

## JOB DESCRIPTION

<b>Job Title:</b>	Prescriptions Administrator
<b>Responsible to:</b>	Practice or Assistant Manager (for day-to-day matters)
<b>Accountable to:</b>	Practice Partnership
<b>Hours:</b>	25-30 hours per week

---

### Job Summary:

The post holder will be responsible for the accurate and timely processing of prescription requests for the entitled population, liaising effectively with all relevant personnel. Duties can include but are not limited to, the processing of repeat prescriptions in electronic and hard copy format, including online requests. In addition, the post-holder will be required to support the multidisciplinary team, ensuring the strategic objectives of the practice are met. The post holder must work as part of a team, have the ability to organise and prioritise their own workload on a day to day basis.

---

### Main Responsibilities:

- Process repeat prescription requests received by phone, email, fax, post, slips and the online access system, in accordance with practice protocol
- Produce prescriptions for the GP to sign in an acceptable timeframe
- Ensure all prescription requests are processed and are ready for collection within a 48-hour timeframe
- Generate requests for medication on behalf of the patient for non-repeat items
- Issue batch prescriptions for the repeat dispensing scheme
- Actively encourage patients to reconcile medications to facilitate monthly collections
- Discuss with patients their requirements, encouraging patients to order only what they require
- Act upon compliance issues, liaising with the appropriate clinician
- Ensure medication reviews are arranged by maintaining an accurate recall system
- Effectively liaise with external services i.e. district nurses to ensure medicaments are arranged for housebound patients
- Liaise with hospital staff, community pharmacists, patients, carers, care-homes and others to resolve any queries relating to drugs and appliances
- Input data into the patient's healthcare records as necessary
- Deal with all prescription related enquiries in a timely manner
- Record and report adverse effects accurately and appropriately, informing the management team immediately
- Monitor the prescription and personal task box and emails daily and complete in a timely manner
- Provide training to colleagues to enable the smooth running of the system during leave
- Highlight scripts with no EPS and request the patient to nominate an EPS chemist
- Aim to increase the number of EPS scripts and avoiding printing paper copies
- All queries to be dealt with using the EMIS medication screen

- Participate in patient information campaigns e.g. attaching written information to repeat prescriptions for immunisation campaigns for example
  - Provide administrative support for the practice submissions to relevant NHS organisation for the prescribing incentive scheme and the medicines management QOF action points
  - Read code data on EMIS
  - Carry out system searches as requested
  - Maintain a clean, tidy, effective working area at all times
- 

### **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:**

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, the practice health & safety manual, and the practice infection control policy and published procedures. This will 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, free from hazards
  - Actively reporting health and safety hazards and infection hazards immediately when recognised
  - Keeping own work areas and general/patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
  - Undertaking periodic infection control training (minimum annually)
  - Reporting potential risks identified
  - Demonstrate due regard for safeguarding and promoting the welfare of children
- 

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

### **Personal / Professional Development:**

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 and revalidation.
  - 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 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
- 

### **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
- 

These duties may be changed from time to time, dependent on the needs of the practice. This will be done in consultation with the employee and, if appropriate, training and instruction will be given.

---

Person Specification on next page

<b>Person Specification – Prescriptions Administrator</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)		✓
NVQ Level 2 in Health and Social Care		✓
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with the general public	✓	
Experience of working in a health care setting	✓	
Experience as working as a prescription clerk	✓	
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS / Systmone / Vision user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
<b>Personal Qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	