



# Suffolk Primary Care

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**JOB TITLE: Dispensary Team Leader**

**Salary: Up to £30,000 FTE depending on experience**

## **Job Summary**

Supporting site management you will coordinate and support our dispensary team helping to oversee its day-to-day running at Debenham, Otley and Grundisburgh.

As a hands-on dispenser with management responsibility your focus will be to deliver an excellent, efficient and safe service to our patients.

## **Key Responsibilities**

- To support site and department management in the day-to-day operations of the Dispensary and leading and guiding its staff.
- Ensuring adequate staffing across sites at all times
- Providing medication hub support i.e. raising scripts from tasks, emails, or askmyGP.
- Organising prescriptions, reviewing endorsements, completing necessary forms, and submitting prescriptions monthly to the Prescription Pricing Authority (PPA).
- Completing assigned tasks, preparing reports, providing support for projects, and participating in development or change initiatives as they arise.
- Supporting the review and update of Standard Operating Procedures (SOPs).
- Develop & maintain positive working relationships with fellow dispensary team leaders within the group
- To support and help improve profitability.
- Ensure full compliance with dispensing law and regulations. Maintain good probity in all dispensing activities.

## **Workforce**

### **Supervise, co-ordinate and guide the dispensing team**

- Address any issues raised by fellow members of the Dispensing team.
- Organise schedules for dispensary staff and ensure there is adequate coverage at all three sites.
- Help plan, lead, and document monthly meetings for your team.
- Support the development of SOPs, ensuring they are current and that there is awareness and understanding of them among team members.
- Help promote and facilitate the personal growth of team members. Maintain a professional demeanour and uphold high service standards at all locations.
- Keep the senior management informed about emerging matters, issues, or potential concerns.
- Support site management conduct staff appraisals and in addressing disciplinary matters involving dispensary staff.
- Be ready to take on shifts and assist with filling dossett boxes as needed.

## **Quality**

You will strive to maintain quality, and will:

- Inform fellow team members about quality and risk concerns.





- Supporting site management to enhance team efficiency and offering ideas to enhance overall performance.
- Manage personal time, tasks, and resources effectively.

## **Policy**

### **Purchasing and Stock Management:**

- Work closely with the Dispensary Manager to control stock levels.
- Regularly monitor and update emergency drugs, conducting 6-month checks on their expiration dates as per policy.
- Place daily ad hoc orders for stock.
- Arrange weekly orders for generic items like bottles, labels, boxes, bags, and prescriptions.
- Weekly review and ordering of DDA stock.
- Check injectables on-site weekly and order as needed.
- Ensure accurate delivery of goods, recording batch numbers when necessary.
- Verify dispensary invoices against delivery notes and note items for bonuses.
- Compare credit notes with returns and follow up on outstanding credits.
- Maintain sufficient supplies, helping to ensure timely rotation of stock.
- Conduct regular electronic stock takes in the dispensary and CD cupboard using SystemOne.
- Keep a proper stock of FP10 forms and other necessary stationery in the Dispensary.
- List and price available stock.
- Package and price stock that has exceeded its expiration date.
- Ensure proper counting of prescription items for GDM processing.

### **Prescriptions, Payment Security, and Policy Adherence:**

- Maintain security, including opening and closing the Dispensary and securely storing controlled drugs at each site, including extended opening hours.
- Collect prescription payments from patients (including Private prescription revenue) and ensure secure storage.
- Ensure that all team members are well-informed about drug allergies and adverse reactions in line with policy.
- Verify that all prescriptions are accurately written, doctor-signed, and patient-signed, following policy.
- Daily reconciliation of prescription payments, ensuring proper balance and secure storage in the safe.

### **Drug Disposal:**

- Daily: Handle returned medication from patients.
- Monthly: Manage uncollected medication.
- Quarterly: Handle returned controlled drugs from patients for destruction.
- Six-monthly: Coordinate the destruction of expired controlled drugs with the appropriate Health Authority officer.

