



## **JOB DESCRIPTION**

### **Job Title: Dispenser**

Operationally responsible to: Dispensary Lead/Manager

Base: Debenham/Otley/Grundisburgh Surgeries

### **Job Summary**

- The main purpose of the Dispenser is to ensure that the drugs and medicines are prepared efficiently, accurately and safely according to legal requirements, and respecting patient confidentiality at all times.
- To assist the Dispensary Manager in ensuring that effective financial and legal control of the dispensary is maintained

### **Job Responsibilities**

To actively contribute within the dispensing team in assisting in the preparation of all aspects of dispensing including stock control, ordering, re-stocking of the dispensary in line with the objectives of the dispensary work plan.

1. Issuing stock items and prepared prescriptions.
2. Handing out prescriptions, collection of prescription charges / checking patient exemption statements and prescription exemptions are completed correctly.
3. Processing and dispensing repeat prescription requests received in the surgery in line with Suffolk Primary Care policies.
4. Collecting private charges for 'private' medications, vaccines and other medications.
5. Issuing and dispensing dosset boxes.
6. Sorting, stamping and endorsing prescriptions in preparation to send to PPD on monthly basis by the required date to ensure timely reimbursement.
7. Remove items from the collection drawers which have not been collected on a monthly basis and audit on clinical system.
8. Check stock against invoices for accurate delivery and claim for missing/damaged items on credit note.
9. Operation of efficient stock control appropriate to the needs of the dispensary with the objective of ensuring continuity of supply for patients and minimising wastage and ordering appropriate quantities of goods via the wholesaler's preferred method.
10. Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturers' instructions and any MHRA recalls are actioned.





11. Ensuring that refrigerated items are stored at the appropriate temperature and maintaining the temperature control record.
12. Cleaning work surfaces and shelving on a regular basis and ensuring that all dispensary equipment is kept clean and kept in good working order.
13. Date checking to be performed as per SOP.
14. Maintaining full and accurate records of all dispensing transactions including the electronic CD register.
15. Accepting orders for repeats and dealing with queries from patients and support staff.
16. Dealing with Ask My GP queries and action appropriately.
17. Ensure audits are completed timely and any DSQS patient reviews are performed.
18. Handling and safe destruction of patient returned medicines.
19. Stocking shelves, refrigerators and other storage areas using the rotation method.
20. Removing 'out of date' stock from the shelves, refrigerators and other storage areas.
21. To action tasks, notifications and emails.
22. Using the computer to maintain accurate and up to date records and issue prescriptions.
23. Liaise with the GPs or in patient records if concerned about the appropriateness of medication requests.
24. Dealing with queries from patients regarding prescriptions.
25. To handle controlled drugs and maintain accurate register for legal and stock control purposes in line with current legislation and safe storage as required.
26. Assist in stock checks where required.
27. To provide cover for members of the team during absence.
28. To perform safe disposal of pharmaceutical waste ensuring compliance including controlled drugs where appropriate.
29. To attend and contribute to team meetings.
30. To act upon any new information relating to stock or procedures.
31. To keep professionally up to date with current dispensing Suffolk Primary Care.
32. To work with the Dispensary Manager and other members of the team to comply with Standard Operating Procedures following any legislative changes or other relevant procedures as notified.





# Suffolk Primary Care

This Job Description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with the post holder. The post holder is required to carry out any duties that may reasonably be requested by the Dispensary Manager or SPC.

## 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 careers, Suffolk Primary Care staff and other healthcare workers. They may also have access to information relating to Suffolk Primary Care 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 Suffolk Primary Care may only be divulged to authorised persons in accordance with Suffolk Primary Care 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 Suffolk Primary Care Health & Safety Policy, to include:

- Using personal security systems within the workplace according to Suffolk Primary Care 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

Suffolk Primary Care is an equal opportunities employer and you will be expected to comply with all relevant policies and procedures.

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 Suffolk Primary Care procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.



[www.suffolkprimarycare.uk](http://www.suffolkprimarycare.uk)





# Suffolk Primary Care

- 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 Suffolk Primary Care as part of their 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 Suffolk Primary Care, 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 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 Suffolk Primary Care policies, standards and guidance.
- Discuss with other members of the team how the policies, standards and guidelines will affect own work.
- Attend Team Meetings.
- Participate in audit where appropriate.



[www.suffolkprimarycare.uk](http://www.suffolkprimarycare.uk)





## **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. Suffolk Primary Care 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**

Suffolk Primary Care believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice you are expected to take a proactive role in supporting Suffolk Primary Care's 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 Suffolk Primary Care standards of record keeping.





**Suffolk  
Primary  
Care**

---

### **Information Quality Assurance**

As an employee of Suffolk Primary Care 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 Suffolk Primary Care 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 Suffolk Primary Care complies with the Act when handling or dealing with any information relating to Suffolk Primary Care activity.



[www.suffolkprimarycare.uk](http://www.suffolkprimarycare.uk)

