



Optimus Health Limited. Panacea Pharmacy

Job Description

1. Job Details

Job Title: Higher Support Worker – Pharmacy Dispenser

Job Grade: n/a

Department: Optimus Health Panacea Pharmacy

Directorate: Medical

Location: Panacea Pharmacy. University Hospital of North Tees.

CRB Disclosure Level: Enhanced

2. Job Purpose

The post holder will be Responsible for a range of technical duties in the dispensaries within the pharmacies, to aid in the smooth and efficient running of the department. The post holder will be based in Panacea Pharmacy at North Tees Hospital. To work within a dispensary team to provide patients with an accurate and timely supply of medication as an outpatient. To perform the accuracy technical check on prescriptions. To adhere to the processes of dispensing medication on prescriptions for out patients and for discharge. Performing stock checks each day in the rotated area and maintaining the stock in that area ensuring fitness for purpose at all times. Dispensing of controlled drug prescriptions. Delivery of a high quality dispensing service to patients and users, adhering to standards of service delivery, and managing stock control.

Managerially Responsible to: Superintendent Pharmacist

Professionally Responsible to: Responsible Pharmacist

Liaises with: Ward staff, service users, other Pharmacy Staff and patients

3. Key Result Areas (Dispensary, plus counter)

Dispensary services

i. Prescription Process

To perform the duties of an accredited checking technician to perform technical checks on dispensed items as per guidance from the General Pharmaceutical Council outlined within the organisation's Standard Operating Procedures and within the remits of your own competencies. To perform the duties of a dispensing assistant as per guidance from the General Pharmaceutical Council and outlined in the organisations Standard Operating Procedures.

Check prescription prior to dispensing to ensure that the professional check has been completed and all annotations are understood to facilitate accurate dispensing and error reduction. Interpret prescriptions and convert abbreviations to English prior to dispensing. Utilizing the EMIS Ascribe computer system accurately input data to produce labels for each individual patient. Utilize the program to search for specific patients. Ensure stock is charged to correct patient, consultant, ward and division to ensure accurate financial reporting. Maintain accurate patient medication records with accurate data input of medication, strength form and dose. Accurately select the medication to be dispensed, dispense following SOP. Calculate the quantities required to ensure



correct supply and maintenance of patient's treatment. Identify any supply problems inform pharmacist and ward staff of problems, place order for medication via buying office to ensure continuity. Self check to ensure quality and correctness of dispensed items prior to final technical check. Manage time effectively and prioritize own workload when necessary to meet deadlines and complete complicated tasks.

ii. Prescription receipt.

Receive prescriptions directly from patients, healthcare staff, carers and their representatives. Inform patients / representatives how to adhere to the legal requirements for completion of the prescription form. Identify patients who are exempt from payment by having up-to-date knowledge of national exemptions. Calculate and collect prescription charges, handle cash / cards and operate the cash register. Inform patients when medication may be purchased over the counter for less than the prescription charge due to knowledge of medication cost and legal classification of products. Issue official receipts. Maintain work flow by placing prescriptions in order prioritizing where necessary and alert professional checker and dispensing staff when there are prescriptions to be dispensed.

iii. Controlled drugs

Dispense controlled drug prescriptions and ward orders following SOP's. Accurate entries to be made in controlled drug registers to maintain stock control and legal requirements. Responsible for each individual entry any discrepancies to be reported immediately to manager.. Monitor stock levels and inform manager when supplies are required.

iv. 'Over the counter' sales.

'Over the counter' medicines to patients after ascertaining the appropriateness of purchase through effective questioning to identify any contraindications to issue of medication. Follow national guidelines for patient questioning. Evaluate information given and refer any queries to the pharmacist and inform pharmacist of the sale.

v. Stock control

Responsible for counting daily stock takes. Monitor accuracy of stock levels by reporting any discrepancies to line manager to ensure investigation. Maintain stock quality with regular expiry date checks and record log maintenance .accurately transfer stock between sites through correct data input. Accept the twice daily orders from the store check items supplied against the order to maintain adequate stock levels before inputting data. Inform manager or store when items are required urgently to fulfill prescription/orders. Ensure all stock is stored correctly and according to manufacturer's recommendations and departmental procedures. Dispose of expired / discontinued medication in a safe manner following the trust and departmental waste management procedure and COSHH regulations. Return re usable stock into the department following SOP to ensure fit for purpose.

vi. Cash reconciliation

Reconcile the daily payment for prescriptions following SOP for 'cashing up'. Inform the cashier when change is required

vii. Filing

Organizes, maintains and develops storage of dispensary generated forms and prescriptions

viii. Tackle discrimination and harassment and promote equality and diversity in the workplace.

ix. Reduce sickness absence, workplace accidents and promote zero tolerance on violence against staff.

x. Take responsibility for personal development and education and the development of a Personal Development Plan.

