

POST	Dispenser/Receptionist
GRADE	TBC
LOCATION	All Sites
RESPONSIBLE TO:	Site Managers
RESPONSIBLE FOR	General reception & dispensary duties Other duties as required.
RELATIONSHIPS:	Work in close liaison and co-operation with all team members, Partners and other staff, patients and visitors to the Practice.

GENERAL ROLE

To provide a high standard of reception and dispensary services.

JOB SUMMARY

To work in a team across the range of dispensing and reception functions. The practice is now almost paperless and therefore most of the routine work is carried out on computer. There will be a need to work in co-operation with existing staff and management gaining an insight into the existing procedures, protocols and working practices. The highest levels of confidentiality must always be maintained.

MAIN PURPOSE OF THE JOB

Reception

- Answering the telephone
- Making appointments
- Dealing with patient queries
- Helping Partners and Nursing staff generally
- Ordering and keeping stationery and medical forms up to date
- Keeping partners rooms "well organised" and stocked
- Cash handling
- General administrative work
- Collecting and recording of patient data
- Administration of forms
- Use of office technology as required
- Filing patients' records

Dispensing

- Maintaining computer records for repeat prescriptions
- Dispensing
- Recording dispensing activity
- Ordering dispensing stock
- Checking stock orders
- Ensuring prescriptions are signed and in a form acceptable to the Prescription Pricing Authority
- Answering patient queries
- Ensuring departmental stationery stocks are maintained

- Helping Partners and other staff generally
- Administering prescription charges

EXPERIENCE REQUIRED

Dispensing experience preferred, but training will be given with regard to Practice policies and procedures. Computer literacy is essential; however full training on Practice computer systems will be given. All dispensary staff are required to complete an NVQ in dispensing.

COMPUTER ACCESS

Email

Internet – Drug stock ordering only/patient information leaflets

EMIS

Docman

Intranet – Strensall Web information only

MS Office

Scan to Dispense

HEALTH AND SAFETY

To conduct your daily work in a manner which complies with Practice and National Health and Safety policy.

CONTACTS

Internal All levels of staff and Partners within the practice.

External Patients and members of the general public. Representatives from drug companies and other outside organisations.

CONSTRAINTS

To observe and comply with all appropriate statutory requirements, confidentiality rules and Equal Opportunities Policies

CHANGE AND REVIEW

Any other duties which may be required within the nature of the roles and responsibilities of the post as listed above, subject to the provision that normally any changes of a permanent nature shall be incorporated into the job description. Where the main purpose is varied in order to meet the changing demands of the Practice, consultation will take place and training, where necessary, will be given.

WORKING CONDITIONS

The terms and conditions of employment are in accordance with the Practice's conditions of service applicable to your post as detailed in your current Contract of Employment and Staff Handbook.

The job description is current to the date shown.

REC/Disp/HCX April 15