

Receptionist/Dispenser job description & person specification

Job Title	Dispenser/ Receptionist
Line Manager	Practice Manager
Accountable to	Partners
Hours per week	30

Job Summary

To be responsible for supporting the safe, accurate and efficient dispensing of medicines in accordance with practice procedures and current legislation. The role also includes providing a professional and efficient reception service to patients, visitors and healthcare professionals as required. The post holder will work as part of the wider practice team to deliver a high standard of patient care and customer service.

Mission statement

Crick Medical Practice is committed to preserving traditional family medicine. We take pride in supporting our community to ensure the provision of high-quality medical care. Our dedicated team believes in going the extra mile by putting our patients' best interests first.

Generic Responsibilities

All staff at Crick Medical 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 always maintain confidentiality. 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.

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 Crick Medical Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. 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 always remain vigilant 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 Crick Medical Practice staff are required to dress appropriately for their role and in accordance with the uniform policy.

Annual Leave

All personnel are entitled to take leave. Line managers are to ensure all their staff are afforded the opportunity to take a minimum of 22 days plus bank holidays (pro rata for part-time staff) leave each year and all staff are encouraged to take all their leave entitlement.

Primary Responsibilities

The following are the core responsibilities of the Receptionist/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. Dispensing medicines to the entitled population safely and accurately
- b. Maintaining stock levels within the dispensary, liaising with the dispensary manager to facilitate reordering
- c. To be responsible for checking all medicines dispensed, ensuring there are no discrepancies
- d. Collecting prescription charges in accordance with dispensary protocol
- e. Receiving and storing supplies in accordance with current policy, ensuring the cold chain is maintained where applicable
- f. Ensuring controlled drugs are dispensed with in accordance with practice policy
- g. Safe disposal of returned and / or out of date medicines
- h. Ensuring all repeat prescriptions are processed within specified practice timeframe
- i. Providing patients with advice regarding all prescription matters
- j. Process prescription requests
- k. Processing Dossett boxes
- l. Assisting in the preparation of monthly returns
- m. Always maintaining a clean and safe working environment
- n. Maintain accurate records at all times, read coding entries appropriately
- o. Welcome patients and visitors and deal with enquiries.
- p. Manage appointments, registrations and patient records.
- q. Answer telephone calls and take accurate messages.

- r. Assist patients with access to self-management education courses, peer support or interventions that support them to take more control of their health and wellbeing
- s. Support opening and closing procedures.
- t. Manage all queries as necessary in an efficient manner
- u. Provide cover for annual leave and sickness where required.

Secondary Responsibilities

In addition to the primary responsibilities, the Receptionist/Dispenser may be requested to:

- a. Partake in audit as directed by the audit lead
- b. Provide guidance for trainee dispensary staff and students as necessary
- c. Remain current with the latest guidance ensuring the dispensary conforms to NICE, CQC etc guidance
- d. Complete opening and closing procedures in accordance with the duty rota

The person specification for this role is detailed below:

Person Specification – Dispenser/Trainee Dispenser		
Qualifications	Essential	Desirable
Qualified Dispenser (NVQ Level 2 or equivalent)		Onsite and online training provided
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	✓	
EMIS Web 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	✓	



CRICK MEDICAL PRACTICE

Caring for the Community

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.