

# **Prescription Clerk**

***Closing date: 31st March 2024***

***We are seeking enthusiastic and organised individuals to work as a Prescription Clerk within our Dispensary team. The successful candidate does not need prior general practice experience as we will provide in house training lead by our professional Dispensary team.***

***Location: Salisbury City Centre, Winterslow and Porton***

The ideal candidate should have good verbal and written communication skills and enjoy helping others to problem solve and deal with queries. You will be working as part of a team to achieve shared objectives and ensure that medication requests are processed and completed in a timely fashion. Applicants for this role should display a caring nature towards patients as well as deliver efficient and outstanding patient care. The candidate needs to be computer literate with the ability to deal with demanding situations.

If you have exceptional organisational skills, the ability to prioritise, combined with a high level attention to detail and the enthusiasm to learn then please apply.

We have both full and part time positions available across Monday - Friday between the hours of 8.00am and 6.00pm. Successful applicants would be joining our Dispensary team who work across three of our surgeries.

## **What we can offer:**

All new employees will receive a detailed induction and training programme as well as mentor to guide you through your transition into General Practice

NHS Pension

5 weeks holiday a year plus bank holidays on a pro rota basis

Opportunities for career development and progression

Staff training and away days

## **How to apply:**

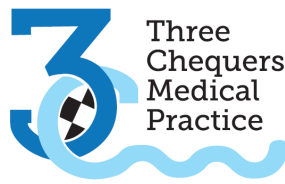
Complete the application form that can be found on our website and return to the email address found on the application form or return by hand or post to any of our surgeries.

If you have any questions about our current vacancies, please email

[bswicb.recruitment.threechequers@nhs.net](mailto:bswicb.recruitment.threechequers@nhs.net)

For more information about these positions please visit our website [www.3chequers.co.uk/staff-vacancies](http://www.3chequers.co.uk/staff-vacancies) or collect an application form from Endless Street Surgery.

We look forward to receiving your applications.



Three Chequers Medical Practice was formed in 2017 as the result of a merger of three Salisbury GP Surgeries: Endless Street, St Anns Street & Three Swans Surgery.

Of our four sites, Endless Street and Three Swans are located within Salisbury. The villages of Porton and Winterslow host our branch sites and are on the outskirts of the city. Our Endless Street surgery is a listed building and therefore not suitable for renovation. However, the search for a suitable space to build a new central surgery is ongoing.

We provide a high level of care to our 24,000 patients from four sites within Salisbury and the surrounding area. We pride ourselves on being a friendly and supportive team with a reputation for excellence. We value enthusiasm as well as experience and welcome applications from both experienced applicants and passionate self-starters. The Practice team is made up of 8 Partners, and 10 salaried doctors supported by a comprehensive team of allied health professionals including a full complement of nursing, clerical and administrative staff. We are a training, teaching and active research practice which has received the only Outstanding CQC results in Salisbury.

Three Chequers is a paperless practice and we have established links to the local hospital for laboratory and radiology test results. A willingness and ability to get to grips with a new software system quickly, is essential.

The good name of the practice depends upon the achievement of a high standard of care in our work, and maintaining confidentiality and honesty in the conduct of that work. It is vital that at all times we ensure that we conduct our work in accordance with the highest standards. We are proud of our Practice and want people to join our team who are of the same philosophy.

Reception teams at all the sites are the face of the Practice and as such are required to present a professional and caring manner at all times. The Receptionists work on administrative tasks when required, but their usual role is to manage surgery sessions, make appointments appropriately, contact secondary care and manage prescription requests for patients. We also employ dedicated administration staff who provide the GPs with the secretarial and clerical support necessary to run an efficient modern practice.

Our dispensing team works at our Endless Street, Porton & Old Sarum and Winterslow sites. The Practice dispenses to approximately 5,300 patients living in Salisbury and the surrounding area. The dispensers provide acute and repeat medications to those patients who are eligible for dispensing services. They are a professional and well-trained group who provide invaluable services.

More information about the practices can be found at [www.3chequers.co.uk](http://www.3chequers.co.uk)

# Job Description

**Job Title:**

Prescription Clerk

**Reporting to:**

Dispensary Manager

**Practice Objectives:**

To provide accessible, prompt and professional healthcare for patients attending our surgeries

**Job Holder's Objectives:**

To efficiently manage the issuing of repeat prescriptions for all patients

To assist with simple dispensary tasks

To undertake administrative duties as requested by the Practice Manager

**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 to 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**

### **Issuing of Repeat Prescriptions**

The issuing of prescriptions in accordance with practice Standard Operating Procedures (SOP) is a responsible task. It is expected that you should be helpful and courteous at all times.

