

JOB DESCRIPTION

JOB DETAILS	
Job Title	Pharmacy Assistant
Reports to	Pharmacy Technician (Professional) Operations Manager (Operational)
Band	AfC Band 3
Department/Directorate	Castle Place Practice / Community

JOB PURPOSE
The post holder will undertake duties to support the provision of a safe and effective prescription processing service subject to department requirements. Responsible for all day-to-day duties associated with the prescription processing activities, including receiving, logging and processing prescriptions and resolving issues, in full accordance with department standard operating procedures. A major component of the role is interpreting and maintaining the EMIS electronic prescription record system and records in an accurate and in a timely manner and to handle enquiries via phone and email.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- To assist the Castle Place Practice (CPP) Reception and Pharmacy teams in the achievement of an efficient prescription service - To contribute to the NHS service improvement by participating fully in new projects and developments such as service redesign work - To set up and maintain accurate and effective electronic filing systems in line with practice policies - To transfer prescription request data accurately onto the CPP EMIS system, and to maintain and develop this reporting system - To ensure that all documentation is produced to a standard of high quality - To receive and process the prescription request, ensuring all relevant information is present and considered as part of the request process - To scan and file prescriptions to the patient's EMIS record - To input prescription data/information and process prescription request using EMIS - To communicate with patients, patient representatives and community pharmacy teams to problem solve and provide an efficient prescription service and to know your limitations and when to refer to senior staff to resolve - To monitor medication storage temperatures and stock levels, liaising with Pharmacy Technician to make aware of temperature excursions and ordering requirements - Liaise with external suppliers to resolve all queries and follow through communications to ensure queries are resolved. - Problem solving, working on own initiative, liaising with Community Pharmacies and Clinical staff - Handle general (factual) enquiries from patients and other staff, referring them to the CPP Pharmacy Technician or Pharmacist where appropriate. This includes enquires made by telephone or email. - Write and update procedures relating to prescription processing as requested by Line Manager - To work with the team to ensure adequate cover is in place during periods of leave

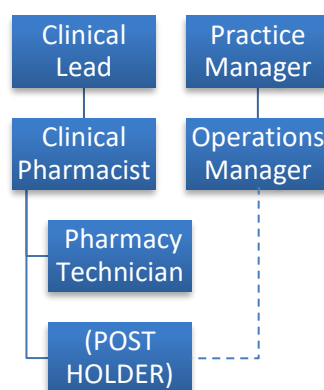
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28/08/2024
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The post holder is required to deal effectively with patients, family members and staff of all levels throughout the Practice and the wider health community as and when they encounter on a day-to-day basis. In addition, the post holder will external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Practice & Trust	External to the Practice & Trust
• CPP Reception Team • CPP Pharmacy Team • CPP Multi-disciplinary Team • RDUH colleagues	• Community Pharmacy Teams • Devon ICB colleagues

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within a range of Practice and Trust policies and pharmacy standard operating procedures (SOPs) to support service delivery within required standards.
- Work is overseen by the CPP Pharmacy Technician and Pharmacist who is generally available for reference
- The Clinical Lead for CPP Pharmacy Service will also have oversight and will provide support
- Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the line manager
- Post holder prioritises how to complete work tasks and in which order e.g. prescription processing, answering phone, processing email queries
- Responsible for escalating concerns where support is needed

COMMUNICATION/RELATIONSHIP SKILLS

- To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner

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- To deal with all day-to-day correspondence within the CPP Prescriptions Team – initiating appropriate responses in order to provide staff and other parties with required information in a friendly and professional manner
- To receive telephone calls and accept messages on behalf of members of the CPP Prescriptions and Pharmacy team and taking appropriate action where necessary
- To manage email communication in a timely way and in line with the Trust's Email Best Practice guidance
- To participate in Reception and Pharmacy team meetings
- Communication will typically include factual information but may involve patient sensitive and confidential information
- May be required to adapt own communication style to overcome communication challenges
- Communication methods will include telephone, verbal, written and electronic.

