**DISPENSER JOB VACANCY**

**Job description**

Buxted Medical Centre, incorporating East Hoathly and Manor Oak (Horam) practices, is a friendly practice in a beautiful, purpose built building in a rural village location. We are a GP Training Practice and part of the Greater Wealden Primary Care Network (PCN).

Buxted Medical Centre is a busy, but friendly, three partner practice with a growing and supportive clinical team. Both the Buxted and East Hoathly sites are dispensing practices. With a new management team in place, we are looking to expand and strengthen our team to provide outstanding, caring and efficient services to our 15,000 patients. We are very proud to have delivered the Covid-19 vaccination programme to our patients as part of our PCN, with all three of our practices being approved vaccination sites. We are very excited about the future of the practice and the opportunities ahead.

We are looking for a Dispensing Assistant with Pharmacy Services or equivalent NVQ 2 qualification that is recognised by the GPHC to assist the licensed pharmacist in preparing and dispensing drugs to patients and healthcare providers. The successful candidate must be able to work well within a team, have strong customer service skills, excellent verbal communication skills and have knowledge of drug regulations.

A ‘can do’ positive attitude is a must.

**Application deadline: 6/2/22**

Job Types: Full-time, Part-time, Permanent

Number of hours required: 35 hours worked across the week.

**COVID-19 considerations:**

Following strict infection control guidelines, including social distancing and wearing of masks. Full covid vaccination history essential.

**How to apply:**

CVs with a covering letter on why candidate believes they are suitable for the position should be sent to:

Jo Matthews, HR Manager – joanne.matthews6@nhs.net

**Duties**

* To dispense prescription medication and other medical products to patients under direction of licensed pharmacist.
* Counts pills, labels bottles and boxed medications to prepare prescriptions for patients as directed as per dispensing SOP’s.
* Perform administrative duties, including answering phones, receiving and inputting prescription orders, procuring stock and handling monies.
* Gather, organise, and assess patient information.
* Supply patients with information and education on their prescriptions.
* Monitor the prescription-filling process to ensure compliance with relevant regulations and pharmacy policies.
* Liaise with healthcare providers and patients to obtain correct prescription information.
* Answer patients' questions about their medications under the supervision of the pharmacist.
* Date check stock and dispose of returned medication in accordance with regulations and pharmacy policies.
* Place orders for additional drugs as directed by the pharmacist.
* Maintain electronic patient information.
* Complete patients' sales transactions for purchase of prescription and over-the-counter medications as well as other pharmaceutical products.

**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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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, free from hazards
* Actively reporting health and safety hazards and infection hazards immediately when recognised
* Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder’s role
* Undertaking periodic infection control training (minimum annually)
* Reporting potential risks identified
* Demonstrate due regard for safeguarding and promoting the welfare of children.

**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, with 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 recognise 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