Performance will be satisfactory when the following takes place:

- Prescriptions are issued in line with the Repeat Prescription Standard Operation Procedure (SOP)
- Patients are booked for medication reviews in response to medication review date information
- Medication review appointments are made for patients on collection of medication or prescriptions using the prompts provided.
- Medication queries are raised with GPs in a timely manner and by the end of a shift
- Repeat requests are cleared by the end of each day
- 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

### **Dispensary Assistance**

- Stock deliveries are unpacked and checked off on invoice
- Discrepancies in order receipt are raised with the dispensers and checked with the wholesalers if requested
- Items for dispensing are picked from the shelves in accordance with SOP and prepared for the dispensing staff if requested
- Ordering of dispensary disposables is undertaken as required

## 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:

- 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 the completion of letters and reports 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 services, accepting payments and issuing receipts for the same
  - Identifying the appropriate member of the Primary Health Care Team to receive information and
  - Attend meetings with Practice Manager/Dispensary Manager/Practice team as required and take notes of the meeting
  - Report back fully if asked to attend as a team representative, to the rest of the team and discuss notes/minutes of those meetings
  - Bring to those meetings any queries or concerns from the Dispensary 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 Dealing with all telephone calls professionally (with care, civility and efficiency)
- Ensuring excellent customer care skills are used with all parties at all times

## •Patient Enquiries

Performance will be satisfactory when the following takes place:

### Face to face

- Eye and/or verbal contact is made with patients arriving at Reception within 30 seconds.
- Patients are acknowledged 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 and staff handbook.
- Appointments are kept within allotted times. Partners/Practice Manager will advise if alternatives are to be arranged.
- Appointments other than single ones are issued in line with the Practice Guidelines.
- When appointments are clearly noted and timed on the computer and reasons, if known, are entered in addition.
- One patient is allocated one appointment.
- When patients are at the desk, they are politely requested to excuse a member of staff so that they may answer the telephone

### 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.

### Surgery Arrangements

- Standard Operating Procedures are followed at all times.
- Appointments are offered from the start 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.

## **Incoming Mail**

- Standard Operating Procedures are followed at all times.
- Mail is opened within two hours of receipt
- Received mail is date and action stamped on opening.
- Mail is placed in the appropriate file.
- No mail is left on visible display.
- Personal, private and confidential or personal mail is left unopened.

## **Housekeeping**

- Tidy desk area
- Consulting Rooms
- Reception area
- Kitchen area
- Dispensary
- No mail is left on visible display.
- Personal, private and confidential or personal mail is left unopened.

Performance will be satisfactory when the following takes place:

- All paperwork relating to messages has been actioned, checked and discarded 15 minutes before the end of your shift.
- All relevant steps are taken to sign off the computer whenever the workstation is left unattended.
- The workstation is left as you would wish to find it.
- Rooms are prepared for Drs at the end of each shift
- Stock levels of forms/equipment and drugs are replenished in accordance with the checklists.
- All literature on the Reception area is kept neat and tidy and plug covers are in situ, floors are free from litter and spillages, including body fluids, are cleared up immediately, using the correct guidelines/procedures. (Please see Health and Safety Procedures.
- Kitchen is kept clean and tidy after use.
- Stock is ordered according to the procedures in effect at that time. Please refer to SOP for this.

## **Security**

Performance will be satisfactory when the following takes place:

- Open/Close procedures, as laid down in the Practice Manual are adhered to at all times.
- All prescription requests are kept confidential.
- All paths, floor areas and doorways are kept free from all obstructions at all times, to include ice, snow and other hazards.

## **Dealing with Patients' Medical Results**

Performance will be satisfactory when the following take place:

This involves taking appropriate action for dealing with results as per practice protocol.

This includes:

- Processing actions instigated by a clinician
- Ensuring patients are made aware of a clinician's interpretation/decision and how to proceed regarding their results according to practice protocol

## **Finances**

Performance will be satisfactory when the following takes place:

- At the end of the day, all monies are tallied with payments file and sent to Practice Manager with day page from the file

## **Continuing Professional Development**

Performance will be satisfactory when the following takes place:

- An annual appraisal is undertaken with the Dispensary Manager
- An active part is taken in significant event auditing, to include the raising of significant events, investigation of them and implementation of any changes made in the light of any investigations.



## **Data Management and Computer Literacy**

Performance will be satisfactory when the following takes place:

- SMART cards are used in accordance with Practice policy for all working sessions.
- Receptionists demonstrate the principles of data protection in all aspects of working life and have a working understanding of the DPA1198

This includes work undertaken on the telephone, work undertaken in paper form and in relation to computer security.

- All opportunities are taken to improve computer skills, both in-post and in dedicated training sessions

## **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 patient needs
- Effectively managing own time, workload and resources
- Adhering to Practice dress policy
- Being punctual at all times

## **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

## **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

## **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 from hazards

Reporting potential risks as identified

## **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

## **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.

## **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 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.

# Job Specification

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>		
Good general education/ Numeracy and literacy skills	✓	
A demonstrable commitment to professional development	✓	
<b>EXPERIENCE</b>		
Experience of Complaints systems		✓
Experience of SystmOne clinical system		✓
Experience of Primary Care		✓
Experience of dealing with the public/patients	✓	
Experience dealing with prescription medicines		✓
<b>KNOWLEDGE/SKILLS</b>		
Excellent keyboard and computer skills including use of Microsoft Office	✓	
Demonstrate excellent communication skills	✓	
An understanding, acceptance and adherence to the need for strict confidentiality	✓	
<b>QUALITIES/ATTRIBUTES</b>		
Ability to work without direct supervision and determine own workload priorities	✓	
Ability to work as part of an integrated multi-skilled team	✓	
Pleasant and articulate	✓	
Able to work under pressure	✓	
Able to work in a changing environment	✓	
Able to use own initiative	✓	
Ability to self-motivate, organise and prioritise own workload	✓	
Excellent timekeeping	✓	
<b>OTHER</b>		
Flexibility of working hours/able to work at desired times	✓	
Car driver/clean licence - access to own vehicle	✓	