ANALYTICAL/JUDGEMENTAL SKILLS

- Frequently responds to more complex enquiries which require judgement on facts that require some degree of analysis. Examples may include resolving patient supply issues, clarifying prescription problems, scheduling deliveries
- Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager

PLANNING/ORGANISATIONAL SKILLS

- Responsible for own day to day work tasks to meet prescription service requirements as directed by line manager/section manager
- Ability to prioritise work based on service demands

PATIENT/CLIENT CARE

- Provides accurate information to healthcare professionals, pharmacy colleagues and patients regard prescription requests
- Ensure prescriptions are processed appropriately to ensure timely transfer to community pharmacy services
- Ensure patient complaints are escalated to the appropriate lead for resolution

POLICY/SERVICE DEVELOPMENT

- Responsible for following department Standard Operating Procedures (SOPs) and make suggestions for improvement to practice or to improve the prescription service
- To participate in specific project work aimed at improving the prescription service.

FINANCIAL/PHYSICAL RESOURCES

- Responsible for ensuring prescriptions are sent to community pharmacies in a timely manner
- Responsible for processing invoice for prescriptions administered in the practice
- Responsible for supporting investigation of prescription queries with patients and community pharmacies and to maintain auditable records of query resolution.

HUMAN RESOURCES

- To undertake training, as required, to maintain competency and comply with Practice policies
- To work within Practice and Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

INFORMATION RESOURCES

• Frequent inputting, storing and processing data using practice computer systems. This will include reviewing prescriptions, issuing medicine, using and providing information regarding prescription issues • Frequent modifying, maintaining and analysing information using practice computer systems. • Responsible for ensuring a high level of accuracy.
RESEARCH AND DEVELOPMENT
Complete and participate in surveys and audits within area of work as appropriate e.g. recording patient complaints
PHYSICAL SKILLS
High level of accuracy and advanced keyboard skills required for inputting medication into EMIS and other practice systems
PHYSICAL EFFORT
Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day for data input.
MENTAL EFFORT
• Frequent concentration is required for inputting information into EMIS system, processing prescriptions, investigating queries, liaising with pharmacies and patients, responding to staff queries regarding prescription planning • Frequent planning of workload to respond to prescription demands versus non-urgent work • Work pattern is generally predictable
EMOTIONAL EFFORT
Rare exposure to distressing or emotional circumstances such as challenging patient behaviour
WORKING CONDITIONS
• Ability to understand and empathise with staff and patients in healthcare setting • Frequent exposure to busy working environment with limited working space
OTHER RESPONSIBILITIES
• Take part in regular performance appraisal • Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling • Contribute to and work within a safe working environment • To carry out regular temperature and storage checks for the Reception and Treatment Room drug storage • To undertake any other task deemed appropriate to the grade as directed by the CPP Pharmacy Technician • You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection • As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal. You must also take responsibility for your workplace health and wellbeing: • When required, gain support from Occupational Health, Human Resources or other sources • Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health • Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you • Undertake a Display Screen Equipment assessment (DES) if appropriate to role. • To participate in flexible working arrangements including late duties, bank holidays as appropriate.

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DISCLOSURE AND BARRING SERVICE CHECKS

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Senior Assistant Technical Office (SATO) Prescription Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING GCSE grade A-C or 9-4 in Maths and English or equivalent Recognised level 3 qualification or equivalent level	E E	
KNOWLEDGE/SKILLS Excellent organisational skills Ability to manage and prioritise workload to respond to changing demand Ability to work accurately and methodically Comprehensive PC skills including Word, Excel, Internet and e-mail Excellent verbal and written communication skills Excellent telephone manner Understanding of adherence to confidentiality in a Healthcare environment Understand prescription processes	E E E E E E E E	
EXPERIENCE Previous NHS/Social care experience Experience of working with EMIS or other GP system Pharmacy or prescriptions processing experience Previous administrative experience Working with data in a timely and accurate manner Contribution to service development Experience of communicating with clients, customers or patients	E E E E E	D D
PERSONAL ATTRIBUTES Proven experience of adaptability in the workplace Good basic organisational skills	E E	

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Excellent interpersonal/Communication skills Good understanding of working within a team A flexible approach to work Ability to work as part of a team Good problem-solving skills Ability to use own initiative Ability to manage and prioritise workload to respond to changing demand Remain calm and professional in a busy environment Ability to meet deadlines Professional Attitude	E E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to work effectively and accurately in a busy environment Methodical with attention to detail	E E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				✓
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				✓
Mental Effort	Y				✓
Emotional Effort	Y	✓			
Working in isolation	Y	✓			
Challenging behaviour	Y	✓			