

Stock control:

- Ensure practice is up-to-date with current pricing and purchasing to ensure maximisation of dispensary income
- Ordering appropriate quantities of stock
- Checking goods as and when they are delivered and recording generic details
- Returning incorrect goods to the wholesaler
- Stocking shelves, refrigerators and other storage areas using rotation method
- Removing 'out of date' stock from the shelves, refrigerators and storage areas, ensure appropriate disposal
- Liaise with the drug company representative to negotiate discounts
- Oversee the month end submissions to the Prescription Pricing Authority, ensuring they are accurate and to time

Patient Services

- Contribute to the development and/or improvement of services to patients
- Effectively and efficiently deal with patient complaints as first line manager. Complaints of a complicated or serious nature would be dealt with by the Practice Manager

Information Technology

- Design and run searches and reports as requested
- To assist the Practice Manager in all aspects of Information Governance

Other Tasks

- Assist with the production and upkeep of practice procedures
- Act as a central source of dispensary information
- Health & Safety
- Contribute to the organisation and facilitation of Protected Learning Time meetings for staff in liaison with the Practice Manager
- Undertake tasks and roles not mentioned above that from time to time come under the remit of Dispensary Manager as agreed with the Partners

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 and Safety

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety Policy to include:

- Using personal security systems within the workplace according to practice 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, ensuring that work areas are maintained in a tidy and safe way and free from hazards.
- Reporting potential risks identified.
- Actively identifying, reporting and correction of health and safety hazards and infection hazards immediately when recognised
- Routine management of own team / team areas

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 recognises 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 that is welcoming to and of the individual, is non-judgemental 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; maintaining a record of own personal and/or professional development.
- Taking responsibility for own development, learning and performance.

Working Relationships

To work as a flexible member of the team to ensure the smooth running of the practice, providing support to other team members when necessary

Quality

The post-holder will strive to maintain quality within the practice 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.

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.

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
- Recognise people's needs for alternative methods of communication and respond accordingly

This job description is intended only as a guide to the principal duties and responsibilities of the post. It must not be regarded as a precise definition of all the duties of the post and will be subject to amendment to reflect the business needs of the practice.