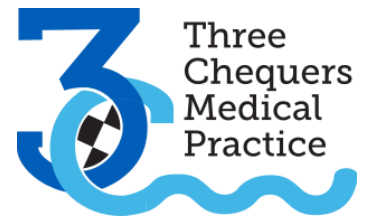


**Three Chequers Medical Practice incorporating:**

Endless Street Surgery  
St Ann Street Surgery  
Three Swans Surgery  
Winterslow Surgery  
Porton Surgery



**Endless Street Surgery**  
72 Endless Street  
Salisbury  
SP1 3UH

T: 01722 336441

F: 01722 410319

[www.3chequers.co.uk](http://www.3chequers.co.uk)

10/12/2018

Dear Applicant,

Please find enclosed an application form, job description and specification sheet for your information.

Application forms need to be completed and returned to me with a handwritten covering letter by the closing date which is **Wednesday 31<sup>st</sup> October 2018**

We will be interviewing on **Thursday 8<sup>th</sup> November 2018**, so please provide either an up to date telephone number or email address so that we are able to invite successful applicants for interview at short notice.

If you have any questions please do not hesitate to call the surgery for further information

Yours Sincerely

Mrs Sue Bramley  
Practice Manager

(These roles can cover multiple sites so applicants must be prepared to move between sites daily)

# Three Chequers Medical Practice

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Practice Dispenser</b>
<b>Reporting to:</b>	<b>Practice Manager</b>
<b>Practice Objectives:</b>	<b>To provide accessible, prompt and professional healthcare for patients attending our Surgeries.</b>
<b>Job Holder's Objectives:</b>	<b>To efficiently manage the every-day dispensing activity required for patients To maintain stock in accordance with practice instructions</b>
<b>Place of Employment:</b>	Endless Street Surgery, Winterslow Surgery Porton Surgery

### Core Principles:

- To ensure confidentiality of information (written/oral or electronic) is preserved at all times whether at or away from work
- To follow practice procedures to ensure that Caldicott Guardian and Security requirements are met at all times
- Follow procedures to ensure compliance with the Data Protection Bill 2017 and the General Data Protection Regulation (GDPR)
- To ensure that the safeguarding of children is a paramount concern and that any suspicions regarding child safety are raised with the appropriate authority
- To follow procedures to ensure compliance with the Data Protection Act 1998
- To follow all practice protocols concerned with the maintenance of ethical practice
- To support and participate in initiatives to ensure a safe and healthy environment for all practice users. This includes following procedures to ensure the control of potential hazards to health and safety
- To respect, support, contribute to and take personal responsibility for implementing commitment Diversity and Equality of Opportunity
- To contribute to a culture of continuous improvement
- To deal with complaints promptly and according to organisational protocol
- To perform duties to standards required by the practice in accordance with quality assurance
- To demonstrate commitment to Continuing Professional Development To demonstrate computer literacy

## STANDARDS OF PERFORMANCE

### 1. COMMUNICATION

All contact with external parties should be recorded - accuracy is paramount.

It is expected that you should be helpful and courteous at all times and should adhere to the confidentiality clauses in your contract.

Performance will be satisfactory when the following take place:

- Being the first point of contact for all patients regarding medication queries, medication and prescriptions
- Standard Operating Procedures are used at all times
- All messages to be sent electronically to clinicians as soon as received. Details of contact's name, place of work, contact telephone number, and nature of the enquiry should be logged.
- Pursuing requests and liaising with all member of the Primary Health Care Team and associated organisations is completed within a shift or formally handed over to the next team.
- Assisting with queries raised from patients, Primary Health Care Team and associated organisations regarding medication in a timely manner and within 2 working days
- Liaising with all members of the practice and associated organisations and passing messages to the relevant person concerned as per practice protocol
- Receiving and responding to requests (routine and non-routine) for assistance from patients, carers and others within a working day wherever possible, or formally handed to the next team.
- Advising patients of relevant charges for private dispensing services, accepting payments and issuing receipts for the same
- Identifying the appropriate member of the Primary Health Care Team to receive information
- Attend meetings with Practice Manager, Practice team and surgery team as required
- Report back fully if asked to attend as a team representative, to the rest of the team and discuss notes/minutes of those meetings with them
- Bring to those meetings any queries or concerns from the surgery team if required
- To immediately bring to the attention of the management team, any concerns and complaints from patients, carers and other Healthcare professionals
- To deal with visitors to the practice according to Practice procedure and ensuring that they sign in and out of the premises, and that their attention is drawn to the matter of Confidentiality

## **2. PATIENT ENQUIRIES**

Performance will be satisfactory when the following takes place:

- Eye and/or verbal contact is made with patients arriving at Reception within 20 seconds.
- Patients are acknowledged by name as soon as possible.
- Patients, carers and all healthcare professionals are always treated with care, respect and courtesy
- Confidentiality is observed at all times, as laid down in your Contract of Employment.
- Appointments are kept with allotted times. Partners or Practice Manager will advise if alternatives are to be arranged.
- Appointments other than single ones, are issued in line with the Practice Manual.
- When patients are at the hatch, they are politely requested to excuse a dispenser, should you be required to answer the telephone, or consult a colleague

### 3. DISPENSING

Performance will be satisfactory when the following takes place:

- Standard Operating Procedures for all aspects of dispensary work are used at all times
- 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 or representative
- To ensure that all monies received or handled on behalf of the practice are appropriately and securely stored and passed to the Practice Manager for banking 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 PPA for processing and reimbursement. The forms should be bundled in accordance with current PPA guidelines and include any necessary accompanying paperwork such as the FP34D and invoices as required by the PPA
- To notify the authorising doctor of any FP10 returns/feedback from the PPA so that any appropriate remedial action may be taken
- To forward all invoices and dispensary related correspondence promptly to the Practice Manager or Dispensary Manager 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 manufacturer's instructions
- To ensure 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 kept in good working order
- To take prompt action in response to any drug alert bulletins that may be received from time to time, in line with Practice SOP
- 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
- Be responsible for the general cleaning and care of computer and other dispensary and office equipment
- To deal with dispensing errors according to Practice SOP and to discuss these within the team and learn lessons from them. Learning outcomes are then used to inform future changes to working practices.

### 4. RECEPTION WORK

Performance will be satisfactory when the following takes place:

- Dispensers have knowledge of receptionists' duties, to be able to assist if necessary, which are as follows:

#### Face to face

- Eye and/or verbal contact is made with patients arriving at Reception within 20 seconds.
- Patients are acknowledged by name as soon as possible.
- Patients, carers and all healthcare professionals are always treated with care, respect and courtesy
- Confidentiality is observed at all times, as laid down in your Contract of Employment.
- Appointments are kept with allotted times. Partners or Practice Manager will advise if alternatives are to be arranged.
- Appointments other than single ones, are issued in line with the Practice Manual.
- When patients are at the desk, they are politely requested to excuse a Receptionist so that she may answer the telephone.
- When appointments are clearly noted and timed on the computer and reasons, if known, are entered in addition.
- One patient is allocated one appointment.

#### Telephones

- When the telephones are answered within 5 rings.
- The appropriate greeting is given.
- Messages are logged with time, name address, telephone number and reason for contact. Also if any return contact is required, if the query is unresolved or further action is required, this should be made clear with the message.
- When repeat prescriptions are requested by telephone, these are dealt with immediately or written down and dealt with before the end of that shift.

#### Surgery Arrangements

- Standard Operating Procedures are followed at all times.
- Appointments are offered from the middle of a session outwards, unless a specific time is requested by the patient. These should not be offered routinely by the Receptionist.
- Patients are marked as arrived on the screen as soon as they have been greeted and identified.
- No double booking is undertaken without the authorisation of a Partner and this request is entered in the reason column. If this is requested, the Receptionists should also notify the Practice Manager.

## 5. GENERAL

This relates to using all practice systems and SOPS. This involves:

- Ensuring confidentiality is maintained at all times
- Dealing with all telephone calls professionally (with care, civility and efficiency)
- Ensuring excellent customer care skills are used with all parties.

- Taking messages as appropriate and ensuring the message is passed on to the appropriate member of the practice or associated organizations whilst annotating and recording details such that they can be reviewed and retrieved at a later date if required
- Ensuring that the system spreadsheet is updated at the beginning and end of each day in accordance with practice protocol.
- Ensuring probity in all financial dealings

## **6. UPHOLDING QUALITY**

This involves:

- Alerting other team members to issues of quality and risk
- Assessing own performance and taking accountability for own actions, either directly or under supervision
- Contributing 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
- Working effectively with individuals in other agencies to meet patients needs
- Effectively managing own time, workload and resources
- Adhering to Practice dress policy
- Being punctual at all times

## **7. COMMUNICATING**

This involves the importance of effective communication within the team and the job-holder should therefore strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

## **8. PERSONAL/PROFESSIONAL DEVELOPMENT**

This involves:

- Taking responsibility for own developmental learning and performance
- Taking responsibility for maintaining a record of own personal development
- Working with management on any new training requirements
- Demonstrating skills and activities to others who are undertaking similar work

## **9. CONTRIBUTING TO THE IMPLEMENTATION OF SERVICES**

This involves:

- Discussing with other members of the team how the policies, standards and guidelines will affect own work
- Participating in audit where appropriate

## **10. HEALTH AND SAFETY**

This involves:

- Assisting in promoting and maintaining their own and others' health and safety and security as defined in the Practice Health and Safety Policy

- Using personal security systems within the workplace .To identify risks involved in work activities and to undertake such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and keeping them free form hazards
- Reporting potential risks as identified

## **11. 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 confidentiality and act appropriately
- In the performance of duties outlined, the post-holder may have access to practice business information. This too must be regarded as strictly confidential.
- Any breaches of confidentiality will be treated as a disciplinary matter and may result in instant dismissal

## **12. EQUALITY AND DIVERSITY**

- The post-holder will support the equality, diversity and rights of patients, carers, colleagues and partners
- They will act in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with Practice procedures, policies and current legislation.
- They will behave in a way that is welcoming to all individuals, which is non-judgmental and respects their circumstances, feelings, priorities and rights.

## **13. OTHER**

This involves:

- Carrying out other duties that are required within the role as it evolves within the development of the organisation
- All staff are expected to work in a flexible way, undertaking tasks which are not specifically covered by their individual description when the occasion arises
- These additional duties will usually cover unforeseen circumstances or changes in work and they will normally be compatible with the post-holder's regular type of work
- If the additional responsibility or task becomes regular or frequent part of the staff member's job, it will be included in the job description in consultation with the member of staff
- This post will involve driving the surgery prescription delivery van if required during sickness and annual leave

*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 Partners or management team.*