

Job Description – Prescription Clerk

Temple House Practice, Keynsham
Partners: Dr Lockyer, Dr Branfoot, Dr Eccles and Dr Jewell

Job Title: Prescription Clerk

Responsible to: Senior Admin Assistant and Deputy Practice Manager

Accountable to: Management Team

Job Summary:

To provide an accurate, timely and qualitative process for processing prescription requests for the registered patients.

Job Responsibilities:

- Strict adherence to patient confidentiality at all times.
- To answer the telephone promptly and politely.
- To generate repeat prescription requests on the surgery computer system via patients, on-line requests and email requests
- To generate patient requests for prescription items not on their list by sending a task to the Pharmacy Team/Doctor
- Reauthorise repeat medication
- To ensure correct protocols are followed regarding ordering and tracking of controlled drug requests.
- To remove any printed prescriptions from printer and assign to relevant GP tray
- To sort and file prescriptions ready for collection when returned to reception.
- To manage District Nurse Team INR results
- Process Home Visit requests
- Make appointments as required
- To cover reception duties for breaks or as required.
- To be an active and supportive member of the reception and admin team.
- Ability to follow instructions accurately.
- To have a positive attitude and approach towards problem solving.

Other Responsibilities within the Practice:

- Awareness of and compliance with all relevant practice policies / guidelines, e.g. prescribing, confidentiality, data protection, health and safety.
- A commitment to life-long learning, evaluation and audit to ensure evidence-based best practice.
- Contributing to evaluation/audit and clinical standard setting within the organisation.
- Contributing to the development of computer-based patient records.
- Contributing to the summarising of patient records and Read-Coding patient data.
- Attending training and events organised by the practice or other agencies, where appropriate.

Confidentiality:

- While 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, to 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 and free from hazards
- Reporting potential risks identified.

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 which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development:

In addition to maintaining continued education through attendance at any courses and/or study days necessary to ensure that professional development requirements for PREP are met, 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.

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.

Person Specification

Post: Prescription Clerk

| Criteria | Essential | Desirable |
|-------------------|---|--|
| Experience | <ul style="list-style-type: none">• Able to demonstrate use of administration skills / experience of being in an administrative role | <ul style="list-style-type: none">• Previous work within the health service / Public Sector• Previous employment within a GP Practice or Pharmacy |
| Skills | <ul style="list-style-type: none">• Excellent communication skills• Able to demonstrate compassion for others• Ability to work under pressure• Ability to work alone or as part of a team• Able to work in an accurate and efficient manner• Knowledge and application of IT and keyboard skills• Good general standard of education (GCSE Grade C or above in English and Maths or equivalent)• Flexible approach to work being able to cover other roles/duties• Ability to follow standards and operating procedures | <ul style="list-style-type: none">• Knowledge of SystmOne (GP Clinical System) |