4. Control of Infection

Be aware of and comply with all Trust infection prevention and control policies, to included hand hygiene, personal hygiene, environmental and food hygiene. To undertake annual training/updates in infection prevention and control.

Prepare for and undertake the protective interventions that he/she is responsible for in a manner that is consistent with evidence based practice and maintaining patient safety.

5. Communication and Working Relationships

The post holder must have good communication skills in order to:

- Act as link person between the pharmacy department, and the ward staff which involves frequent contact with nursing and medical staff in relation to providing information on progress of prescriptions and queries relating to dispensing/dosage/previous supply/availability and delivery.
- Daily contact with pharmacists and technicians and support workers higher level and assistants to ensure that medication is purchased and issued efficiently to meet the individual patient's needs.
- Daily contact with patients face to face and on the telephone giving general information as well as information, advice, explanation and counselling on their medication.
- Act to ensure that medication is received within the required timescale from the suppliers. In case of an emergency to arrange the supply from an alternative supplier i.e. Ward/ department/site. Inform all concerned parties of progress and report any changes that need to be made
- Daily contact with other healthcare professionals, porters, couriers and taxi drivers from outside this organization sharing information where appropriate.
- Answer telephone calls promoting a positive attitude to the department, providing a suitable response when following departmental procedures or redirecting to a suitable member of staff or area.
- Communicate effectively with patients /staff in difficult environments and confrontational situations.

6. The most challenging part of the job

To be an effective team member contributing to the provision of an exceptional service to our users, within an environment of providing a critical service to demanding users. Coping with pressure within a professional work environment with high standards of work performance.

7. Criminal Records Bureau Disclosure Check

This post is deemed to require a Disclosure Check – Enhanced Level with the Criminal Records Bureau.

Further information on the Disclosure Service is available from www.disclosure.gov.uk.



This job description is intended as a guide to the duties and responsibilities of the post and should not be regarded as a complete list of those required to be fulfilled under the 'written statement of the main terms and conditions of employment'.

The contents may be amended from time to time subject to developing service needs although such amendment would occur following appropriate consultation with the post holder.

Employees Signature		Date	
Managers Signature		Date	
Date prepared	October 2018	Date for review	

Person Specification

Job Title: Higher Support Worker – Pharmacy Dispenser
Grade: Optimus Health Limited

Department: Panacea Pharmacy
Date prepared: February 2022

Criteria	Essential	Desirable	Measure
Qualifications	<ul style="list-style-type: none"> Recognised Accuracy Checking Technician qualification. Registration with the GPhC as a Pharmacy Technician Competency and underpinning knowledge at NVQ at level 3 (Module 4) Introduction to Action & Uses of Drugs Competency and underpinning knowledge at NVQ at level 2 (Module 1 & 2) Pharmacy Practice and Procedures, Hospital supplement, Pharmacy Law + Ethics Medicines Counter Assistant Qualification (e.g. NPA or equivalent) or 	<ul style="list-style-type: none"> Well established numeracy and literacy skills (GCSE or equivalent at grade C or above in English and Mathematics) 	Application form, certificates and education record
Experience	<ul style="list-style-type: none"> Experience of acting as an accredited checking technician within a pharmacy Experience of dispensing and stock control work within a pharmacy 	<ul style="list-style-type: none"> Experience of working in a hospital pharmacy Works accurately under pressure Staff training 	Application form, references and at interview
Knowledge	<ul style="list-style-type: none"> As specified above in qualifications Up-to-date knowledge of pharmacy operational procedures and practices Dispensing protocols Knowledge of HASAWA and COSHH in relation to pharmacy practice 	<ul style="list-style-type: none"> Knowledge of pharmacy computer system Good Manufacturing Practice Working with medicines 	Application form, references and at interview
Skills/ Aptitudes	<ul style="list-style-type: none"> Demonstrate ability to reliably check, input and record data and to identify discrepancies. Ability to pay good attention to detail. Ability to show initiative where applicable, and also to work within procedural guidelines. 	<ul style="list-style-type: none"> Well developed customer relations skills Be computer literate, have a good working knowledge of windows based 	Application form and references

	<ul style="list-style-type: none"> • Willingness to participate in and promote effective team working • Be focused on patient care and the delivery of an effective and efficient service. • Demonstrate ability to communicate effectively, have a logical approach to problem solving and to form and maintain good working relationships with all staff groups. 	systems.	
Disposition	<ul style="list-style-type: none"> • Have a responsible, dependable and honest character. • Show a keenness to learn and to apply appropriate working procedures. • Be self-motivating and committed to continuous improvement • Awareness of own limitations and seeking advice when required 		Application form references and interview.

- ♦ You will be required to produce any relevant certificates to support your application if short listed for interview.