

STAITHES SURGERY

JOB DESCRIPTION

TITLE OF POST	Receptionist/Dispenser
RESPONSIBLE TO:	Practice Manager / Office Manager
ACCOUNTABLE TO:	Practice Manager/Office Manager/ The Partners
CONTRACTED TYPE AND HOURS	37

SUMMARY OF ROLE:

The purpose of the role is to provide an efficient and accurate dispensary and reception service to patients including taking and completing prescription orders, ordering and managing stock, assisting and directing patients in accessing the appropriate primary care services in line with the requirements of all Practice policies and the Care Quality Commission.

DUTIES AND RESPONSIBILITIES:

The duties and responsibilities to be undertaken may include any or all of the items in the following list. Duties may be varied from time to time under the direction of the Practice Manager, dependent on current and evolving practice workloads and staffing levels:

- Ensuring that the Practice standard operating procedures are followed at all times when working in the dispensary
- Processing orders for repeat prescriptions in accordance with Practice standard operating procedures. Checking colleagues' dispensing and preparing monitored dosing systems
- Collecting all due prescription charges including cash handling and till operation, ensuring that the patient declaration on the reverse of the FP10 is duly filled in and signed by the patient where appropriate
- Maintaining full and accurate records of all dispensing transactions
- Operating efficient stock control appropriate to the needs of the Practice with the objective of ensuring continuity of supply for patients and minimising wastage through out of date stock
- Ensuring that drugs are received and stored in an appropriate manner in accordance with the manufacturer's instructions
- Ensuring that refrigerated items are stored at the appropriate temperature and to maintain a temperature control record.
- To promptly forward all invoices and dispensary related correspondence to the Practice Manager according to Practice policy
- Processing and bundling prescriptions for the Prescription Pricing Authority

- Cleaning work surfaces and shelving on a regular basis and ensuring that all dispensary, reception and staff room areas and equipment are kept clean and in good working order
- Ensuring an effective and efficient reception service is provided to patients and any other visitors to the Practice, receiving, assisting and directing patients and visitors in accessing the appropriate service in a courteous way
- Offering general assistance to the Practice team, projecting a positive and friendly image either in person or by telephone, taking messages and passing on information
- Facilitating effective communication between patients, members of the primary health care team, secondary care and other associated agencies.
- Maintaining and monitoring of the Practice appointment system, processing face to face and telephone requests for urgent and routine appointments, home visits and telephone consultations and ensuring callers are directed to the appropriate healthcare professional
- Following Practice protocols for the registration of new patients and temporary residents
- Advising patients of charges for private GP services, accepting payment and issuing receipts
- Maintaining computer data entry and collation; processing and recording information in accordance with Practice procedures, filing and retrieving paperwork
- Opening up/locking-up of practice premises and maintaining security in accordance with Practice protocols
- Processing and distributing incoming (and outgoing) mail
- Provision of refreshments for staff and visitors as required
- Keeping the reception area, noticeboards and leaflet dispensers tidy and free from obstructions and clutter
- Providing holiday, sickness and maternity leave cover on a flexible basis
- Undertaking other reasonable duties within the framework of the post as directed by the Practice Manager

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:

- Promoting and maintaining health, safety and security as defined in the Practice health and safety policy including 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:

- Supporting the equality, diversity and rights of patients, carers and colleagues including acting in a way that recognizes 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:

- Participating in any training programme and individual performance reviews implemented by the Practice, 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:

- Maintaining quality within the Practice, alerting other team members to issues of quality and risk
- Assessing own performance and take accountability for own actions, either directly or under supervision
- Contributing 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
- Working effectively with individuals in other agencies to meet patients needs
- Effectively managing own time, workload and resources.

COMMUNICATION:

- Communicating effectively with other team members, patients and carers
- Recognising people's needs for alternative methods of communication and responding accordingly.

CONTRIBUTION TO THE IMPLEMENTATION OF SERVICES:

- Applying Practice policies, standards and guidance along with those of the general practice regulator, the Care Quality Commission.
- Discussing with other members of the team how the policies, standards and guidelines will affect own work
- Participating in audit where appropriate.