Job Description

Position: Prescription Administrator

Accountable to: Practice Manager and Assistant Practice Manager

Hours: 26 hours per week Wednesday - Friday

Pay: £23,809 per annum (FTE)

**General Information**

Haresfield Surgery is situated within the Worcester City locality boundary and provides general medical services to approximately 18,200 patients. The Practice has six partners, eight Salaried GPs, Advanced Nurse Practitioners, Registrars, GP Clinical Pharmacists, a dedicated Management and Nursing Team, all of which are supported by skilled Receptionists and Administrators. It is ideally located with excellent road links to surrounding towns and villages. We have a branch surgery located just a few miles down the road in the rural village of Kempsey. Kempsey Surgery is a dispensing practice and looks after approximately 4,500 of our registered patients.

Haresfield Surgery prides itself with its team ethos, making it a great place to work. In its modern, purpose-built building, Haresfield Surgery is able to offer its staff a working environment with comfortable rest rooms, free on-site parking and an in-house gym. Staff welfare is of utmost importance, as well as a focus on professional development and job satisfaction.

**Job Summary**

To provide a high standard of service in the processing of prescription requests and to act as a focal point of communication between the Clinicians, Receptionists, Practice Staff, Patients and local Pharmacies as well as other health care organisations to ensure patient’s repeat prescriptions are produced within practice protocols. To work across Haresfield surgeries as required to carry out duties with a positive attitude and can-do approach towards problem solving.

* Process all repeat medication requests sent in by patients, community pharmacies and nursing homes where possible within 3 working days.
* Add new medication appropriately in line with protocols. Add correct dose instructions to medication and change quantities accordingly. Liaise with local pharmacists re medication queries.
* Liaise with patients and pharmacies regarding prescription queries and requests.
* Work with the practice medicines management teams, clinicians and other practice staff to resolve all medicines related queries.
* Enter relevant patient information accurately onto EMIS.
* Investigate and resolve any requests for non-repeated medication.
* Monitor and process the discontinuation of medications & make appropriate recommended changes.
* Liaise with hospital staff with reference to discharge and clinic letters.
* To be able to work flexibly to cover holidays and sickness absences.
* To support service improvement programmes and audit/ monitoring of these service improvements to improve patient safety
* Check patient records for chronic disease and drug monitoring and arrange for testing and review as appropriate.
* Use the Prescription Tracker to establish the status of electronic prescriptions
* To help the Medicines Optimisation Team with any searches, data collection and letter production required for prescribing changes. Identify patients who would be suitable for electronic repeat dispensing and Medicines Use Reviews (MURs).
* Encourage patients where possible to set up and use the NHS App for ordering prescriptions
* Promote better use of medicines by developing and improving patient information. Attend relevant courses & training events.
* Deal with requests from patients to resynchronise their medication and amend medicine quantities as needed.
* Develop close working links with local community Pharmacies.
* Arrange dossette trays on request.
* Workflow prescription requests from hospital letters on Docman.
* Accessing the Practice appointments system to book medication reviews or other prescription related issues.
* Action all tasks received from doctors, clinicians and in-house Pharmacists.
* Constantly monitor the prescriptions email and action accordingly.
* Answering and manning the prescription line Monday to Friday from 10am-2pm
* Arranging EOL drugs and ensuring availability from Pharmacy or from an alternative pharmacy if necessary.
* During each prescription request, check outstanding bloods, Asthma or COPD reviews and annual HRT and Pill Checks.
* Monitor usage of all drugs to see if they are over or underused – raise concerns to GP and safeguarding Lead if necessary.
* Housekeeping patients medication – removing medications no longer required – ensuring correct medications are on acute or repeat lists.
* Blue Scripts – on instruction of the GP Lead For controlled drugs, process prescriptions in line with practice guidelines.
* Undertake any other duties appropriate to the post as requested

All members of the staff have to be flexible and willing and able to do each other’s jobs. Staff must be able to offer cover for absent colleagues where necessary. All staff should be prepared to carry out any reasonable request made by a partner, doctor or the Practice management. All staff are expected to be punctual and arrive at work in enough time so that they are ready to commence their role by their contracted start time.

**Place of Work:**

The main place of work will be based at Haresfield Surgery, but there may be occasional times where travel is required to the practice’s branch Surgery in Kempsey.

**Health & Safety:**

Working within a healthcare environment, the post-holder must take responsibility for their own and others’ health, safety and security. This will include (but will not be limited to):

* All staff within the department 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 Practice.
* 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 Practice.
* Making effective use of training to update knowledge and skills and initiate and manage the training of others in these areas.
* 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 on and correcting health and safety hazards and infection hazards immediately when recognised.
* Keeping own work areas and general / patient areas generally 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 staff.

**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.

**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 the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

The post-holder will participate in any training program 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 their own performance and take accountability for their own actions, either directly or under supervision.
* Contribute to the effectiveness of the team by reflecting on their own and the team’s activities and making suggestions on ways to improve and enhance the team’s performance.
* Work effectively with individuals in other agencies to meet patient 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.

# *Notes*

*This is not intended to be an exhaustive list of responsibilities. This is a role which requires flexibility and adaptability and it is expected that you will participate in a wide range of activities which are appropriate to your position, level of expertise and employment grade.*

**Employees Signature:**

**Date:**

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Five GCSE or equivalent (A\*-C grade) must include Maths and English | * Experience within a pharmacy setting |
| **Experience** | * Experience within the NHS or similar health care setting * Experience in a customer focused environment * Experience of using a clinical medical IT system or similar | * Evidence of working within a multidisciplinary team * Knowledge of primary care in the NHS |
| **Personal qualities** | * Good level of IT skills/typing skills * Ability to communicate effectively and sensitively, both verbally and written to patients and staff at a range of levels. * Excellent organisation skills – demonstrate the ability to organise systems and paperwork in an office environment. * Strong attention to detail and the ability to transfer accurate information. * Work well under pressure and meet deadlines * Ability to adapt and respond to change. * The ability to use own initiative within clear boundaries, seeking advice when necessary. * Demonstrate enthusiasm and a strong sense of team spirt. * Able to promote good working relationships | * Computer literate in EMIS clinical system * Computer literate in Microsoft Word and Outlook * Willingness to undertake further Prescription Medicines Co-ordinator training |
| **Special requirements** | * Flexibility and willingness to support all multidisciplinary teams * Ability to demonstrate sensitivity, empathy and compassion to the needs of the service users and carers * Ability to motivate others * Flexible attitude to working patterns |  |