### **Dispensing Activities:**

- Process repeat prescriptions in line with policy.





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- Verify colleagues' dispensing activities.
- Dispense acute prescriptions.
- Generate monthly repeat prescriptions, consulting relevant partners for necessary medication changes.
- Collect prescription charges from patients.
- Dispense restricted medications, price them, and maintain records.
- Remove outdated repeats from patients' computerised repeat prescription lists.
- Rearrange drugs for repeat prescriptions.
- Prepare Nomad packs / MDS packs.

## **Administration, IT & Communication:**

### **Administration:**

- Support the prompt implementation and communication of any updates related to medications to all team members.
- Support site management in the handling of comments and complaints
- Inform site management of potential formal complaints.
- Electronically document Incidents or Accidents as per SPC policy.
- Record Significant Events or Near Misses electronically, discuss them with the team, and raise them with the site manager / dispensing manager / medicines management.

### **Information Technology:**

- Have a comprehensive understanding of the clinical system (SystemOne).
- Ensure that all team members consistently check and respond appropriately to electronic communications such as tasks and emails.

### **Communication:**

You should recognise the significance of effective communication within the team and will:

- Communicate clearly with fellow team members, patients, and caregivers.
- Be attentive to individuals' requirements for alternative communication methods and adjust accordingly.
- Direct urgent calls to the appropriate clinical lead.
- Collaborate with members of the multi-disciplinary team when needed.
- Explain drug usage to patients, along with appropriate labelling.
- Manage team holiday requests and coordinate suitable cover.

### **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 will have access to confidential information relating to patients and their carers, staff and other healthcare workers. They may also have access to information relating to the business. 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 may only be divulged to authorised persons in accordance with the SPC 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 SPC Health & Safety Policy, to include:

- Using personal security systems within the workplace according to SPC 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 recognises the importance of people's rights, interpreting them in a way that is consistent with SPC 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 SPC as part of this employment, such training to include:

- Post holder must agree to work toward any future training requirement that is required to fulfil the role
- 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
- Training sessions as necessary

## **Quality**

The post-holder will strive to maintain quality of performance, 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 recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with colleagues
- Be familiar in all mediums of communications such as email, tasks, telephone etc.
- Recognise people's needs for alternative methods of communication and respond accordingly
- Communicate effectively to outside agencies

### **Contribution to the Implementation of Services**

The post-holder will:

- Apply relevant 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

### **Equal Opportunities**

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by SPC.

### **Work Visa/ Permits/Leave to Remain**

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. SPC is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

### **Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

### **Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to the Infection Control lead.

### **Complaints**





From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

### **Clinical Governance and Risk management**

SPC believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of SPC you are expected to take a proactive role in supporting our clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following policies, guidelines and procedures
- Maintaining continued professional development
- Clinical staff making entries into patient health records are required to follow any standards of record keeping

### **Information Quality Assurance**

As an employee of SPC it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with SPC requirements and instructions.

### **Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that SPC complies with the Act when handling or dealing with any information relating to SPC activity.





## Person Specification

Job Role	Essential	Desirable (additional to essential)
<b>Experience</b>	<p>A good standard of general education including English and Maths at GCSE grade C or above</p> <p>Significant experience as a dispenser</p> <p>Experience of supporting / leading others</p> <p>Proven ability to work autonomously and as part of a team</p>	<p>Experience in Primary Care</p>
<b>Skills &amp; Qualifications</b>	<p>NVQ Level 3 in Pharmacy</p> <p>Strong organisational skills</p> <p>Excellent communication skills</p> <p>Effective time management</p> <p>Excellent IT skills</p> <p>Highly competent in the use of Office and Outlook</p>	
<b>Personal Attributes</b>	<p>Calm and compassionate</p> <p>Careful, accurate and considered</p> <p>Flexible</p>	

