



**JOB TITLE:**

**Dispenser/Receptionist**

**REPORTS TO:**

**Operations lead/Business Pharmacist**

**HOURS:**

37 hours per week (upto)

### **Job Summary:**

To provide a point of contact for patients in reception/dispensary and to act as a focal point of communication between patients, doctors and other medical staff. To provide an effective and efficient front line service to patients.

### **Key responsibilities of post**

#### **RECEPTION & ADMINISTRATION:**

- Ensure efficiency of appointment system and monitor flow of patients into consulting & treatment rooms.
- Ensure that patients without appointments, but who need 'urgent consultation' are seen in a logical and non-disruptive manner.
- Explain practice arrangements and formal requirements to new patients and those seeking temporary cover; ensure procedures are completed correctly.
- Advise patients of relevant charges for private services; accept payment and issue invoices and receipts for same.
- Respond to all queries and requests for assistance from patients and other visitors.
- Enter requests for home visits onto computer, including all relevant information. Where necessary refer to duty doctor.
- Book appointments and recalls with an appropriate clinician, of a suitable length, ensuring patient details are correct.
- Monitor effectiveness of system and report any problems or variations required.
- Ensure that the consulting rooms are prepared in readiness for each consulting session, checking full range of forms and requirements and re-stocking as required.
- Ensure that the consulting rooms are checked at the end of each session and left neat & tidy
- Receive and make calls as required. Divert calls and take messages as appropriate.
- Ensure that the system is operational at the beginning of each day, and switched over to night service and answer phone operation at the end of each day.

- Ensure all documents, clinical letters and patient registrations are processed in accordance with SOP's

### **General Dispensary duties:**

- Accurately dispensing of medication
  - Receive patient requests for authorised repeat prescriptions whether in writing, in person or by telephone, and process in an accurate and timely manner.
  - Ensure all repeat prescription forms are signed by the doctors and sorted accurately on a daily basis.
  - Ensure that any problems or queries regarding repeat prescribing are brought to the attention of the appropriate doctor and that follow-up action is taken to resolve such matters.
  - Perform housekeeping duties on prescriptions ready for issue and bring to the attention of the Supervisor any that are not collected.
  - To follow Standard Operating Procedures (SOPs) at all times.
  - Ensure that the daily drug order to the wholesaler is processed and that it is received correctly.
  - Perform face-to-face Dispensing Reviews and Use of Medicines (DRUM's) with appropriate patients on an on-going basis.
  - Monitor and manage stock levels, and routinely organise out of date stock checks.
  - Ensuring all daily, weekly, monthly tasks are performed as detailed.

**Please note - This list of main duties is not a complete list and is for guidance only.**

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### **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 way and 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 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.

## **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

## **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

## **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