

# Mereside Medical

## Dispensary Assistant

Based: Staploe Medical Centre, Soham

Rate: £10.50 per hour (Unqualified), £11.00 per hour (NVQ2 Qualified)

Basis: Permanent; ideally 24 hrs per week – Monday, Tuesday & Wednesday 09:00 – 18:00

Eligibility: you must be eligible to work in the UK

### About Us

Mereside Medical is a flourishing group of three East Cambridgeshire practices in Ely, Haddenham and Soham. We believe in clinical excellence, and that general practice is the cornerstone of well-being in our community. Our goal is to deliver on the ambitions laid out in the GP forward view in a way that is locally relevant, valued by patients, and satisfying for our staff. We are proud to have been an early adopter of the Covid Vaccination Programme and have, together with our Ely Primary Care Network partners, delivered over 100,000 vaccinations to our local communities.

As a group, we've grown rapidly and now employ more than 140 people across the three practices. Our dispensers are one of the teams dealing with medication queries so there is endless opportunity to have a positive influence on patient outcome, safety, and satisfaction in this role. We are people-centered in our approach to work and believe that every contact that a patient has with our staff is as valuable as the next in the patient journey. Our approach is innovative and forward-looking, and we embrace technology to help us work together more efficiently and collaboratively.

### The role

To provide an efficient, accurate and timely dispensing service to the registered patients at the practice

To assist the dispensing team in ensuring the dispensary meets national, local and good practice guidelines.

### Your responsibilities:

- To assist patients with prescription collections and any dispensing queries.
- 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 a record kept of all financial transactions
- To promptly forward all invoices and dispensary related correspondence to the Practice Manager or Senior Dispenser 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needs of the practice, with the objective of ensuring continuity of supply for patients and minimising wastage through out of date stock.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 is in good working order
- To ensure that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record/logbook
- Ensuring all tasks relating to the dispensary are dealt with efficiently
- To undertake any necessary work as may be required and appropriate to maintain a high standard and efficient dispensing service
- To cover for colleagues' holiday/sick leave, occasionally at short notice.

### Management of risk

- Manage and assess risk within the areas of responsibility, ensuring adequate measures are in place to protect staff and patients

- Monitor work areas and practices to ensure they are safe and free from hazards and conform to health, safety and security legislation, policies, procedures and guidelines
- Apply infection-control measures within the practice according to local and national guidelines
- Advocate for policies that reduce environmental health risks, are culturally sensitive and increase access to health care for all
- Interpret national strategies and policies into local implementation strategies that are aligned to the values and culture of general practice.

### **Managing information**

- Use technology and appropriate software as an aid to management in planning, implementation and monitoring of care, presenting and communicating information
- Review and process data using accurate read codes in order to ensure easy and accurate information retrieval for monitoring and audit processes
- Understand responsibility of self and others to the practice regarding the Freedom and Information Act.

### **Learning and development**

- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments (e.g. courses and conferences)
- Assess own learning needs and undertake learning as appropriate.

### **Equality and diversity**

- Identify patterns of discrimination and take action to overcome this and promote diversity and equality of opportunity
- Enable others to promote equality and diversity in a non-discriminatory culture
- Support people who need assistance in exercising their rights
- Monitor and evaluate adherence to local chaperoning policies
- Act as a role model in the observance of equality and diversity good practice
- Accept the rights of individuals to choose their care providers, participate in care and refuse care
- Assist patients from marginalised groups to access quality care
- Undertake any training required in order to meet the needs of the practice.

### **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.

This is not meant to be an exhaustive list of duties. The need for flexibility is required and the post holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.