

**GP Surgery - Dispensary & Prescription Receptionist/Administrator**

**Position over 2 sites – ability to travel between sites and car essential**

**Hours – 37 hours per week**

**Working Pattern:**

Monday – 11.30 – 17.30 (6 hrs) – at Haresfield Surgery

Tuesday – 11.00 – 17.00 (6 hrs) – at Haresfield Surgery

Wednesday – 08.00 – 13.00 & 14.00 – 16.00 (Branch Dispensing site, Kempsey surgery)

Thursday – 11.30 – 17.30 (6hrs)- – at Haresfield Surgery

Friday - 08.00 – 13.00 & 14.00 – 16.00 (Branch Dispensing site, Kempsey surgery)

**About us:**

With excellent leadership and management, Haresfield & Kempsey Surgeries is a long established city based practice with approx. 17,000 patients, 3600 of which are Dispensing Patients. Based in a large modern purpose built medical centre in Worcester with a village branch Dispensary, clinical and operational teams work collaboratively, striving towards outstanding patient service. A teaching & GP training practice we strive to be leaders in the health and wellbeing of staff and patients. We are a fun, friendly, sociable and highly motivated team working together in a welcoming and supportive environment.

**Job Description:**

The Dispensary Receptionist/prescription administrator is an active role providing first point of contact for patients, facilitating effective communication between Clinicians, Patients, Dispensers and Staff, enabling the practice to provide exceptional levels of care for all service users. They also assist the practice in their efforts to offer an effective and efficient repeat medication service. We use EMIS Web and Dispense IT systems in Practice

Candidates must have exceptional organisational skills and be capable of working in a busy fast paced environment. Previous experience of working in Primary Care or in a Dispensary is desirable but is not essential. Full or part qualification to NVQ2 dispensing would be desirable but not essential. The successful applicant will be expected to undertake the NVQ level 2 dispensing course to provide support to the existing Dispensing Team and must be committed to working towards this. As a Practice we encourage staff to partake in ongoing personal development.

Duties expected in this role include, but are not limited to the following,:

* Work as a member of the Dispensing/Medicines Management Team, assisting Dispensers with clerical duties associated with the smooth running of the Branch Dispensary
* Work effectively and accurately as a member of the medicines Management Team, assisting Doctors, Clinical Staff and Patients with medication requests and queries
* Work closely with the Practice Medicines Co-ordinator Lead and Practice Clinical Pharmacist in ensuring medication delivery to patients.
* First point of contact for medication/dispensing queries from patients – telephone and face to face ensuring a polite and professional manner at all times
* Receive repeat and acute medication requests in person, via task or email
* Ensure prescription information is marked to go to the correct chemist both on the EPS and printed prescriptions, if not being collected at the surgery.
* Bring patient medication regimes into line where possible.
* Deal with queries from Clinicians, Dispensers, Staff and Patients.
* Pass scripts that require authorisation to relevant Clinician.
* Treat patients in a courteous and helpful manner, dealing with queries and providing assistance as required
* Ensure Reception area is clean and tidy and equipment is working to maintain a professional image.
* Report any problems to Management
* Hand out completed prescription items to patients or their representatives
* Undertake adhoc deliveries of medications to Patients homes and care homes.
* Input repeat medication requests using the practice computer system, ensuring Patient medical records are up to date and correct
* Take card and cash payment for prescriptions and private GP services such as letters and forms. Reconcile and cash up till card and cash payments
* Sort prescriptions for signing by Clinicians
* Unpack and check incoming stock from suppliers
* Maintain baskets for current prescriptions only and remove out of date prescriptions
* Assist with safe disposal of returned medication
* Copy medication pack leaflets and other items when necessary
* Candidates should be computer literate and possess excellent communication skills.
* To abide by statutory and Practice regulations regarding fire, health and safety and security issues
* To be able to cover holiday/sickness as and when needed
* Adaptability to cover reception and general admin duties with the Practice as required

The role will include: (Admin)

* Undertake a variety of administrative duties to assist in the smooth running of the practice.
* Data entry and read coding of relevant patient information / medical data into clinical system;
* Management and administration of Patient medical records;
* Photocopy documents as required
* Action tasks set by clinicians and Practice Manager;
* Process Practice post / emails
* Registering new patients;
* Covering reception as and when required

**Personal Qualities - Essential:**

* Honesty and Integrity
* Adaptable and personable
* Polite and confident
* Patient Focused
* Motivated, proactive and resourceful
* Resilient and able to work under pressure in a face past rapidly changing environment

Starting salary: £17,316.00 per annum for 37 hours per week

Job Type: Full-time, Permanent

Benefits:

* Entry into the NHS Pension scheme (conditions to be met)
* On-site parking and gym facilities
* Sick pay (accruing)
* 5 weeks annual leave plus bank holidays (pro rata)