

The James Cochrane Practice

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

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.

Role Details	
Job Title:	Dispenser
Hours of work:	37 hours per week
Primary Location:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR and Maude Street Surgery, Kendal, LA9 4QE You may also be required to work at other sites as necessitated by the needs of the business. You will not be required to work outside the United Kingdom.
Line Manager:	Dispensary Manager
Hourly rate:	£12.52
Responsible for:	To be responsible for the safe, accurate and efficient dispensing of medication to the entitled patient population, providing advice and support for both patients and colleagues.
Commencement date:	2024

Job Summary
<p>Main job functions (Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required.)</p> <ul style="list-style-type: none">• Responsible for the day-to-day performance and quality standards within the Practice Dispensary• Providing quick, efficient and accurate dispensing of medication to patients,• Assist with stock control, ordering and restocking of the dispensary.• Project a positive and friendly image to surgery patients and deal with queries in a professional, courteous and efficient way.• Assist with medicines administration

Practice Drivers

Vision Statement - Treating people the way we'd like to be treated.

Aim - To improve patient and job satisfaction and practice sustainability

Primary Responsibilities

- 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 Dispensing Manager, 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.
- To ensure that all monies received or handled on behalf of the Practice are appropriately stored and banked 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.
- To promptly forward all invoices and pharmacy related correspondence to the 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 accompanying instructions.
- To ensure that 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.
- 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 maintain cost effective supplies of those drugs that are purchased centrally on behalf of the Practice.
- Support the maximisation of practice income through national and local contracts (QOF & QIS) by ensuring that data quality is maintained and improved.
- To undertake any necessary work as may be required by the Practice to maintain a high standard and efficient service for our patients. (DSQS)
- Keep abreast of all medicine management issues and input into the reviews of practice protocols.
- Help the practice prescribing team in the implementation of formularies and treatment guidelines.
- Provide advice on the safe storage, administration, and disposal of medicines.
- Assist in the medicine management audit process at practice and level

Secondary Responsibilities

- a. Participate in training and service redesign activities.

- b. Deliver training, mentoring and guidance to other staff.
- c. To perform computer searches as required with the clinical computer system.
- d. Contribute to the achievement and maintenance of good to outstanding CQC registration status.

Person Specification – Dispenser		
Qualifications	Essential	Desirable
Educated to GCSE grade A-C in Math and English	✓	
NVQ level 2 pharmacy service of equivalent	✓	
Desire to learn and develop skills within the role	✓	
Evidence of continuing education / professional development	✓	
IT literacy to European Computer Driving License or Equivalent		✓
Experience of working in a primary care, pharmacy or health care setting	✓	
Awareness of Quality and Outcomes Framework and Quality Improvement Scheme Frameworks indicators		✓
Aptitudes and skills	Essential	Desirable
Desire to learn and develop skills within the role	✓	
Work ethic, self-starter, able to work autonomously	✓	
Self-motivated, articulate and diplomatic	✓	
Ability to analyse and interpret data and report findings		✓
Ability to work as a part of a team and autonomously	✓	
Excellent interpersonal skills, able to communicate with a range of stakeholders	✓	
Ability to plan, manage, monitor and deliver activities to time and agreed specification	✓	
Personal Qualities	Essential	Desirable
Promotes organisational values	✓	
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated, forward thinker, problem solver	✓	
High levels of integrity	✓	
Ability to work under time pressure	✓	
Punctual and committed to supporting the team effort	✓	
Other requirements	Essential	Desirable
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Pre-Employment Check Clearance	✓	
Ability to travel between GP practice sites	✓	
Ability to participate in early, late and Saturday shifts as required	✓	

Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

Safeguarding

Safeguarding means protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care. This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.

Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I creates an environment where all individuals can 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 law requires it.

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.

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; this is managed by the Practice Operations Manager.

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 may 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 The James Cochrane 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 The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn.