



Prescription Clerk and Administrative Support	
Hours	Up to 37.5 hours per week
Salary	Dependent on skills and experience
Contract Type	Permanent
Reports to	Clinical Pharmacist
Accountable to	Practice Manager

### Job Summary

The Prescription Clerk provides support to our Clinicians in the receipt and preparation of repeat prescriptions for our patients and works very closely with our Pharmacist and Administrative teams. You will be the main point of contact for enquiries about prescriptions from patients and community pharmacies. You will also work closely with our Primary Care Network Pharmacy Team. As the main contact for these enquiries, a good telephone manner, and excellent communication skills are essential.

The Prescriptions Clerk is a member of the administration and clerical team, assisting in the repeat prescription process. The nature of this role means you will work closely with our clinicians to support improvements in prescription management and clinical administration. The post holder must be flexible and able to support duties of other members if the administrative team, including reception cover.

To thrive in this role, you will enjoy utilising your exceptional organisational, and prioritisation skills, combined with excellent attention to detail. Problem-solving on a day-to-day basis around issues relating to your work, you will also enjoy working closely as a team to achieve objectives and ensure that your prescription workload is managed in a timely manner. The ability to work under pressure whilst remaining calm is essential, whilst also using your own judgement, resourcefulness, and common sense.

Facilitating effective communication between patients, members of the primary healthcare team, secondary care and other associated healthcare agencies is an essential part of this role.

### About Us

We are a warm and friendly Practice, currently serving a local population of approximately 7000 patients within Weymouth and Portland Primary Care Network. We are a highly motivated multidisciplinary team with a desire to constantly improve to serve the needs of our local population. We are proud to offer a friendly and welcoming environment to our staff and patients. The work is fast paced and challenging but is rewarding, you will be part of a great team. Having recently reviewed our prescription management processes we are keen to invest in the creation of robust procedures that support our aim to,

- Establish safe clinical and administrative practice,
- Establish good chronic disease management,
- Establish appropriate access to and effective use of primary care resources,
- Establish a new model of care working with the community, local authority and other NHS providers with the aim of improving health outcomes,
- Establish a financially sustainable business model for delivery of high-quality primary care now and in the future.

Our multidisciplinary team, which includes our administration and clerical staff as integral members, are an important part of our service delivery. If you believe you have the motivation and commitment to help us on our journey, then we can provide you the support and development you need to help us succeed in supporting our patients.

**Key Tasks and Responsibilities**

Duties will include coordinating and preparing repeat prescriptions for our patients, data entry onto patient records, and liaising with patients, community pharmacies and our PCN Pharmacy Team. The tasks and responsibilities to be undertaken may include any or all the items in the following lists, dependent on current and evolving practice workload and staffing levels:

Delivering the technical aspects of prescription preparation to ensure the safe prescribing of medicines.

Delivering an efficient prescription service and ensuring service targets are met and errors are minimized.

Comply with legal and professional requirements, accepted guidance on professional practice, and with safe systems of work for re-authorizing repeat prescriptions.

Run analysis reports and gather information from a variety of sources for continuous improvement, safe management of repeat prescriptions, and to co-ordinate medication reviews or changes.

Liaise with pharmacies and our PCN Pharmacy Team on the supply of prescribed drugs, alert clinicians of any supply issues and forward information on the recommended alternatives.

Expedite urgent prescriptions to help ensure a safe and responsive service for our patients.

Respond to enquiries from patients and pharmacies in a courteous, timely and efficient manner, by telephone, letter and email, occasionally face-to-face and maintain precise records of the communications.

Provide an efficient administration service as part of a team to ensure the smooth running of the prescription support to our clinicians.

Ensure you are keeping patient information updated and that patient information is secure and always kept confidential.

Keep up to date with the Dorset Joint Formulary.

Bring any queries to the attention of the relevant clinician, to include under and over usage.

Build good working relationships with local pharmacies to help enable our prescription service.

