



JOB TITLE: DISPENSER/ASSISTANT DISPENSER

REPORTING TO: DISPENSARY MANAGER/PARTNER Dr NATALIE AVERY

HOURS: FULL TIME/JOB SHARE

Job Summary:

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 collect all due prescription charges and ensure that the patient declaration on the reverse of the FP10 is duly filled in and signed by the patient.**
- **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.**
- **To endorse all prescription forms as appropriate, collate and forward the forms in a secure manner to the NHS Prescription Services for processing and reimbursement. The forms should be bundled in accordance with current PS guidelines and include any necessary accompanying paperwork such as the FP34D and invoices as required by the PS.**
- **To promptly forward all invoices and dispensary related correspondence to the Practice Manager or Dispensary Manager according to Practice policy.**
- **To notify the authorising doctor of any FP10 returns/feedback from the PS so that any appropriate remedial action may be taken.**
- **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needs of the Practice, with the objective of ensuring continuity of supply for patients and minimising wastage through out of date stock.**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.**
- **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.

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 implement and lead on a full range of promotion and management of their own and others' health and safety and infection control as defined in the Practice Health & Safety Policy, the Practice Health & Safety Manual, and the Practice Infection Control Policy and published procedures.

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**

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**

This Job Description is neither exhaustive nor exclusive and the post holder will be required to carry out any duties reasonably requested by the Partners, GPs or the Practice Manager. Further, this job description may change in the light of developments within the Practice, National Policies or Personnel Factors and will then be subject to amendment in consultation with the post holder.



Minimum Training Requirements Dispensing/Pharmacy Assistants and Medicines Counter Assistants ¹

There is a professional obligation to ensure that Dispensing Assistants are competent in the areas in which they are working to a minimum standard equivalent to the Pharmacy Service Skills NVQ level 2 (QCF) qualification or undertaking training towards this. This applies to staff working in the following areas:

- ***Sale of over the counter medicines and the provision of information to customers on symptoms and products***
- ***Prescription receipt and collection***
- ***The assembly of prescribed items (including the generation of labels)*** • ***Ordering, receiving and storing pharmaceutical stock***
- ***The supply of pharmaceutical stock***
- ***Preparation for the manufacture of pharmaceutical products (including aseptic products)***
- ***Manufacture and assembly of medicinal products (including aseptic products)***

The requirement can be met by completing a training programme relevant to the job role and there are four acceptable ways of doing this:

- ***Successful achievement of Pharmacy Service Skills NVQ level 2 (QCF)***
- ***Successful achievement of relevant units of the Pharmacy Service Skills NVQ level 2 (QCF)***
- ***Successful achievement of a training programme accredited by the GPhC to be of an equivalent level to Pharmacy Service Skills NVQ level 2 (QCF)***
- ***Successful achievement of relevant units of a GPhC accredited training programme of an equivalent level to Pharmacy Service Skills NVQ level 2 (QCF)***

Assistants must be enrolled on a training programme within three months of commencing their role (or as soon as practical within local training arrangements) and the programme must be completed within a three-year time period.

¹ General Pharmaceutical Council