



# **CROPREDY SURGERY**

Dr J Wright & Dr C Day

## **JOB DESCRIPTION - DISPENSER**

- 1. MAIN PURPOSE OF THE JOB** To provide a high quality dispensing service to the Practice
- 2. ACCOUNTABLE TO** Dispensary Manager
- 3. RESPONSIBLE TO** Practice Manager
- 4. MAJOR DUTIES AND RESPONSIBILITIES OF THE POST**

### **To ensure that**

- the Dispensary is kept properly stocked with supplies
- all medicines are prepared and dispensed accurately.
- all Dispensary equipment is kept in proper order, including the refrigerator
- all drugs and medicines are kept safely
- all the legal requirements applicable to dispensing practice and medicines are properly observed
- the Dispensary is kept clean and tidy at all times

### **Specific Tasks**

- to dispense medicines/drugs as required by the doctors in the practice
- not to dispense medicines to unauthorised persons, whoever they may be, without the doctor's consent
- to dispense and record private prescriptions with their payments
- to dispense repeat medicine requests and print current month prescription.
- to collect and record prescription charges
- to ensure returns are made on time to the Health Authority plus endorsing
- to re-order supplies of medicines and containers.

- to dispense medicines into weekly dossett boxes as required
- to arrange for the distribution of medicines to patients residing in outlying villages if required.
- to maintain product liability records at all times
- to fully observe all legal requirements relevant to dispensing practice including the Health Authority Regulations
- to monitor review dates and contact patients to see Nurse/Doctor as required
- to keep efficient stock control records and ensure that stock is not out-dated before use
- to ensure that the computer, printer and other equipment is maintained in proper order at all times
- to ensure the most efficient use of the Dispensary.
- to ensure the cleanliness of the Dispensary
- to ensure the safety and security of the Dispensary and contents
- to ensure the safety of all who enter the Dispensary

#### **Special requirements of the Post**

1. to provide cover for the Dispensers during periods of leave
2. To have an ability to use own judgement, resourcefulness and common sense to respond to patients' enquiries and requests

#### **5. 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.

## **6. 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, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified.

## **7. 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 recognizes 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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

## **8. 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, including taking responsibility for maintaining a record of own personal and/or professional development

- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work.

## **9. 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.

## **10. COMMUNICATION**

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognize people's needs for alternative methods of communication and respond accordingly.

## **11. 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.

L Jones  
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