

# WYE SURGERY JOB DESCRIPTION

Part time Dispenser – 9 hours a week

Responsible to the Dispensary Manager

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## Responsibilities

- Deal with patients both face to face and over the telephone in a timely and efficient manner.
- Deliver safe and affective dispensary services to patients.
- Deal with queries form other departments in a timely and efficient manner
- Be responsible for informing patients of changes of information (e.g. prescription price change, dispensary opening times etc.)
- In collaboration with the Dispensary Manager ensure that the doctors and Practice Manager are made aware of any changes in law and regulations, draw up or amend procedures to suit and distribute to the relevant persons.
- In collaboration with the Dispensary Manager correspond with Ashford Clinical Commissioning Group and make any necessary adjustments to procedures and implement change through discussion with the doctors and Practice Manager.

## Dispensary Duties

- Printing repeat scripts and re-authorising where necessary
- Deal with patient queries over the telephone and in person
- Liaise with the doctors
- Dispense medication
- Dispensing of “to follow” items
- Checking of medicines against the scripts which other persons have dispensed
- Printing of labels
- Ordering of stock
- Unpacking and labeling of stock, checking against the order and delivery note. Return any unwanted stock
- Handing of scripts and medication to patients ensuring the back of the script is correctly completed
- Advise patients on drug administration
- Advise patients of prescription charges and accept and record payment
- Separate signed scripts into those, which are to go to external chemists and those, which are to be dispensed in the practice



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- Assist external chemists with collection of prescriptions and any queries
- Cleaning and tidying of stock on the shelves checking for any out of date stock
- Counting of scripts, categorise into groups for exemption etc and send to Prescription Pricing Authority the first working day of the following month
- Ensure that the dispensary area is kept generally clean, tidy and free of obstacles
- With the dispensary manager complete a stock check on the last day of the financial year and report to the practice manager
- In the absence of the Dispensary Manager endorse prescriptions

### **Risk Management**

- With the dispensary manager complete risk assessments to ensure a safe working environment

### **Drugs**

- Be aware of expensive drugs and drugs that should be prescribed by secondary care and inform the PCT.

### **Controlled Drugs**

- Ensure you are aware and up to date with the correct procedures for issuing controlled drugs
- In collaboration with the Dispensary Manager draw up procedures and adhere to procedures for the ordering, storing, recording, issuing and destroying of controlled drugs
- Implement and complete the necessary documentation
- In collaboration with the Dispensary Manager carry out risk assessments on a regular basis determining the suitability and safety aspects to controlled drugs

### **Health & Safety**

- Ensure that all stock is put away promptly to minimise potential risk of harm to patients / staff
- Ensure that consideration is taken towards potential tripping hazards e.g. step stools should be kept out of the main area when not in use.
- Ensure that empty boxes/ rubbish are disposed of and are not left in the dispensary area as a potential hazard



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- Ensure that the dispensary area is kept generally clean, tidy and free of obstacles e.g. area around PC to be free of clutter
- Reduce the availability to drugs ensuring that where appropriate all access doors/ windows and shutters are kept closed to ensure the safety to the practice and dispensary staff.
- Ensure that the fridge temperature is logged daily
- Ensure that the Controlled Drugs key is kept safe at all times

### **Risk Management**

- Report all near misses to the Dispensary Manager and Practice Manager
- Record and review all near misses according to practice policy.
- In collaboration with the Dispensary Manager report to Ashford Clinical Commissioning Group and Safemed, all near misses and ensure there is an opportunity to discuss these with the practice

### **Finances**

- Cash up the dispensary till daily
- Ensure that the dispensary till is reconciled each time it is cashed up
- Ensure that the money from cashing up is given to the appropriate person to place in the safe for safe keeping, it is the responsibility of the person carrying out the cashing up to ensure that the money has been collected and stored safely by the relevant person
- Ensure all discrepancies are dealt with promptly and the necessary person informed of those discrepancies
- Ensure there is a system in place for all invoices to go to the finance department on a monthly basis enabling prompt payment to our suppliers.



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