



## Llanfyllin Group Practice

### Dispenser job description & person specification

<b>Job Title</b>	Qualified/ Trainee Dispenser
<b>Line Manager</b>	Dispensary Manager
<b>Accountable to</b>	Managing Partner
<b>Hours per week</b>	Up to 37 Hours

#### Job Summary

To be responsible for the processing of prescriptions in accordance with practice policy and extant legislation. In addition, the post-holder will be required to ensure a high-level of patient service is delivered at all times in order to offer an effective and efficient medication service to our patients.

#### Mission Statement

Llanfyllin Group Practice aims to be a leading local provider of clinical care and a wide range of health care services to the community and practice area; meeting national standards on best clinical practice.

#### Generic Responsibilities

All staff at Llanfyllin Group Practice have a duty to conform to the following:

##### Equality, Diversity & Inclusion

A good attitude and positive action towards ED&I creates an environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.



## **Safety, Health, Environment and Fire (SHEF)**

This practice is committed to supporting and promoting opportunities for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

## **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

## **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

## **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Operations Lead.

## **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme. Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.



### **Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

### **Service Delivery**

Staff at Llanfyllin Group Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

### **Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

### **Professional Conduct**

At Llanfyllin Group Practice, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

### **Leave**

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take the minimum statutory annual leave days each year, and should be encouraged to take all of their leave entitlement.

### **Primary Responsibilities**

The following are the core responsibilities of the Dispenser. There may be on occasion, a requirement to carry out other tasks; this will be dependent upon factors such as workload and staffing levels:

- a. To be responsible for dispensing and checking all medicines dispensed, safely and accurately and in line with dispensary procedures.
- b. Maintaining stock levels within the dispensary.
- c. Receiving and storing supplies in accordance with current policy.
- d. Ensuring controlled drugs are dispensed with in accordance with practice policy
- e. Safe disposal of returned and / or out of date medicines



- f. Ensuring all repeat prescriptions are processed in a timely manner and in accordance with SOP.
- g. Process prescription requests via email, phone, fax, face-to-face and online
- h. Maintaining a clean and safe working environment at all times
- i. Maintain accurate records at all times, read coding entries appropriately

### **Secondary Responsibilities**

In addition to the primary responsibilities, the dispenser may be requested to:

- a. Partake in audit as directed by the audit lead
- b. Provide the reception team support by dealing with patient enquiries into the practice in an effective and professional manner, correctly signposting to the most appropriate source of care.
- c. Provide guidance for trainee dispensary staff and students as necessary
- d. Remain current with the latest guidance ensuring the dispensary conforms to NICE, DSQS etc. guidance

The person specification for this role is detailed overleaf:



Person Specification – Dispenser		
Qualifications	Essential	Desirable
Qualified Dispenser (NVQ Level 2)		✓
GCSE (or equivalent) English & Maths at Grade C or above	✓	
Experience	Essential	Desirable
Experience of working in a dispensary		✓
Experience of working in primary care		✓
Broad knowledge of General Practice		✓
Experience working with the general public/patients	✓	
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
Vision user skills		✓
Ability to promote best practice regarding all pharmaceutical matters	✓	
Effective time management (Planning & Organising)	✓	
Capable of managing payments (invoices, cash etc.)		✓
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Ability to effectively manage stock, including ordering, rotation, disposal etc.		✓
Personal Qualities	Essential	Desirable
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Evidence of continuing professional development	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.