

PRIORY SURGERY

JOB DESCRIPTION

Job Title:	Prescription Clerk
Reports to:	Practice Manager/Senior Prescription Clerk
Hours:	up to 30 hours per week

Job Summary:

To act as a focal point of communication between the GPs, Practice Manager, Receptionists, patients and local chemists, as well as other members of the primary health care team, to ensure patients' repeat medication is produced within the current protocols of the surgery.

Job responsibilities:

To process all repeat medication requests sent in by patients using the various protocols in place:

- To regularly collect repeat prescription requests from the fax machine, post box and reception.
- To regularly monitor repeat medication requests received electronically direct into EMIS via Patient Access.
- To process Dosette Box requests received from pharmacies and patients.
- To liaise with patients and chemists regarding queries and requests.
- To ensure repeat medication is issued in line with the protocols that are already in place, and ensure that any queries raised are dealt with quickly and correctly.
- To ensure that patient queries on medication are highlighted to the relevant GP
- To monitor prescriptions 'not picked up' and 'unlikely to be picked up' as a result of the timescale, to remove the details from the patient records and then destroy the prescriptions

Confidentiality:

- In the course of your work, 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 implement and lead on the full range of promotion and management of their own and others' health, safety and security as defined in the practice Health & Safety Policy, the Practice Health & Safety Manual, and the practice Infection Control policy and published procedures. This will include (but will not be limited to):

- Ensuring job holders across the Practice adhere to their individual responsibilities for infection control and health and safety, using a system of observation, audit and check, hazard identification, questioning, reporting and risk management.

- Maintain an up to date knowledge of health and safety and infection control statutory and best practice guidelines and ensure implementation across the business
- 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 across the business
- Making effective use of training to update knowledge and skills, and initiate and manage the training of others
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards, and initiation of remedial/corrective action where needed
- Actively identifying, reporting and correction of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general patient areas clean, identifying issues and hazards/risks in relation to other work areas within the business and assuming responsibility in the maintenance of general standards of cleanliness across the business in consultation (where appropriate) with other colleagues
- Routine management of own team/team areas and maintenance of work space standards

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 that 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
- Job specific learning to attain Level 2 and 3 Prescription Clerk training or higher.

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
- 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 audit where appropriate

Job Description Review:

This job description is not a complete list of duties, but is intended to give a general indication of the range of work undertaken, which will vary over time as demands and priorities within the NHS change. Significant changes in the range of work undertaken will be made only after discussion with the postholder. This job description will be kept under review to ensure that it remains up to date.