletins that may be received from time to time.
- To ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record/logbook.
- To maintain full and accurate records of all dispensing transactions, incorporating the use of computers when available and appropriate.

- To undertake any necessary work as may be required and appropriate to maintain a high standard and efficient dispensing service.

Stock Control:

- Ordering appropriate quantities of goods via the wholesaler's computer link.
- Checking goods as and when they are delivered and recording generic details.
- Returning incorrect goods to the wholesalers.
- Stocking shelves, refrigerators and other storage areas using rotation method.
- Removing 'out of date' stock from the shelves, refrigerators, and other storage areas.
- Disposal of returned unused medicines.

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, the practice Health & Safety Manual and the practice Infection Control Policy and published procedures. This will include:

- 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).
- Correct use of Standard Operating Procedures for cleaning and infection control.
- Responsible for correct hand hygiene.
- 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, clean, sterile and safe way, free from hazards. Initiation of remedial / corrective action where needed or escalation to responsible management.

- Actively identifying, reporting and correcting 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.
- 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.

- 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.