	<p>Create tasks and assist clinicians in managing document workflow relating to prescriptions.</p> <p>Escalate any problems to your line manager or practice manager.</p> <p>Provide regular support for members of the Administration &amp; Reception team.</p> <p>Undertake training and/or support delivery of training as requested to support safe and effective services for the practice.</p> <p>Carry out any other duties as may reasonably be requested by the GPs/practice manager/line manager.</p>
<b>General Duties</b>	<p>Answer telephone enquiries from patients and pharmacies promptly and politely.</p> <p>Deal with face-to-face enquiries from patients in a calm, prompt, and sensitive manner.</p> <p>Gather sensitive information from patients and record information in their clinical notes.</p> <p>Treat patients with sensitivity and respect.</p> <p>To understand the role of receptionist and carry out reception duties when requested to by the practice management team.</p> <p>Follow up test results when requested to by members of the clinical team.</p> <p>Work in a manner that supports the clinical pharmacist and pharmacy technician.</p> <p>Supports the practice in managing all repeat prescriptions within 48 hours.</p>
<b>IT</b>	<p>Use the clinical IT system to generate medication requests.</p> <p>Update the medical notes in a timely manner.</p> <p>Use the clinical IT systems to check prescription review dates and alert the pharmacist and/ or doctor to out of date or due dates.</p> <p>Use e-mail, fax and telephone to carry out tasks, communicate and obtain information in the prescriptions process.</p>

	<p>Deliver tasks and workflow requests by GPs and the pharmacy team effectively, adhering to organisation policies and within individual competency.</p> <p>Set up Choose and Book arrangements for patients and respond to queries.</p>
<b>Organisational and Administrative</b>	<p>Operate within all Cross Road Practice policies &amp; procedures, specifically lone working, including using lone working device effectively and reporting of incidents, accidents and safeguarding concerns.</p> <p>Complete all mandatory training, participate in education programs and actively engage with learning and development opportunities.</p> <p>Alert other team members to issues of quality and risk.</p> <p>Contribute to an effective team by reflecting on own and team activities, contributing to team meetings and other avenues to improve the team's performance.</p> <p>Communicate effectively with others.</p> <p>Attend team and staff meetings and attend practice updates to ensure competency.</p> <p>Ordering and restocking NHS supplies (e.g., prescriptions)</p>
<b>Other</b>	<p>Work flexibly Monday to Friday as agreed with the practice management.</p> <p>Work ad-hoc evenings and weekends with prior agreement.</p> <p>In addition to the primary responsibilities, the prescription clerk may be requested to:</p> <ul style="list-style-type: none"> <li>• Support the practice and PCN clinical pharmacists as required.</li> <li>• Partake in audit as directed by the team.</li> <li>• Support the Practice Manager and Practice Pharmacist in reviewing and updating the practice prescribing policy.</li> <li>• Complete opening and closing procedures in accordance with the duty rota.</li> </ul>
<b>Confidentiality</b>	<p>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.</p>

	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
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<b>Person Specification – Prescription Clerk and Administrative Support</b> <b>E = Essential D = Desirable</b>		
<b>Qualifications</b>	GCSE in English and Maths (A-C) or NVQ equivalent	E
	Pharmacy Services or equivalent NVQ2 or higher qualification or relevant experience of prescription management and administrative support a GP Practice	D
<b>Experience</b>	Experience of working directly with members of the public in a busy environment	D
	Experience of working with patients within in the NHS	D
	Previous work as Dispensing Assistant in community or hospital pharmacy or GP Practice	E
	Experience of working as part of a team	E
	Experience of managing multiple requests via telephone and email	E
	Basic IT skills, including use of email.	E
	Experience of using an NHS clinical IT system (SystemOne)	E
	Good written communication skills	D
	Good verbal skills and can demonstrate ability to deal with members of the public on the telephone.	D
	Management of multiple tasks / requests in a timely manner	D
	Understanding of primary care	D
<b>Other Requirements</b>	Flexible approach to working hours (e.g., covering holidays)	D
	Can take instructions and follow protocols without direct supervision.	D
	A non-judgemental approach	D

	Maintains confidentiality and can demonstrates understanding of confidentiality policies.	E
	Desire to develop and learn	D