**DISPENSING CLERK NVQ2**

Vida Healthcare is currently looking for a reliable and hard-working person to provide additional support to the dispensary and prescribing team. The role could consist of cross site working at all Vida sites.

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, with the ability to achieve targets during lone working then this could be the ideal part time role for you.

You will be responsible for providing a high-quality service to all of our patients, carry out the issue of repeat medication, serve patients at the prescribing desk, help to achieve prescribing targets within the team and ensure patient data is accurate. In addition, you will be offering an excellent standard of support to all clinical and practice staff, ensuring good quality service delivery, confidentiality with patient satisfaction a priority.

**NVQ2 Dispenser/Prescribing Clerk dual role – Part time/Full time.**

**Rota to be discussed upon interview.**

Hourly rate £11.69 current (NVQ qualified).

Dispensary or prescribing experience without NVQ qualification would be considered (hourly rate to be discussed)

(If not already NVQ2 trained, then this would be implemented upon a 6month successful probationary period).

Our Receptionists and Administrative team are at the heart of our organisation and are the point of access for the Community we serve. We pride ourselves on our impeccable standards of patient care and to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication and excellent attention to detail.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

**JOB TITLE: DISPENSING CLERK**

**Reports to: Lead Pharmacy Technician/Dispensary Manager**

**Accountable to: Operations and Quality Manager**

**Job Summary:**

To process repeat prescriptions and deal with acute requests, in an efficient and safe manner, liaising with:

* All relevant parties, including phone call contact with patients and other health care professionals regarding medication queries.
* To ensure all administration duties and patient requests are processed in accordance with practice policies.
* The post-holder will project a positive and friendly image to dispensary patients and other visitors and deal with queries in a professional, courteous, and efficient way.
* Assist in the preparation and dispensing of prescriptions and assisting with all daily duties such as stock control, ordering and re-stocking of the dispensary, in accordance to practice policies.

**Job Responsibilities:**

* Process repeat prescriptions on a daily basis ensuring compliance with the practice protocol.
* Helping to ensure all current medications have relevant, current authorisations and highlighting medication reviews.
* Highlighting any concerns surrounding requests for medication to the appropriate person(s).
* Deal with prescription queries from a range of healthcare professionals including GP’s, nurses, community and practice pharmacists, nursing home staff as well as reception/administration staff at the practice.
* Deal with medication changes from all official documents, removing medications, adding new or making dose changes.
* Working closely with the Vida and PCN Pharmacy teams, acting upon any relevant prescribing changes as instructed, assisting with QOF compliance and prescribing/ICB targets. Helping to promote cost effective prescribing at the practice in line with formulary choices.
* Act upon drug alerts as required.
* Handing out of prepared prescriptions.
* Collection of prescription charges/checking patient exemption status.
* Operation of efficient stock control and ordering appropriate to the needs of the dispensary with the objective of ensuring continuity of supply for patients and minimising wastage.
* Ensuring drug orders are received and stored appropriately in line with manufacturers’ instruction, maintaining stock rotation and date checks, checking/marking invoices accurately.
* Handling, and ensuring that refrigerated items/cytotoxic/controlled drugs, are stored appropriately, and maintaining any temperature or register logs.
* Keeping work surfaces, dispensary shelving and dispensary equipment clean and kept in good working order.
* Maintaining full and accurate computer records of all prescribing and dispensing related matters.
* Dispensing and checking repeat and acute prescriptions under the supervision of another dispenser.
* Dispensing monitored dosage medications.
* Taking orders for regular dispensing patient repeats and seeking out new sign-up opportunities.
* Preparing the delivery drivers for their routes with medication and stock orders.
* Aiding with any DSQS requirements.
* Helping to provide cover for annual leave/sickness.
* Any other reasonable duties deemed appropriate by the Pharmacy Tech/Dispensary Manager.

The above list of duties is not exhaustive and may be subject to change as deemed necessary.

**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 & 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 manner, free from hazards
* Reporting potential risks identified

**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 which is welcoming to and of the individual, is non-judgmental 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 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.

**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 patient’s needs.
* Effectively manage own time, workload, and resources

**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.
* Recognise people’s needs for alternative methods of communication and respond accordingly.

**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 audits where appropriate.

**Qualifications**

Required:

* Educated to GCSE level, with English being one of those GCSE passed, or two years working experience.
* Previous computer training and experience
* Ability to work effectively with others.
* Excellent organizational, time management, communication skills, and attention to detail.
* Ability to work with highly confidential information.

Preferred:

* Previous Medical terminology training.
* Entry level knowledge of emails, Microsoft products.
* Previous experience of working within the NHS

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* Behaving in a manner which is welcoming to and of the individual, is non-judgmental 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, 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.

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* Ability to work with highly confidential information.

Preferred:

* Previous Medical terminology training.
* Previous experience using SystmOne
* Entry level knowledge of emails, Microsoft products.
* Previous experience of working within the NHS

***Please Note – we have a 6-month probationary period for all new staff. It is an absolute priority that all new staff understand that it is an EXPRESS TERM in their Contract of Employment that a MINIMUM of four weeks’ notice MUST be given by either party, following the first month of employment. A Contract is the offer of a job role from us as the employer and the acceptance of that role by the employee. Simply put, that means that once you start working for us, you have a Contract of Employment.***

Please apply by email to fiona.cordwell@nhs.net with full CV or application form.

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then one of these could be the ideal role for you.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commitment to quality-of-service delivery.

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**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.